DEN6015: Professionalism in Patient Care and Practice Management I
Class of 2024, Semester 4, Fall 2021

Course Description:
This course is designed to provide instruction, coach and mentor students in professionalism as they attain competency in patient care. This course spans semesters 2 – 5 and supports the student's progressive development in appropriate patient management skills, practice management skills including regulatory requirements, professionalism and integrity in the delivery of dental care, and critical thinking necessary for life-long learning.

I. General Information

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Support Staff
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II. Course Goals
The goal of this course is to provide a foundation in the development of an ethically competent general dentist. Ethically competent dentists demonstrate appropriate patient management skills, practice management regulatory requirements, professionalism and integrity in the delivery of dental care, and critical thinking necessary for life-long learning. This course is included in a series of professionalism courses spanning the entire dental curriculum. Components of this course incorporate introduction to the various patient treatment clinics as well as completion of annual
and biannual certifications and the application of compliance to infection control and quality assurance practices.

Additional goals of this portion of the course are to acquaint the student with the following:
- to provide meaningful introductory patient care experiences (emergency preparedness, patient transfer)
- to observe and participate in the operations of the clinics in the College of Dentistry,
- to facilitate certification of regulatory requirements for clinical practice,
- to provide opportunities for students to observe and perform patient related tasks, and
- to further the students’ understanding of the college sterilization systems.

III. Course Overview

This is an introductory course to clinical patient care in the TEAM program clinics over semesters 2, 3, 4, and 5.

Semester 4 - Fall

- Orientation lecture for Semester 5 (1hr)
- **Team Clinics Rotation**
  - Shadowing in Treatment Planning, Operative, Prosthodontics or Periodontics.
  - Form in axiUm must be approved as FINAL by the faculty of discipline being shadowed.
  - Attendance to all rotations is mandatory.
  - Report to all clinical sessions (including 8:00 am huddles) 10 minutes early.
  - Must be present from start to finish to get credit.

- **Screening Clinic Rotation** in D3-40
  - HIPAA training and Confidentiality Statement assignment (by end of February).
  - HIPAA MUST be completed via myTraining. If the link is not working for you, then the navigation is myUFL > Main Menu > My Self Service > Training and Development > myTraining. If not completed on time Clinical Administration will immediately block students in axiUm.

- **MOCK INBDE**- The Office of Academic Affairs will administer this exam.

(*) Within these clinical rotations, students become familiar with the following:
- Professional behavior and proper clinical attire
- Proper patient management
- Clinic hours
- Clinical supplies appropriate to clinical procedures
- Support staff
- Operatory setup and maintenance
- Asepsis Protocol
- Emergency protocol
● Management of patient records

● Within these rotations, the student will be given instruction in all phases of disinfection/sterilization to include, but not limited, to the following:
  ○ Infection control
  ○ Supply discipline
  ○ Sterilization monitoring
  ○ Wrapping kits and trays
  ○ Instrument accountability
  ○ Hazardous waste management
  ○ Instrument and handpiece care
  ○ Assembling unit dose sundries
  ○ Equipment operation and safety
  ○ Cleaning/disinfecting the work area

● Instructions to complete the HIPAA training certification.

● Steps to register for all courses
  ○ Hover over Learner
  ○ Click on Dashboard
  ○ Type appropriate course number in the Activity Search (PRV800 for HIPAA & Privacy General Awareness or PRV801 for HIPAA & Privacy – Research).
  ○ Register
  ○ Submit
  ○ Start

IV. Course Outline
See Course Overview

V. Course Material
The UFCD Clinic Procedure Manual and Quality Assurance Manual are required reading. This manual is available via the web and students will be required to take an on-line examination on the material.

● UFCD Clinic Procedure Manual
● UFCD Clinical Quality Assurance Manual

Students must have completed the HIPAA and Blood Borne Pathogens tests. Copies of completion certificate should reside in the Office of Clinical Administration.

● Optional Resource
  HSC Dental Library Guide - includes limited license access to Medical Emergencies in the Dental Office by Stanley F. Malamed
VI. Course Objectives

Experiences in this course are to continue the positive introduction of clinical experiences offered in semester 2 through observation and chairside assisting. It allows for a smooth integration into the clinical experience and provides a framework for assimilation of clinical patient care lectures. Attendance is required and validated by activity reports.

Where appropriate, students will be expected to:

- Attend and participate in TEAM huddles
- Review the complete patient chart (including health history, diagnoses, and treatment plan)
- Enter procedures and fees into the patient management system
- Assist chairside in the following activities:
  - Patient screening
  - Patient management
  - DAU tasks (instrument transfer)
  - Local anesthesia administration
  - Manipulation of restorative materials
  - Rubber dam application and removal
  - Operatory setup, maintenance, and clean-up
  - Instrument preparation for sterilization
  - Procurement/return of supplies from dispensary
- Review all intraoral and extraoral techniques and radiographic anatomy prior to reporting to the rotations.
- Observe and assist in the exposure, development, and organizing of films using proper sterilization/disinfection and barrier protection technique.
- Distinguish the advantages and disadvantages of the various sterilization methods.
- Distinguish hazardous waste items from non-hazardous waste items.
- Observe instrument and handpiece care.
- Complete all regulatory certifications in a timely manner.
- Transfer patients with ambulatory needs in a safe manner.
- Identify where medical emergency supplies are in each clinic.
- Utilize infection control practices in all clinical rotations.
- Demonstrate professionalism in all lab and clinical settings.

VII. Course Competencies

This course teaches the following competencies in the "Competencies for the New Dental Graduate".

- Domain II: Professionalism
  - 4: Ethical Standards: Apply principles of ethical decision making and professional responsibility.
  - 5: Legal Standards: Apply legal and regulatory concepts related to the provision and/or support of oral health care services.
● Domain III: Communication and Interpersonal Skills
  ○ 7: Communication Skills: Apply the fundamental principles of behavioral sciences using patient-centered approaches for promoting, improving and maintaining oral health.

● Domain IV: Health Promotion
  ○ 9: Health Promotion & Disease Prevention: Provide oral health care within the scope of general dentistry to include health promotion and disease prevention.

VIII. Evaluation

Student performance is evaluated based on a Satisfactory ("S") / Unsatisfactory ("U") grade. Evaluation in this course is based on attendance/participation in each class, clinical rotations, and TEAM meetings. Satisfactory completion of rotations will be tracked via daily activity forms, signed by attending faculty.

A passing grade ("S") will be issued if the following criteria are met. Performance criteria apply to those activities that occur during the semester.

- Attendance at lectures
- Attendance at ALL assigned rotations, validated by signed and dated activity reports.
- Compliance with QA Parameters
- Satisfactory completion of online certifications for HIPPA, Confidentiality by February 28th
- Blood Borne Pathogens/OSHA, Biomedical Waste by June 30th
- 4 axium training assignments

Assigned rotations: When you arrive at the assigned clinic, first report to the attending faculty for an operatory assignment. Adjustments to this arrangement are welcome, with faculty approval, once the clinic begins. In some cases, students may work in more than one operatory during a clinic period. The student must report to the assigned clinic on time, successfully complete all assigned tasks, and complete the appropriate evaluation form - via Rotation Activity Report.

Students are expected to demonstrate a professional appearance and cooperative demeanor. As rotations occur, students should seek out varied experiences when possible to round out their clinical understanding. This clinical rotation program will be evaluated on a Satisfactory/Unsatisfactory basis.

Successful completion of this component of the course requires that students attend all rotations unless excused by the course director. Attendance will be taken from the clinical TEAM rotation activity reports that are available in all the clinics. These forms with appropriate faculty signatures must be turned in daily to the chief clerk or assistants in your respective care group. It is recommended that you keep a copy of this form for your records.

A “U” grade will be issued if a student has not completed all certifications and rotations. If a student receives a "U" grade, further clinical privileges will be denied, and patient assignment will be postponed until all assigned remediation is completed.
The student would also receive a Professional Variance that becomes part of their academic record.

You are encouraged to use any open times in your schedule outside your scheduled rotation to observe or assist in the Team clinics.

- **Course Remediation** Activities will be custom designed for each student following a review of the student's performance deficiencies and consultation with appropriate faculty. Remediation of a "U" grade will be entered on the student's permanent record as an "S/R" following remediation.

- **Faculty Evaluation**
  "Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at [https://gatorevals.aa.ufl.edu/](https://gatorevals.aa.ufl.edu/). Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals. Summaries of course evaluation results are available to students at [https://gatorevals.aa.ufl.edu/public-results/](https://gatorevals.aa.ufl.edu/public-results/).”

**IX. Administrative Practices**

Administrative practices for all UFCD courses are universally applied. Exceptions to or deviations from these practices are stated in the individual syllabi by the course director. When not individually stated in the syllabus, course administrative practices default to those identified under "Course Policies" on the DMD Student Website: [https://dental.ufl.edu/education/dmd-program/course-policies/](https://dental.ufl.edu/education/dmd-program/course-policies/)

**X. Grade Scale**

The grade scale is Satisfactory/Unsatisfactory with fail at 72%.