

**DEN5013 Essentials of Dental Office Management**

Course title	Code	Semester	Type of course	Course structure and volume (hours)			ECTS
Essentials of Dental Office Management	DEN5013	IX	Mandatory	LECTURE	20	60	2
				Seminar	13		
				Teaching in a Stimulatory environment (TSE)			
				Teaching in the clinical environment (TCE)			
				Practical Lecture			
				Midterm EX.	1		
				FINAL EX.	2		
				INDEP. WORK	24		
Faculty, the educational program, and level of education	School of Dental Medicine, One cycle (5-year duration) Higher Educational Program “Dentistry”						
Staff	Tamta Chikobava, Assistan,e-mail: <a href="mailto:chikobavayamta@gmail.com">chikobavayamta@gmail.com</a> , mob.:599 531 714  <b>Pinar Kıymet Karataban</b> , professor E-mail: <a href="mailto:Pinar.Kıymet.Karataban@bauinternational.edu.ge">Pinar.Kıymet.Karataban@bauinternational.edu.ge</a>  <b>Nia Khachidze</b> , invited lecturer E-mail: <a href="mailto:Nia.Khachidze@bauinternational.edu.ge">Nia.Khachidze@bauinternational.edu.ge</a>  Personal one-to-one consultation can be arranged at an agreed-upon date and time in the Faculty of medical and healthcare sciences.						
Duration	17 weeks						
Prerequisite	Communications and Teamwork in Dental Office DEN3010						
Aim	This course aims to provide information and insight into dental clinic administration and management skills for future dental care professionals.						

<b>Methods of Teaching/Learning</b>	Interactive Lectures and Seminars
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<p><b>Assessment System and Criteria</b></p>	<p><b>Student's knowledge assessment:</b></p> <ul style="list-style-type: none"> <li>• Testing (2 sessions, 10 points each) – 20 points</li> <li>• Verbal presentation (5 sessions, 3 points each) – 15 points</li> <li>• Midterm –MCQ/Closed Question – 25 points</li> <li>• Final exam-MCQ– 40points</li> </ul> <p><b>Total -100 points</b></p> <p><b>Evaluations of ongoing MCQ tests</b></p> <p>Each MCQ question is assessed by 0.4 points.</p> <p><b>Closed Question/Short Answer Question</b></p> <p>The student will be given a closed question, without probable answers, the student must answer correctly.</p> <p><b>Criteria:</b></p> <p>Each short-answer question is rated 1 point.</p> <p>For a positive result, the student must correctly answer at least <b>50%</b> of the total number of questions.</p> <p><b>Verbal presentation</b></p> <p><b>Method Description:</b></p> <p>Demonstration of knowledge of theoretical topics, discussion over specific issues in the form of narration, or answering questions.</p> <p><b>3 Points:</b> The student is very well prepared, thoroughly proficient in syllabus material. The answers to the questions are correct, justified, and reasoned. The student is thoughtful and well versed in the problem area.</p> <p><b>2 Points:</b> The student knows most of the syllabus topic, the answers to the questions are correct and adequately versed</p> <p><b>1 Points:</b> The student knows only part of the syllabus topic, the answers to the questions are correct but incomplete/unreasonable.</p> <p><b>0 Points:</b> The student is completely unprepared. Does not have a syllabus topic, cannot answer any questions.</p> <p><b>Midterm exam – – 25 points.</b></p> <p><b>MCQ</b></p>
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Each MCQ question is assessed by 0.4 points. For a positive result, the student must correctly answer at least **50%** of the total number of questions.

**Closed Question/Short Answer Question**

The student will be given a closed question, without probable answers, the student must answer correctly. Each short-answer question is rated 1 point.

**Final exam - 40 points.**

**Final exam prerequisites:** Each MCQ question is assessed by 0.5 point the total number of points from all other assessment components, namely, the midterm exam and activity quizzes and classroom activity, must be at least **30 points**.

**Final exam - MCQ -**

**MCQ** - For a positive result, the student must correctly answer at least **50%** of the total number of questions.

The final exam is considered as passed if the student has at least **21 points** (minimal competence limit).

The course (module) is considered as passed if the student has **at least 51 points** during one semester.

The maximum course assessment score is 100 points. The student's assessment system includes:

a) five types of positive assessment:

(A) Excellent – 91-100 points.

(B) Very good – 81-90 points.

(C) Good – 71-80 points.

(D) Satisfactory – 61-70 points.

(E) Acceptable – 51-60 points.

(FX) Student could not pass the examination – 41-50 point that means that the student is required to work more for passing the exam, and that she/he is entitled to retake the exam only once after individual work;

(F) Failed to pass – 40 points and lower which means that the work done by the student is not sufficient, and she/he has to retake the course.

After the results of final exams are available, students with FX assessment have a right to retake an exam during an additional exam week in the same semester.

An interval between a final and a corresponding additional exam must be at least 5 days after the results of a final exam become available

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The core literature	<p>1. <b>Practice Management for the Dental Team, 9th Edition 2021</b> by Betty Ladley Finkbeiner, Charles Allan Finkbeiner</p> <p>2. <b>Essentials of Dental Management 2024</b> by Richard W. Valachovic, Deborah M. Lyle</p>
The auxiliary literature	<p>3. <b>The ADA Practical Guide to Creating an Efficient Dental Practice, 2nd Edition 2021</b> by William J. Linger DDS MAGD</p> <p>4. <b>Dental Reception and Supervisory Management</b>-Glenys Bridges; John Wiley &amp; Sons Ltd; 2nd ed.2019</p> <p>5. <b>Practice Management for the Dental Team 8th Edition</b>-by Betty Ladley Finkbeiner CDA Emeritus BS-MS, Charles Allan Finkbeiner BS-MS Elsevier</p>

## Learning Outcomes

NQF*	COURSE LEARNING OUTCOMES	PROG. LO	Lecture	Seminar	Teaching in the simulation environment	Teaching in the clinical environment		Midterm exam	Final exam	ASSES. METH.
KNOWLEDGE AND AWARENESS	<p>At the end of this course the student:</p> <ul style="list-style-type: none"> <li>Defines the main principles of Dental Office Management from the perspective of different disciplines</li> <li>Understands that teamwork is an essential part of modern dentistry and critical to the provision of high-quality dental care.</li> <li>Correlates the ethical principles of health care; The primacy of patient welfare respecting patient autonomy, confidentiality, his/her choices, and informed consent.</li> <li>Reframes the team roles of dental care professionals (DCPs) and non-clinical dental team with registrable qualifications introduced to ensure whole team professionalism and dental treatments and services focused upon the patient's best interests.</li> <li>Revises local performance issues, mediates necessary changes, and manages the hazards within the clinical environment and adverse events to establish and maintain a safe working environment</li> <li>Evaluates the results of treatment and establishes an effective monitoring and maintenance program.</li> <li>Correlates dental administration and management skills and the ability to provide continuous professional development.</li> </ul>	1,1 2,1 2,2 3.1.	X	X				X	X	MCQ  VERBAL PRESENTATION

<b>SKILL</b>	Student: <ul style="list-style-type: none"> <li>Differentiates between ethical or unethical situations and acts on them appropriately</li> <li>Demonstrates competence in applying ethical principles in every aspect of dentistry at all times, including situations outside the healthcare setting.</li> <li>Reports the quality of care that is provided against a set standard, or past performance and evaluates satisfaction/dissatisfaction.</li> </ul>	<b>2,2</b> <b>3,1</b> <b>9,4</b>		<b>X</b>				<b>X</b>	<b>X</b>	<b>CLOSED</b> <b>QUES_S</b>  <b>VERBAL</b> <b>PRESENT</b> <b>ATION</b>
<b>RESPONSIBILITY AND AUTONOMY</b>	Student: <ul style="list-style-type: none"> <li>adapts to new situations</li> <li>makes decisions</li> </ul>	<b>11.3</b> <b>11.6</b>		<b>X</b>				<b>X</b>	<b>X</b>	<b>CLOSED</b> <b>QUES_S</b>  <b>VERBAL</b> <b>PRESENT</b> <b>ATION</b>

**Learning Course Content**

days №	Topics	Lecture (hrs)	Seminar (hrs)	TSE (hrs)	TCE (hrs)	
I	The official bodies of the Dental Team	1				
II	<b>Front-of-house Skills</b> <b>Front-of-house Communication</b> Communicating with colleagues, patients, and suppliers <b>Verbal Presentation:</b> Overview of Dental Care Administration and Communication	1	2			
III	<b>Using the Appointment Book</b> Booking treatments, What you need to know when booking appointments <b>Verbal Presentation:</b> Treatment planning	2	2			
IV	<b>Workplace Safety</b> Health and safety	1				
V	Cross-infection control Testing	1	1			
VI	<b>Administrative Skills</b> Administrative systems, Patient recalls, Handling patient complaints <b>Verbal Presentation:</b> The importance of Recalls and follow-ups	2	2			
VII/ VIII	<b>MIDTERM EXAM</b>	1				
IX	<b>Computers in Dentistry</b>	2	2			

	Using computers for dental administration, Use of Microsoft programs, E-mails, and messaging  <b>Verbal Presentation:</b> Computers and appointment organization systems					
X	<b>Dental Terminology</b>  Dental charting  Glossary	2				
XI	<b>Patient Payment Plans</b>  Patient payments, NHS and private care options, Sales of dental goods	1				
XII	<b>Patients' Rights,</b> Confidentiality, Informed consent to treatment, Permitted duties, Clinical Governance	2				
XIII	<b>Planning and Managing Dental Services</b>  The tactical management process, Motivation, Leadership	2				
XIV	Staff selection  New staff inductions	1				
XV	Staff appraisals  Testing		2			
XVI	Policy development  Marketing dental services	1				
XVII	Risk management	1	2			

	<p>Financial management</p> <p>The business plan</p> <p><b>Verbal presentation:</b> Marketing and management of a dental clinic.</p>					
	<b>FINAL EXAM</b>	2				