Dental Administration 101

INSTRUCTOR

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Why Dental?

• Great Pay
• Medical & Dental
• 401-K
• Vacation
• Advancement Opportunity
• Job Availability
Office Personnel

The First Lines of Communication.....

• The single most important contribution to the success of any organization is the team.
• Employees should consistently exceed expectations.
• Employers want emotionally intelligent, self-motivated, and a positive image to represent their practice.
Patient Care Coordinator

• The Patient care Coordinator is the primary point of contact and communication in a dental office. They are responsible for the comfort of each patient as well as being knowledgeable and capable of communicating information regarding insurance, billing, scheduling and treatment coordination.
What’s In A Name?

• Check-In
• Check-Out
• Insurance Coordinator
• Scheduling Coordinator
• Financial Coordinator
• Treatment Coordinator
• Patient Care Specialist
• Front Desk Lady
• Administrative Assistant
• Dental Receptionist
Effective Communicator
Attention To Detail
Honesty
Positive Attitude
Respect and Care For Others
<table>
<thead>
<tr>
<th>The Doctor Is In...</th>
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<tbody>
<tr>
<td><strong>General Dentist</strong></td>
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<tr>
<td><strong>Dentist (DDS)</strong></td>
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<td><strong>Specialist</strong></td>
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Dental Specialties

• Oral Surgeon
• Periodontist
• Endodontist
• Prostodontist
• Pedodontist
• Orthodontist
Dental Practice Manager

**Purpose:** To unite and maintain an efficient, productive, and positive dental team dedicated to providing exceptional care and support to patients, staff, and doctors through exceptional leadership.

**Duties:**
- General Supervision
- Liaison Btwn Docs and Staff
- Oversee production
- Oversee Collections and Ins.
- Manage Reports and Statistics
- Human Resources
- And More!
Dental Hygienist

- A Dental Hygienist is a licensed dental professional who specializes in providing services that focus on the prevention of disease. They do this through education of the patient and by performing regular cleanings and treatments for periodontal disease.
**Dental Assistant**

Primary function: Assists dentist with patient care and procedures.

<table>
<thead>
<tr>
<th>Certification</th>
<th>Requirements</th>
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<tbody>
<tr>
<td>Certified Dental Assistant (CDA)</td>
<td>• Certified through DANBE</td>
</tr>
<tr>
<td>DA2</td>
<td>• Graduated from a ADA Accredited program or has completed 3500 hours of in office training. Expanded function.</td>
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<tr>
<td>DA1</td>
<td>• Has completed a non accredited program or is in training.</td>
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<td>Sterilization Tech:</td>
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Finally...Administrative Team

Now is the time to make a name for yourself!
Memberships/Certifications

- **Certified Dental Practice Management Administrator (CDPMA)**
  - Offered through DANBE
  - 150 Question Test

- **American Association of Dental Office Managers (AADOM)**
  - Professional Association for Dental Office Personnel
### Help Wanted

**Dental Front Desk (Raleigh)**

- Established dental practice is searching for a career mindset individual to join their team of professionals. Excellent working environment and a great staff! This position offers a competitive salary and benefit package as well as the opportunity for advancement.

**Requirements**
- High School Diploma or GED
- 1-2 years of dental administrative experience required!
- Experience using Dentrix Dental Software a plus!

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**Dental Treatment Coordinator (Raleigh)**

- **Overall Responsibility**
  - The Dental Administrator serves as a dental office assistant responsible for front desk coordination of patient flow and financial activities focusing on Patient check out and reviewing of the patient's treatment plan and all associated fees including patients out of pocket portion and estimated insurance portions.

**Key Tasks and Responsibilities**
- Maintains reception area and inventory control of business office supplies, patient literature and all related items
- Manages telephone calls
- Controls appointments, schedules patient appointments, checks daily the appointment waiting list and contacts patients as required.
- Copies next day schedule for operatory
- Verifies insurance coverage and eligibility
- Maintains office filing system for patient records
- Pulls the next day charts and files completed cases
Dental Office Layout

- Clinical Areas
- Operative/Doctor
- Hygiene Department
- Sterilization/Lab Areas
- Administrative & Reception
Dental Clinic Layout

Administrative and Reception

Clinical Areas

Clinical Areas
What Is A ConSent?

Consent:
• To give permission for something to happen approval, compliance, or agreement

1. Implied Consent:
   – Consent to something through conduct and action, including inaction or silence

2. Expressed Consent:
   – A stated agreement or approval by one party to another. written, verbal, or nonverbal but obviously stated.
Informed Consent

Informed consent is the process and actions that take place as a patient learns about and thinks about a treatment before they agree to it.

**Informed consent is a process that includes all of these steps:**
- You are told (or get information in some way) about the possible risks and benefits of the treatment.
- You are told about the risks and benefits of other options, including not getting treatment.
- You have the chance to ask questions and get them answered to your satisfaction.
- You have had time (if needed) to discuss the plan with family or advisors.
- You are able to use the information to make a decision that you think is in your own best interest.
- You share your decision with your doctor or treatment team.
Informed Refusal

Patients have the right to make decisions regarding their healthcare. This means that they can refuse all or some of the proposed treatment. The patient must be informed in a language they can understand of the possible consequences of refusing treatment.
Important Acts

Good Samaritan Act

• Recognized in All States
• Caregivers are immune from liability in emergency situations
• Care must be reasonable
• Must be outside of the dental or medical office and non-compensated

Americans with Disabilities Act of 1990

• Dentist are required to make certain modifications to the dental office to facilitate access for disabled persons.
## Confidential

<table>
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<tr>
<th>H</th>
<th>• Health</th>
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<td>I</td>
<td>• Insurance</td>
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<td>P</td>
<td>• Portability</td>
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<td>• Accountability</td>
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<td>A</td>
<td>• Act</td>
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HIPAA of 1996

• **Title I:** Protects health insurance coverage for workers and their families when they change or lose a job and limits restrictions on preexisting conditions by group plans.

• **Title II:** Requires national standards for electronic health care transactions and guarantees the right to privacy to individuals ages 12-18.
HIPAA and The Dental Office

Confidentiality
• Patients are entitled to expect that information concerning their medical or personal affairs will be held confidential even after they die.
• Patients must consent to release of information and then only the minimum information necessary.

National Provider Identifier
• A unique 10-digit number that identifies a provider and is used during the transmission of any HIPAA regulated information. This is a permanent record that follows a provider for a lifetime.
**ePHI**

- Electronic protected health information (ePHI) is any protected health information (PHI) that is created, stored, transmitted, or received electronically.
- Electronic protected health information includes any medium used to store, transmit, or receive PHI electronically. The following and any future technologies used for accessing, transmitting, or receiving PHI electronically are covered by the HIPAA Security Rule:
  - Media containing data at rest (storage)
  - Personal computers with internal hard drives used at work, home, or traveling
  - External portable hard drives, including iPods and similar devices
  - Magnetic tape
  - Removable storage devices, such as USB memory sticks, CDs, DVDs, and floppy disks
  - PDAs and smartphone
  - Data in transit, via wireless, Ethernet, modem, DSL, or cable network connections
  - Email
  - File transfer
Possible Referral Situations

Patients may need to be referred for several reasons. Any one or combinations of the following situations or conditions may provide the dentist with an appropriate rationale for referring a patient. Some of these situations include, but are not limited to:

- Level of training and experience of the dentist
- Dentist’s areas of interest
- Extensiveness of the problem
- Complexity of the treatment
- Medical complications
- Patient load
- Availability of special equipment and instruments
- Staff capabilities and training
- Patient desires
- Behavioral concerns
- Desire to share responsibility for patient care
- Geographic proximity of the specialist or consulting dentist
# Three (3) Bad Words

<table>
<thead>
<tr>
<th>NEGLIGENCE</th>
<th>MALPRACTICE</th>
<th>FRAUD</th>
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<tbody>
<tr>
<td>Duty of care was breached and caused loss or damage</td>
<td>Duty of care was owed and caused loss of damage</td>
<td>Refers to an act of deception for personal gain</td>
</tr>
<tr>
<td>Action by a professional that has brought harm or damage</td>
<td>Upset patients should see the dentist right away!</td>
<td>Insurance Fraud!!!! No No No</td>
</tr>
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Governing Bodies

American Dental Association

North Carolina Dental Society

NC Board of Dental Examiners