

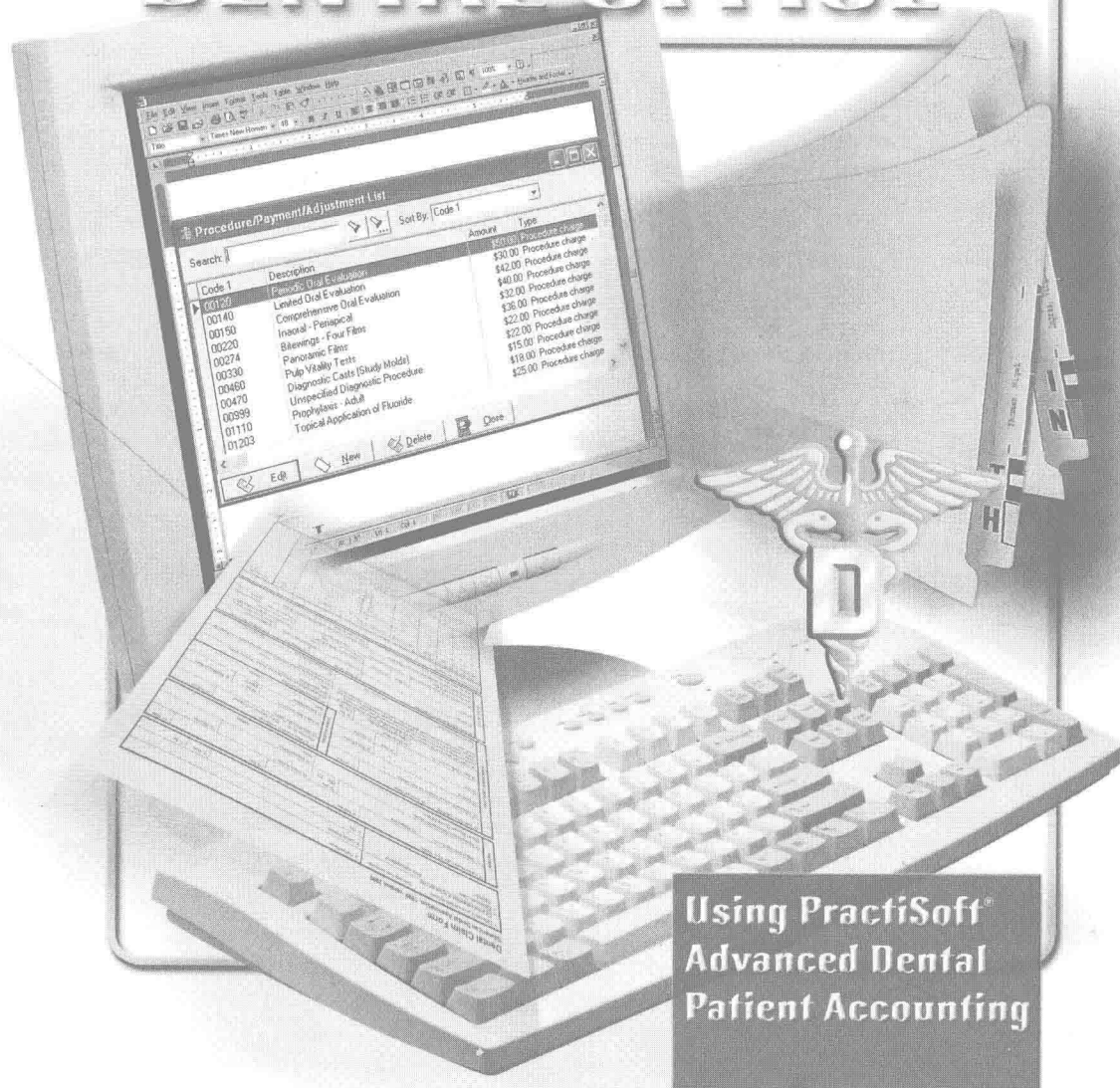
COMPUTERS IN THE DENTAL OFFICE

The image shows a vintage computer setup from the late 1990s or early 2000s. A CRT monitor displays a software window titled "Procedure/Payment/Adjustment List". The window has a menu bar (File, Edit, View, Insert, Format, Tools, Table, Window, Help) and a toolbar. Below the menu bar is a search field and a "Sort By: Code 1" dropdown. The main area contains a table with columns "Code 1", "Description", "Amount", and "Type". A "Dental Claim Form" is partially visible in the foreground, and a keyboard is at the bottom. A golden caduceus symbol is overlaid on the right side of the monitor.

Code 1	Description	Amount	Type
00120	Periodic Oral Evaluation	\$50.00	Procedure charge
00140	Limited Oral Evaluation	\$30.00	Procedure charge
00150	Comprehensive Oral Evaluation	\$42.00	Procedure charge
00220	Intraoral - Periapical	\$40.00	Procedure charge
00274	Bite wings - Four Films	\$32.00	Procedure charge
00330	Panoramic Films	\$36.00	Procedure charge
00460	Pulp Vitality Tests	\$22.00	Procedure charge
00470	Diagnostic Casts (Study Models)	\$22.00	Procedure charge
00999	Unspecified Diagnostic Procedure	\$15.00	Procedure charge
01110	Prophylaxis - Adult	\$18.00	Procedure charge
01203	Topical Application of Fluoride	\$25.00	Procedure charge

**Using PractiSoft®
Advanced Dental
Patient Accounting**

COMPUTERS IN THE DENTAL OFFICE



Using PractiSoft®
Advanced Dental
Patient Accounting

Cynthia Newby, CPC



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COMPUTERS IN THE DENTAL OFFICE: USING PRACTISOFT® ADVANCED DENTAL PATIENT ACCOUNTING

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The Student Data Disk, illustrations, instructions, and exercises in *Computers in the Dental Office* are compatible with the PractiSoft Advanced Dental Patient Accounting software available at the time of publication. Adaptations may be necessary for use with subsequent versions of the software. Text changes will be made in reprints when possible.

All names, situations, and anecdotes are fictitious. They do not represent any person, event, or dental record.

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PREFACE

Administrative duties in dental offices are becoming more involved with technology. Computers are now used in most dental practices. Students who aim to find an administrative job in the dental care environment will find that computer skills are often a prerequisite for employment.

This text/workbook, *Computers in the Dental Office*, prepares students for administrative tasks in a dental practice. The text/workbook introduces and simulates situations using PractiSoft Advanced Dental Patient Accounting, a widely used dental administrative software program. While progressing through PractiSoft's menus and windows, students learn to input patient information, schedule appointments, and handle billing. In addition, they produce various lists and reports, and learn to handle insurance claims both electronically and on paper. These invaluable skills are important in effective financial management of a dental practice.

Although this text/workbook features PractiSoft Advanced Dental Patient Accounting software, its concepts are general enough to cover most administrative software intended for dental care providers. Students who complete *Computers in the Dental Office* should be able to use other dental administrative software with a minimum of training.

TEXT/WORKBOOK OVERVIEW

Computers in the Dental Office is divided into four parts. The first, "Introduction to Computers in the Dental Office," covers the general flow of information in a dental office, the major dental services that are covered by insurance carriers, and the role that computers play in a dental office. If students have had other courses in computers, instructors may wish to use Chapter 3, "The Role of Computers in the Dental Office," as a review, or they may wish to skim the material and then move on to Part 2.

Part 2, "PractiSoft Advanced Dental Training," teaches students how to start PractiSoft, input data in the program, and then use the program to bill patients, prepare estimates, file claims, record data, print reports, and schedule appointments. The sequence takes the student through PractiSoft in a clear, concise manner. Each chapter includes a number of exercises that are to be done at the computer. These exercises give the student realistic experience using an administrative dental software program.

Part 3, "Applying Your Knowledge," completes the learning process by requiring the student to perform a series of tasks using PractiSoft. Each task is an application of the knowledge required in the dental office.

At the end of the text/workbook, a section of Source Documents (Part 4) gives the student the data needed to complete the exercises. These documents, which include patient information forms and encounter forms, are similar to those used in dental offices.

COMPUTER SUPPLIES AND EQUIPMENT

The Student Data Disk that comes with the text/workbook provides a base of case study information. Other equipment and supplies needed are as follows:

- ◆ 233 MHz or greater IBM or IBM-compatible processor
- ◆ 64 MB RAM
- ◆ 1 gig hard drive
- ◆ CD-ROM 2X or faster disk drive
- ◆ Mouse or compatible pointing device
- ◆ Windows 98, ME, NT, 2000, or XP operating system
- ◆ PractiSoft Advanced Dental Patient Accounting, Version 7.02 (free to adopters)
- ◆ One 3.5-inch disk drive
- ◆ Blank, formatted floppy diskette
- ◆ Printer

PractiSoft Advanced Dental Patient Accounting is free to schools adopting *Computers in the Dental Office*. Information on ordering and installing the software is located in the *Instructor's Manual* that accompanies the text/workbook.

CHAPTER STRUCTURE

At the beginning of each chapter, students are provided with a preview of what will be studied:

What You Need to Know Describes the basic knowledge required in order to complete the chapter.

Objectives Describes the primary areas of knowledge that can be acquired by studying the chapter and performing the exercises.

Key Terms Presents an alphabetic list of important vocabulary terms found in the chapter. Key terms are printed in bold-faced type and defined when introduced in the text/workbook. Key term definitions also appear in the left margin of the page where they are first used.



SHORT CUT

Tip . . .

Throughout the instructional chapters, the narrative is supported by numerous figures and tables for reference. These instructional portions of the chapter include Short Cut and Tip features to enhance the learning experience (see icons in left margin). Computer exercises follow the portions of instructional material to reinforce what was just read.

Various types of testing are supplied in the *Chapter Review* at the end of each chapter in Parts 1 and 2. *Using Terminology* and *Checking Your Understanding* test the student's knowledge of the chapter's key terms and content. *Applying Knowledge* and *At the Computer* encourage the student to use critical thinking skills and apply practical knowledge using the computer and the chapter-by-chapter solutions file.

SUPPLEMENTARY MATERIAL

An *Instructor's Manual* provides the instructor with answers to chapter exercises, answers to Chapter Review questions/exercises, teaching suggestions, SCANS and National Health Care Skill Standards (NHCSS) correlations, and information on ordering and installing PractiSoft Advanced Dental Patient Accounting software. The CD contains the ExamView® Pro test generator program and the chapter-by-chapter solutions files.

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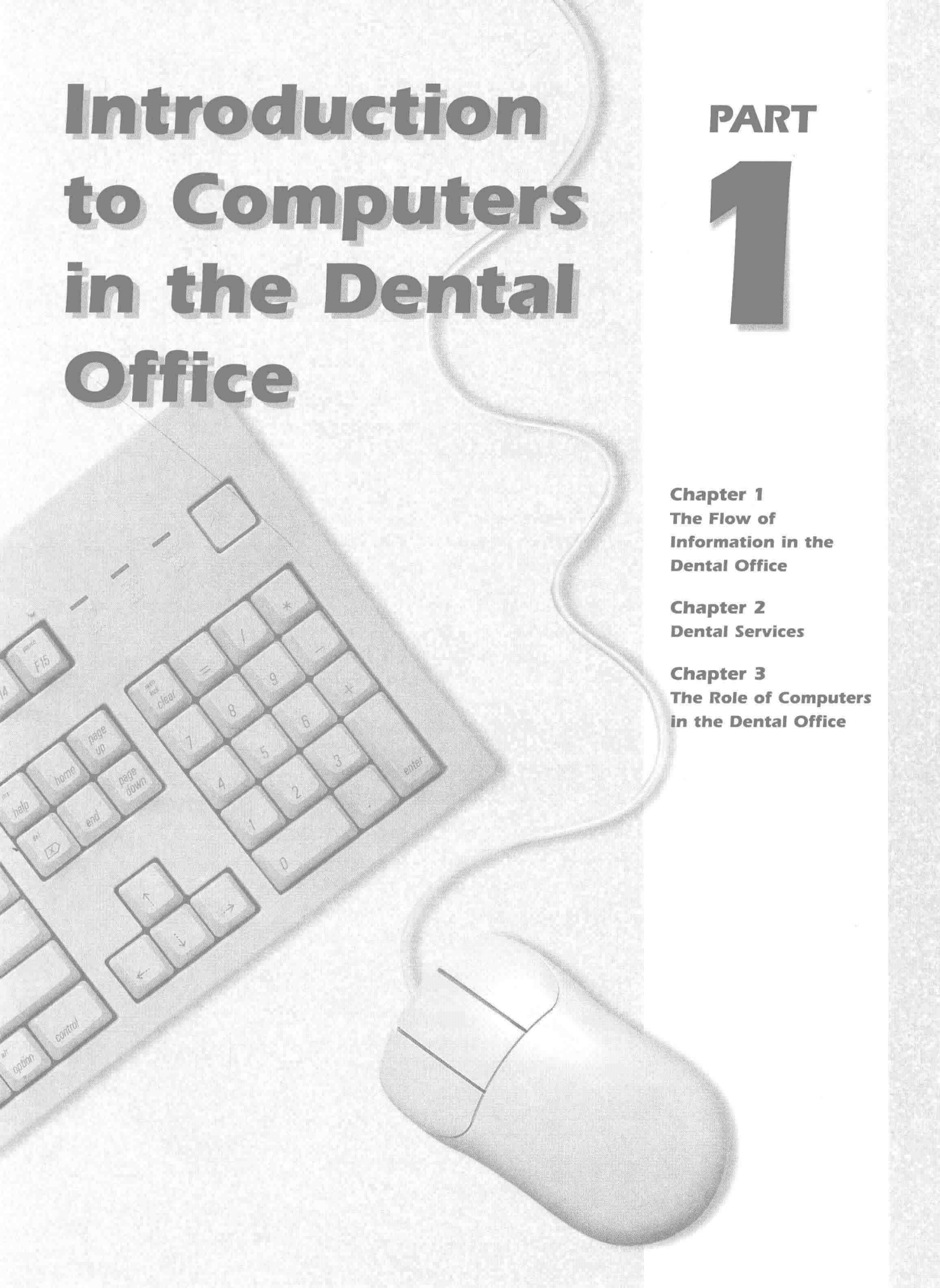
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Introduction to Computers in the Dental Office



PART

1

Chapter 1
The Flow of
Information in the
Dental Office

Chapter 2
Dental Services

Chapter 3
The Role of Computers
in the Dental Office

The Flow of Information in the Dental Office

OBJECTIVES

When you finish this chapter, you will be able to:

1. Describe the tasks that are routinely performed in dental offices, including scheduling appointments, gathering and recording patient information, recording procedures, billing patients and filing insurance claims, and reviewing and recording payments.
2. Discuss different types of dental insurance plans.
3. List the steps involved in processing claims and collecting payments.
4. Describe the daily and monthly reports required to balance the practice's accounts receivable.

KEY TERMS

accounting cycle
accounts receivable (AR)
ADA Dental Claim Form
capitation
coinsurance
copayment
Current Dental Terminology
(CDT-4)
day sheet
Dentist's Pretreatment
Estimate
Dentist's Statement of
Actual Services

encounter form
explanation of benefits (EOB)
health maintenance
organization (HMO)
HIPAA (Health Insurance
Portability and
Accountability Act of 1996)
HIPAA Privacy Rule
indemnity plan
insurance carrier
managed care
patient information form
payer