

Dental Practice Management

Ø Supervisors & management:

1. Functions of supervisors:

- a) Planning.
- b) Organizing.
- c) Directing.
- d) Controlling.
- e) Coordinating.

2. Basic skills every supervisor needs:

- a) Communication.
- b) Motivation. Decision making & problem solving.
- c) Delegation.
- d) Time management.
- e) Career development.

3. Supervisors must exhibit the following traits:

- a) Self confidence.
- b) Respect for others.
- c) Sense of humor.
- d) Ability to make decisions.
- e) Flexibility & resiliency.
- f) Energy & enthusiasm.
- g) Creativity.
- h) Customer awareness.
- i) Quality oriented.
- j) Empowering.
- k) Risk taking.

4. Relation with other supervisors & with manager:

There must be meeting & contact between supervisors & each other to share problems & ideas.

Good supervisors help their managers control time by handling trifles themselves.

5. Pitfalls:

- a) Lack of flexibility & judgment.
- b) Previous experience depending on objective factors.
- c) Lack of assertiveness.
- d) Not knowing what is expected from them.
- e) Not maintaining technical & management competence.
- f) Withholding important information from others.

Ø Planning:

1. Benefits of planning:

- a) It ensures work is efficient.
- b) It assists in doing things right the first time.
- c) Planning is proactive.
- d) It is essential for coping with crises.

2. Classification of plans:

- Strategic plans: plans for achieving long range goals.
- Tactical plans: translate broad strategies into specific objectives & action plans.
- Organizational plans: it is a table of organizations.
- Physical plans: concern topography.
- Functional plans: directed toward major functional units.
- Operational plans: deals with systems, procedures, quality.
- Financial plans: address the inflow & outflow of currency.

3. Six elements of planning:

Vision – mission statement – goals – objectives – strategy – action plans.

Ø Organizing, coordinating & reengineering:

1. Essential organizational tools are:

Policies – procedures – rules – position descriptions.

2. Values:

Organizational cultures are comprised of the values that guide an organization in its daily activities.

3. Authority:

It is delegated or formal power passed on down the hierarchy, it must be supplemented by powers as: expertise – credibility – natural or acquired leadership skill – persuasiveness or charisma – influence.

4. Unity of command:

This principle is no more valid these days.

5. Span of control:

It refers to the number of employees who report to a leader.

6. Staffing:

It is human resource planning, personnel selection & orientation of employees.

7. Assigning:

If it is not done supervisor does all the work, they are activities originally done by employees.

8. Informal organization:

It is an informal network not represented in the organization chart.

9. Coordination process:

It is the process of synchronizing activities & participants to function smoothly.

10. Process reengineering:

It is a major tool for changing systems or design new approach.

Ø The provision of dental care:

1. Delivery systems for dental care:

Private practice: dental care independent private practitioners.

Public practice: it is aimed at meeting the needs of recipients in diverse society.

Group practice: number of dentists practicing together under certain organizational arrangements.

2. Patient care:

Patients are the reason a dental practice exists.

Ø Members of the dental health team:

1. Dentist:

He is the leader of the dental health team & thus responsible of the treatment & care of the patient.

2. Dental hygienist:

He performs dental prophylaxis & performs periodontal evaluations radiography processes.

3. Dental assistant:

Chairside assistant: works with the dentist to provide patient care using four hand techniques.

Circulating assistant: serves as extra pair of hands where needed.

4. Business assistant:

Responsible for the smooth & efficient operation of the business office.

5. Dental laboratory technician:

He constructs extra oral restorations in the laboratory.

Ø Overview of dental office:

1. Reception area:

Where the patient is received, greeted & welcomed.

2. Business office:

It is a hub for the management of the business side of the practice.

3. Non critical areas:

A private office for the dentist personal use – staff lounge – central sterilization – contaminated area – clean area.

4. Treatment rooms:

It represents the heart of the clinic because here patient will receive treatment.

Ø Legal aspects of dentistry:

1. Risk management:

The concepts & techniques used to prevent malpractice lawsuits, as maintaining records, consents & excellence.

2. Consents:

Informed consents – implied consents.

3. Patient records:

- a) Clinical information: medical history – medication history – allergies.
- b) Patient registration: responsible party – insurance information.

Ø Records management:

1. Filing:

Patient records – examination & treatment records – patient financial records – practice business records.

2. Basic filing system:

Alphabetical filing – numerical filing.

3. Basic rules of filing:

Simple – adequate number of guides – leave working space – label shelves or drawers – label folders – use outguides – presort.

4. Active – inactive files:

Active files – inactive files.

5. Record protection:

They are confidential & should be protected.

6. Record transfer & retention:

Patient record should not be allowed to leave the office.

7. Scheduling special patients:

New patients – recall patients – young children – emergency patients.

