



جامعة الإمام عبد الرحمن بن فيصل  
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY  
كلية طب الأسنان | College of Dentistry

مستشفى طب الأسنان الجامعي  
UNIVERSITY DENTAL HOSPITAL

# Teaching Dental Clinics Guide

College of Dentistry



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## GLOSSARY

## GLOSSARY

- **Clinic Assignment:** The act of allocating a physical clinic to a care provider including dental students, interns, and faculty members at the University Dental Hospital (UDH) to use for patient consultation, examination, and treatment.
- **Student Clinics:** This is the teaching clinic for the students using comprehensive dental care management approach under supervision of faculty members.
- **Interns Clinic:** These clinics are operated by dental interns during their one-year training after graduation for providing primary and specialized dental care for patients through a three-month rotation process.
- **PG Clinics:** These clinics are operated by postgraduate (PG) students (R1/R2/R3/R4/R5) rendering advanced/ specialized dental care services.
- **Faculty Clinics:** These clinics are allotted to faculty members to provide treatments for patients with advanced care requirements.
- **Hygiene Clinics:** These are exclusive clinics assigned to hygienists for carrying out oral hygiene.

- **ER Clinics:** These clinics are equipped for providing urgent dental care to unscheduled/ walk-in patients.
- **Group Practice:** A group of associated students (5<sup>th</sup> and 6<sup>th</sup> year) working as partners in providing more comprehensive care to their patients which establish a standard model of dental education and integrated comprehensive patient care.
- **Patient Assignment:** The process by which registered patient are assigned to a respective care giver through the electronic health records system (PRS system) under where clinics in UDH.
- **Emergency Dental Care:** Patients who require emergency dental care are those requiring urgent attention to minimize the risk of serious medical/ dental complications. Patients who require urgent care are those requiring attention for severe uncontrolled dental and facial pain, acute infection of dental/ oral soft tissue, etc.

- **Comprehensive Dental Care:** It covers a range of general dentistry treatment options and procedures, from preventive to restorative, which are offered by assigned students/interns who coordinate with other oral health professionals and, when needed, they refer patients with specific dental conditions for advanced dental care.
- **Advanced Dental Care:** It Involves a range of advanced dental speciality treatment options and procedures which are offered by dental specialists & consultants.
- **Comprehensive Treatment Plan:** It is the process of formulating a detailed treatment plan for patients using a methodical and patient-centered approach. A sound treatment plan depends on thorough patient evaluation, dentist expertise, understanding the indications and contraindications, and prediction of patient's response to treatment.
- **Limited Treatment Plan:** Treatment solutions for specific problems of patients with few uncomplicated complaints and limited treatment goals that focus on a single tooth or single group of teeth.

- **Risk:** A risk can be defined as an event that, if it is realized, will have the potential to interfere with the objectives of the UDH, or the objectives of individual departments or units. There is a probability that someone could be injured or damaged by these hazards, together with an indication of how serious the harm could be. The possibility of harm is high, medium, or low. Environmental risks may include such things as slips and falls reduction and investigation; manual handling; infection control; air / water quality; radiation safety.
- **Risk Management:** Clinical and administrative activities undertaken to identify, evaluate, prevent, and control the risk of injury to patients, staff, visitors, volunteers, and others and to reduce the risk of loss to the organization itself. The identified Risk can be reported through HEMYA system OVR. Activities include the process of making and carrying out decisions that will prevent or minimize clinical, environmental, and operational risks.

- **Infection Prevention and Control Program:** It refers to comprehensive policies and procedures used to prevent and minimize the risk of spreading infections in a healthcare facility, the recommendations of the Centers for Disease Control and Prevention (CDC) and the guidelines of the respective country's Ministry of Health (MOH) which guides healthcare personnel on the practices to prevent and control healthcare-associated and work-related infections.
  
- **Special Population:** These are patients who fall under one of the following categories:
  - a. Children
  - b. Adolescents
  - c. Frail elderly
  - d. Patients with intense or chronic pain
  - e. Pregnant woman
  - f. Geriatric patients
  - g. Patients with emotional or psychiatric disorders
  - h. Patients with infectious or communicable diseases
  - i. Patients with compromise immune systems



- **Vulnerable patients:** Defined as those patients who are unable to care for themselves due to their age (e.g., children, elderly adults), their altered mental status, their altered neurological status, or abuse.
  
- **Approved Medical Abbreviation:** A shortened form of a word or group of words, or symbol that is used in patient care documentation and has been authorized for use in UDH health records.
  
- **Medical Record:** The permanent official documentation of the dental care provided to a patient, and of the effect of that care on patient, paper or electronic form, etc. that pertain to the dental care, whether inpatient or outpatient, of any individual at UDH.
  
- **Consent:** A legal and informal document that states the patient conditions which affixed signatures of both parties giving approval to do any diagnostic interventions in the presence of a witness i.e. is an agreement to an opinion or course of action.
  
- **Clinical Supervisor:** Refers to the faculty member who is going to perform the assessment, diagnostic procedures, or treatment to the student's patient.

- **Legal Guardian:** An adult considered legally responsible for the care and custody of a minor/child or another adult determined to be incapable of managing or taking any decision and unable to provide self-care.
- **Patient Recall:** Refers to a patient's dental care review that is carried out 3/ 6/ 12 months after completion of entire treatment plan.



# CLINICAL PRACTICE

## PHILOSOPHY OF CARE

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### PHILOSOPHY:

- The UDH focuses on prevention & health and strives for excellence in patient care through a patient-centered integrated approach that incorporates prevention and minimizing risk of oral diseases, patient education, treatment, and restoration. Thus, achieving excellent patient experience as well as outstanding patient outcomes.
- In addition, we focus on creating a positive professional relationship between our patients and their health care providers as well as on maintaining effective clinical operations.
- Dental ethics play an integral role in dental practice. As affiliates of the UDH, we have a moral obligation to render the best quality of dental services to our patients with no harm and to maintain an honest relationship with professional colleagues and society.

**GOALS:** To ensure ethical and responsible professional behavior while practicing dentistry that meets the established standards of care.

- **Patient Care Goals**
  - Establish and maintain a professional and mutually satisfying relationship with patients.
  - Deliver appropriate and quality care to meet patient's oral health care needs and treatment options.

- Deliver care in a timely manner within the constraints of the academic setting.
- Provide patients with a safe and clean environment for the delivery of oral health care services.
- Provide a recall program to monitor the oral health of patients.

#### ○ **Clinical Education Goals**

At completion of the clinical training programs, the student will be:

- Competent in obtaining clinical history related to the chief complaints, medical, dental, and social history of the patient.
- Proficient in completing a physical examination of the structures of the head, neck, and oral cavity appropriate to the practice of dentistry.
- Competent in the use of diagnostic methods as well as taking and interpretation of intraoral dental radiographs.
- Proficient in the recognition, diagnosis, and clinical management of oral disease, including development of an acceptable differential diagnostic list and identification of appropriate treatment plan for each condition.
- Able to identify those factors which affect the complexity of treatment and distinguish between those cases which are within his/her ability to manage effectively and those which should be referred to practitioners who can more appropriately provide for the care of the patient.
- Able to complete, at a clinically acceptable level, those clinical procedures which are consistent with his/her experience level.

- Competent in the diagnosis and treatment of dental emergencies and common complications.
- Competent in the delivery of prophylactic care
- Proficient in the recognition of risk factors for diseases of the oral, hard, and soft tissues.
- Able to recognize, explain, and demonstrate sound principles of patient management.

## SCOPE OF CLINICAL SERVICES

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### ○ OVERVIEW

- The UDH provides dental services for all irrespective of age or ethnicity. It is a clinical learning facility designed for 4<sup>th</sup>- 6<sup>th</sup> year students and Interns to practice dentistry with the full supervision of specialized dentist and consultant from different expertise of dentistry equipped with high international experienced.
- The UDH operates with two-hundred and thirty-nine (239) clinics. The Operating Room in Dental Hospital functions with two (2) state-of-the-art operating suites, recovery area and patient rooms to facilitate dental rehabilitation services. Our patient visits are steadily increasing with over fifty thousand (50,000) in 2021.

### ○ CLINIC TIMINGS

Hours of operation at the University Dental hospital would cover 8 hours of duty in the following timings:

- **Regular Days** - Clinics open during Sundays to Thursdays with straight shift 8:00 am – 4:30 pm to accommodate patient load.
- **Ramadan** - During the holy month of Ramadan, clinic operations will be restricted to the time notified by the university during the indicated dates of the Muslim Calendar and will be agreed upon by the management.

○ **CLINIC ORGANIZATION:**

- The Vice Deanship of Clinical Affairs (VDCA) and Medical Director (MD) office are responsible for providing oversight for quality and effectiveness of treatment process, planning and management of dental care practices in the UDH. Preventive & therapeutic dental services are offered through different clinics, namely Urgent Dental Care Clinics, Comprehensive Care Clinics, Advanced Care Clinics, Special Care Clinics & the Dental Implant Center.
  
- The Dental Clinical Services Framework includes:
  - **Emergency Dental Care**
  
  - **Comprehensive Dental Care:** provides primary dental care and manages overall oral health care needs including gum care, root canal, fillings, crowns veneers, bridges, and preventive care.
  
  - **Advanced Dental Care:**
    - Advanced General Dentistry
  
    - Restorative Dentistry
  
    - Endodontics
  
    - Orthodontics
  
    - Periodontics
  
    - Prosthodontics
  
    - Oral & Maxillofacial Surgery & Implantology



- Oral Medicine/ Orofacial Pain/ Oral Pathology
  - Oral Maxillofacial Radiology
  - Pediatric Dentistry
  - Oral Hygiene
- **Center for Pediatric Dentistry and Special Needs:** The Dental Hospital has 4 dedicated clinics for patients with complex medical issues, especially Children with Special Health Care Needs (CSHCN). The UDH offers a welcoming environment, and the dedicated team of professionals provide comprehensive oral health care services for individuals with intellectual, developmental and/or physical disabilities. Following the prescribed guidelines, the team offers dental care in outpatient clinics, under nitrous oxide or refer to general anesthesia.
  - **Operating Room (OR):** All dental services are provided from different specialties under general anesthesia. Post-operative care and close monitoring during recovery. Pain management provided medication through in-house Pharmacy.
  - **Allied Services:** The Dental Technology Center provides comprehensive dental laboratory service to the clinical staff and students by fabricating wide varieties of custom-made crown & bridge, orthodontics appliances and dentures, etc. The Oral Diagnostics Center is equipped with fully digital state-of-the-art different types of x-ray machines and Cone-Beam Computed Tomography (CBCT) technology which ensures the best possible visualization with a fully equipment clinical laboratory for accurate diagnostic purposes.

## STANDARD OF CARE

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Patients shall be notified of applicable policies and procedures, patient rights and responsibilities, prior to the initiation of treatment.

### ○ Patient Care

- Comprehensive care patients will receive a complete medical history and a complete head and neck exam (which includes an oral cancer examination).
- Patients accepted for comprehensive care will complete a customized, sequenced treatment planning process.
- The patient shall have treatment delivered in a timely fashion and in an appropriate sequence. Progression will be monitored.
- Confidentiality of the patient record shall be maintained.
- Patients will have access to emergency service within working hours in the UDH and at King Fahd Hospital of the University (KFHU) out-of-working hours.

### ○ Infection Prevention & Control

- All staff and students of the UDH shall comply with all established infection prevention & control protocols including hand hygiene, standard precautions, and transmission-based precautions.
- Biological monitoring of sterilization cycles shall be conducted weekly.

- All biomedical waste shall be segregated and disposed of as outlined in the UDH policy on waste management.
- Clinical asepsis shall be followed by all student during the following:
  - Before Seating the Patient
  - After Seating the Patient
  - During Patient Treatment
- Injection safety prevents transmission of infectious diseases between one patient and another, or between patient and student during preparation and administration of parenteral medications. Students shall follow the following safe injection practices to perform injections in the safest possible manner for the protection of patients:
  - Disposable sterile syringes, needles, and cartridges containing local anaesthesia shall be used for one patient only and the dental cartridge syringe shall be cleaned, and heat sterilized between patients.
  - Avoid the following unsafe practices that can lead to patient harm:
    - Using of single syringe (with or without the same needle) to administer medication to multiple patients.
    - Using of remaining cartridge or other medication for multiple patients.
    - Preparation of medications in close proximity to contaminated supplies or equipment.

- All students, faculty members, and staff health and immunization status shall be regularly monitored.
- **Medical Emergency Prep**
  - All students, faculty members, and clinical staff shall maintain compliance with BLS training.
  - Medical Emergency (Code Blue) drills are performed in clinical areas in a manner to avoid disruption of clinical care.
- **Radiation Safety**
  - All dental radiographic equipment within the UDH shall be tested annually or earlier as per manufacturer's recommendations.
  - Appropriate shielding shall be available for all patients receiving radiographs.
  - All operators of x-ray units shall be thoroughly familiar and trained with radiation safety standards and practices including local regulations.

○ **Environment**

- All nitrous oxide/oxygen delivery equipment shall be inspected daily for tank Air quality monitoring for the presence of nitrous oxide.
- Amalgam scraps and capsules shall be disposed of in accordance with established waste management policy of UDH and in accordance with the ministry of health regulations.
- Eyewash stations shall be accessible in clinical and laboratory areas where hazardous materials are or may be used. Eyewash will be monitored for proper function and flushed for five minutes every month.

## PATIENT RIGHTS

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UDH patients shall be entitled to the following rights:

- **Right to respectful care:**
  - Be able to receive compassionate, culturally sensitive, and respectful care, with consideration and dignity, and be greeted courteously and politely.
  - Respect for the patient's cultural, psychosocial, spiritual, religious, and personal values and beliefs.
  - Not neglecting patient's needs and addressing them appropriately.
- **Right to privacy:** Patient should be assured of privacy during treatment.
- **Right to confidentiality of information:** Be assured complete confidentiality of medical and social information, by never discussing them in public and never revealing or publicizing such information without authorization.
- **Right to information related to care processes.**
  - Know the name and professional status of the treating dentist or physician, as well as how to contact him/her.
  - Be kept updated about the diagnosis, treatment plans, possible significant complications, or side effects and any required follow up treatment.

- Receive all essential information including the risk, benefits and/or alternatives of any procedure with ethical consideration before signing the consent.
  - Be informed about expected outcomes and unanticipated outcomes during the course of treatment.
  - Receive education on preventive and therapeutic dental care processes.
  - Be able to receive a copy of medical report related to diagnostic imaging, treatment received and/or hospitalization.
  - Receive assistance from an interpreter, when necessary, to understand the explanations, through the Patient Relation Department.
- **Right to Referral:** Patient should be informed about alternative dental care options or receive referral inside or outside the Dental Hospital based on the scope of care required.
  - **Right to participate in care processes:** Patient has the right to refuse/ discontinue a treatment or procedure when in doubt about the recommended management and/or outcome and be informed about the effect on health of such decision. However, the patient will be entirely responsible for this decision.
  - **Right to seek a second opinion:** Patient has the right to have another opinion within or outside the UDH without the fear of compromising care.

- **Righty to safety:**
  - Receive evidence-based care in a clean, safe, and friendly environment.
  - Be protected from any physical, verbal, or psychological assault.
  - Be protected from theft or loss of personal belongings.
- **Right to complain:** Patient has the right to complain, verbally or in writing, without affecting the quality of care provided and to be informed about the process of complaints.
- **Right to refuse taking part in any research program or to withdraw from a research program** at any stage with a guarantee that such refusal or withdrawal will not have any effect on the delivery of care for the patient.



## CONFIDENTIALITY OF PATIENT INFORMATION

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- All patient information, whether created at the UDH or provided by the patient, shall be confidential.
- To obtain copies of patient/family member health records, students must follow the procedures established in the Authorization for Release of Information form.
- All individuals engaged in the collection, handling, dissemination, storage, disposal or displaying (monitor or computer screen) of patient information shall be specifically informed of their responsibility to protect the patient's right to confidentiality.
- Case discussion, consultation, examination, and treatment shall be conducted discreetly, in an appropriate location, bearing in mind the confidential nature of this information, and shall not be discussed with, or disseminated to non- Dental Hospital personnel, unless properly authorized.
- Papers that contain patient information shall not be used for recycling and must be shredded before discarding.
- Violation of patient confidentiality is considered an ethical breach and will be dealt with through the disciplinary process that includes the possibility of termination.
- Malicious or curious purposeful accessing of patient information, in paper or electronic form, by any person not directly involved in the patient's care, or in direct

supervision of a person involved in the care, or authorized auditors of health records is considered a very serious breach of responsibility and ethics and will be addressed accordingly.

### International Patient Safety Goals (IPSG)

The main object of IPSG is to reduce errors and thereby improve patient safety. These goals focus on potential risks associated with patient safety and emphasis on elimination/mitigation of such risk using established guidelines. The Joint Commission, USA had released this as the most critical patient safety measure in 2006. All students and staff in the UDH shall adhere to all policies of the hospital related to patient safety.

- The six (6) IPSGs are as follows:
  - Identify patients correctly.
  - Improve effective communication.
  - Improve the safety of high-alert medications.
  - Ensure safe surgery.
  - Reduce the risk of healthcare associated infections.
  - Reduce the risk of patient harm resulting from falls.

## PATENT IDENTIFICATION

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- Checking the patient's identity should not only take place at the beginning of a care episode but continue at each patient intervention throughout the patient's entire episode of care to maintain the patient's safety.
- Dental Lab: Cast label will always attach with the lab request and on the container.
- Students should ensure accuracy of patient identification prior to:
  - Providing any services.
  - Surgical procedures.
  - Performing any therapeutic or diagnostic procedures.
- Patients should be identified using at least two identifiers: In addition to the full name (First, Middle, and Last), Medical Record Number or/and National ID number (Saudi Citizen) or Iqama ID Number (Non-Saudi) to be provided.
- Student should not identify patients using the patient's clinic room number or location.
- Upon recognition of misidentification, the student should do the following:
- Student should inform the Receptionist to correct the patient information and must update the HEMAYAH Incident reporting system immediately.

## REGISTRATION, APPOINTMENT BOOKING, AND CLINIC ASSIGNMENT

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- **PATIENT ELIGIBILITY:** All Saudi citizens and those who are legally permitted to reside in the Kingdom of Saudi Arabia (either permanently or visiting) shall be eligible to avail dental care services in the UDH.
- **NEW PATIENT REGISTRATION**
  - All new patients shall be registered in the PRS system either at the main reception or in the respective clinic receptions.
  - Complete patient demographic information is uploaded into PRS system along with copy of national ID / Iqama.
  - General patient consent for treatment is obtained at the time of new patient registration.
  - Patients can register in the UDH through three routes:
    - **Walk-In Registration:** Patients can walk in to the UDH during working hours to register themselves in the hospitals' electronic health record system, i.e. PRS System.
    - **Student Registration:** Patients that are brought in by students can be registered in PRS system at the teaching clinic's Reception.
    - **Call Center Registration:** Patients can either call the UDH's Call Center or send a request message to the business whatsapp number to register themselves. The call center will send the new registration e-form as a link

through the whatsapp number. Once the patient submits the completed e-form, the call center will complete the registration process in PRS system.

#### ○ PATIENT APPOINTMENT & REFERRAL

- Appointments can be issued only to patients who have been registered in the PRS system of the UDH based on available clinic schedules.
- On the day of patient visit to any dental clinic, the patient visit shall be 'CONFIRMED' in the PRS system as they report to the reception.
- Patients can access Specialty Clinics for advanced dental care ONLY through **referral** process from teaching clinics. However, IAU employees can directly receive referral to Specialty Clinics from ER for advanced dental care.
- All **walk-In patients** will be assigned to Emergency Dental Care Clinic by the Reception.
  - In ER Clinic, the patient visit is 'CONFIRMED' in the PRS system and then proceeds for initial screening with/ without treatment, as appropriate.
  - If any further dental care services are required, the patient is either assigned to the respective Comprehensive Care Clinic or referred to an Advanced Care Clinic for specialized care.
  - The patient will then proceed to the respective clinic reception and take an appointment.

- Patients that are brought in **by students** will be assigned to the respective student and the patient visit is 'CONFIRMED' in the PRS system.
  - After completing the initial evaluation by the assigned student, the patient is either given an appointment or undergoes the treatment.
  - If treatment is not provided during the same visit, then the patient needs to obtain the appointment from the respective clinic reception.

#### ○ CLINIC/ OPERATORY ASSIGNMENT

- Clinics operate in 2 sessions between 8 am to 4 pm from Sunday to Thursday with a break time from 12 pm to 1 pm providing adequate time to prepare for the afternoon session.
- Care providers shall plan clinic sessions such that the procedures can be completed within the established cut-off time for each session.
  - Patients should be out of the clinics by 12:00 p.m. and 4:00 p.m. each day.
- A Clinic/ operatory is assigned to a student who has a patient scheduled to him/her for dental care and the patient has arrived in UDH for their care on that day.
- Student shall be able to receive the required instruments from CSSD dispensing area only after a clinic/ operatory has been assigned to them.

- In cases of clinic / session cancellation or request for extra clinic /session, written request shall be obtained from the Vice Deanship of Academic Affairs (VDAA) and approved by MD office.
- To request research clinic /session, written approval shall be obtained from the MD office,
- Consideration for Clinic/ Operator Assignment: The Clinic Coordinator/ Receptionist, as applicable, shall verify and confirm the following before allocating a Clinic/ Operator to the student.
  - The patient has a scheduled appointment for that day.
  - The patient is assigned to the student in the electronic health record system (PRS).
  - In case of patients without an appointment, the student has obtained written approval from the Program Director and MD office.



## PATENTS HEALTH RECORDS

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- Patient care documentation standards are to be used by all healthcare providers (dentists, dental internes, dental students, dental hygienist, and dental assistants) in UDH at IAU.
- All medical records are property of the UDH and shall remain confidential.
- All staff members are responsible for the integrity of all entries in the Medical Records.
- All entries must be clear, concise, and contain pertinent patient's information which is objective, accurate and complete.
- All entries must be in English. Fill up the Arabic side of the paper-based form, if the patient speaks Arabic.
- The Dentist shall initiate Charting and Progress Note for each patient on the patient's first visit to the hospital.
- Medical record must be complete according to chronological order, documentation of data should be in sequence order as the event in which they occur.
- Document per visit assessment including significant or unexpected normal findings including patient complaint or reason to visit.
  - Every record must contain complete patient's identification information (Full Name, Medical Record number, and age or date of birth, nationality, and gender).
  - Record allergies. If no allergies, document "No Known Allergies".

- Patient Assessment Data/ Oral and Dental Assessment
  - Fall Risk Assessment
  - Medications
  - Clinical Findings
  - Pain assessment & Pain Score.
  - Medications prescribed.
  - Patient Education
  - If sick leave was granted
- Only approved medical abbreviations must be used for patient care documentation as stated in the policy on Medical Abbreviations.
  - Consent form to be obtained by attending dentist after discussing and documenting procedure, benefits, side effects, material use and signed by patient / legal guardian and attending dentist.
- 
- **Photography Consent**
    - The consent shall be signed after receiving sufficient explanation from the student the importance and purpose of the procedure.
    - No personal camera to be used for photography (see photographing of patient by physicians, staff members, patients and/or visitor

- **Radiology Consent**

- All patients required for x-ray procedure like CBCT/ OPG shall have sign and obtain Radiology consent form together with request form before the procedure.
- Students shall discuss the importance, purpose of all risks, benefits, alternatives and potential outcomes for consent or refusal of procedure in a language that the patient can understand.

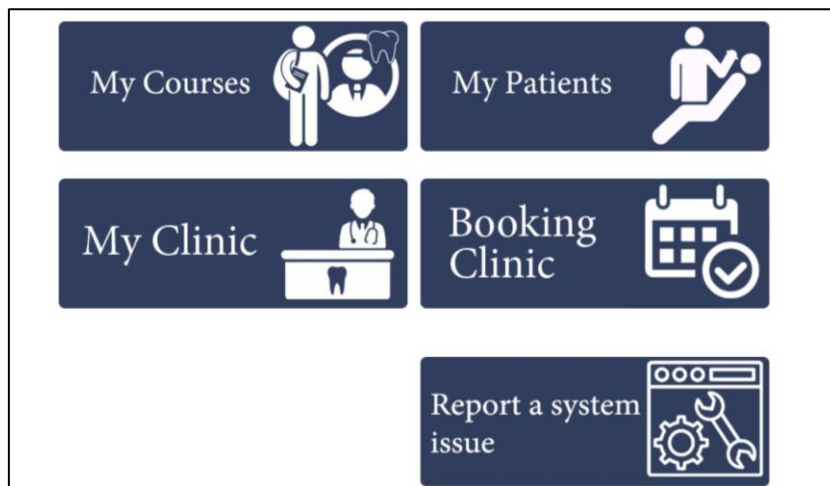
- **Clinical Research Consent**

- Consent shall be obtained from the patient prior to entering into a research project.
- The hospital ethical and research committee is responsible for ensuring that a valid consent process is in place for all specific/ clinical research projects. All analysis and retrospective review shall be covered by general consent.
- Progress note should contain complete entry including date and time, chief complaint, dental problems, dental health evaluation, medication (Anesthesia: Type & Dose). Types dental procedures (temporary or permanent). Treatment plan and Health teachings.

## PATIENTS RECORDS SYSTEM (PRS)

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A web-based software was established by the college of dentistry at Imam Abdulrahman bin Faisal university in 2017. PRS is an electronic health records system dedicated to collect, store, and make the data available that are important to the delivery of optimum patient care. It is implemented to transfer the college into a more paperless approach. The PRS improvement made a major contribution to improving the health care system provided in the clinics.



The PRS system provides many features that are useful for the students to use during their clinical courses. It enables them to manage their patients' appointments, record their own progress notes, write the progress notes, send evaluation requests to their supervisors, and monitor their clinical performance.

## Patients Assigned

Using the “patients” icon, students can have an overview for all the patients assigned under his/her name. Students are responsible for their patients’ progress in the treatment.

File#	Nat/Iqama #	Patient Name	Gender	BirthDay	Nationality	Status	View
8856	130258880	Alma Abdulwahab Alshaban	♀	07/01/1984	Saudi	Active	🔍
84762	102080880	Nadia Yasser Alfarisour	♀	10/07/1991	Saudi	Active	🔍
88881	281277382	Nerissa Regina Garcia	♀	26/11/1981	Filipino	Active	🔍
88488	2124864197	Nour Ahmad Mustafa Alshaban	♀	28/04/2000	Palestinian	Active	🔍
88889	388318880	Eman Mohammed Zayed	♀	15/07/1959	Saudi	Active	🔍
81873	198298825	Firas Adnan Alghamdi	♂	21/12/1996	Saudi	Active	🔍
81758	102488884	Nayef Mohammed Abdulrahman Bin Saad	♂	04/11/1981	Saudi	Active	🔍
75272	288521881	Iman Amin Al Adnan	♀	18/09/1992	Yemeni	Active	🔍

## Review the Patient File

Students can also review their patients’ file, check if the health questionnaire is filled and review it. Also, they can review all written progress notes.

**Attachments**

**Health Questionnaire Form**

HQFID#	Filed out by	Relationship	Filed out at	View
17777	Alma Abdulwahab	المرضى	07/01/2021 08:26:55	🔍

**Progress Notes**

PN#	Clinic#	Clinic Date	Filed out by	View
42042	91473	07/01/2021	Sara Laili Alshaban	🔍
42025	91465	07/01/2021	Dr.Abdulrahman Fattah	🔍

## Student’s Clinic

Using “my clinic” icon, students can review all their booked clinics in every course, the patients name, the profit they gain on the preformed procedures depending on their evaluation by the supervisors.

Your Clinics				Balance				Avg Quality
BK#	Clinic Date	Patient Name	Course Name	Pending	Revenue	Deduction	Profit	Avg Quality
34571	Sunday: 26/01/2020 (9:00 AM – 11:50 AM)	ANGELINE RAMOS	CCD Group Practice(CCD GP01)	0	0	0.0	0.0	0.0
33988	Wednesday: 25/12/2019 (1:00 PM – 3:50 PM)	AMAL ALI	Comprehensive Care Clinic 1 (CCD 503)	0	0	0.0	0.0	0.0
33986	Monday: 23/12/2019 (1:00 PM – 3:50 PM)	AMAL ALI	Comprehensive Care Clinic 1 (CCD 503)	0	0	0.0	0.0	0.0
33987	Wednesday: 18/12/2019 (1:00 PM – 3:50 PM)	AMAL ALI	Comprehensive Care Clinic 1 (CCD 503)	0	0	0.0	0.0	0.0
34065	Wednesday: 18/12/2019 (1:00 PM – 3:50 PM)	ANGELINE RAMOS	CCD Group Practice(CCD GP01)	0	0	0.0	0.0	0.0
33984	Monday: 16/12/2019 (1:00 PM – 3:50 PM)	AMAL ALI	Comprehensive Care Clinic 1 (CCD 503)	0	0	0.0	0.0	0.0
34064	Monday: 16/12/2019 (1:00 PM – 3:50 PM)	ANGELINE RAMOS	CCD Group Practice(CCD GP01)	0	0	0.0	0.0	0.0
33776	Sunday: 15/12/2019 (9:00 AM – 11:50 AM)	ANGELINE RAMOS	CCD Group Practice(CCD GP01)	0	600	0.0	600.0	10.0
32483	Thursday: 12/12/2019 (9:20 AM – 12:00 PM)	ANGELINE RAMOS	CCD Group Practice(CCD GP01)	0	1300	0.0	1,300.0	10.0

## Writing Progress Notes

Upon the arrival of the patient to the clinic, students can review the health questionnaire before starting the procedure. During the appointment, students can fill the progress note with all the details needed and sign the note electronically at the end.

Students will not be able to access the progress note before reviewing the health questionnaire every appointment.

**TREATMENT**

1. Chief Complaint:

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2. Past Medical History (including current medication): reviewed by the doctor at: 10/20/2021 4:58:36 PM

Prophylactic Needed?  Yes  No

3. Extra and Intra Oral Examination Findings:

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4. Radiographic Examinations:

Type:  Tooth #:  No. of X-Rays:

Findings:

[Add the Radiographic](#)

## Adding the Procedure

After finishing the procedure, students can add the procedure code of what they have done. The student can select the type of procedure, description of procedure, tooth no., and the status of procedure if it is completed or in progress.

Every procedure has a specific code with a certain amount of revenue that can be collected. Every procedure must be evaluated and approved by the supervisor to get a profit.

Pro#	Req Date	ProcedureType	Pro Code	Procedure Description	Tooth#	Price	Quality	Profit	Status	Note
1531	17/10/2018	Surgery	D7140	Extraction, erupted tth/ exp rt	6	135.0	0	0.0	Pending	

Pro#	Req Date	ProcedureType	Pro Code	Procedure Description	Tooth#	Price	Quality	Profit	Status	Note
31935	23/02/2020	Examination	D0190	Screening of a patient	Full Mouth	100.0	10	100.0	Approved	

## Sending an Evaluation Request

Students send the evaluation request to the supervisor. Any procedure that has not been approved will be marked as “pending”. Depending on the quality of their work, students will get a profit.

## Rejection of Procedures

If the supervisor rejected the procedure for any reason “e.g., wrong code entered, incomplete progress note,” the student will be notified with a SMS message.

Pro#	Req Date	ProcedureType	Pro Code	Procedure Description	Tooth#	Price	Quality	Profit	Status	Note
31936	23/02/2020	Restorative	D2332	Resin-based composite - 3 surfaces	26	300.0	0	0.0	Rejected	evaluation please

Your Procedure: [30240](#) in your Clinic: [41760](#) has been Rejected by the group admin, please check your account to know the reason of rejection

## Patient's satisfaction

When the students finish the treatment of any case, they need to enter the “finished case” code to the patient’s file. Once the code is added, an automatic SMS message will be sent to the patient containing a link for patient’s satisfaction of treatment survey. Patient satisfaction is considered when grading the students to ensure that the students are performing the best practice.

AA prs.iau.edu.sa

I would like to often recommend my treating Dentist to my friends or relatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of the dentist to manage the time and appointments is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## STUDENT CLINICAL PRACTICE GUIDELINES

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Faculty staff and students must be fully aware of all the clinical policies and procedures established in the UDH. This should be part of their orientation program.

### o CLINIC ASSIGNMENT

- All clinics/ operatories in the UDH are primarily categorized and assigned based on the following:
  - Type of dental care – Urgent dental care, comprehensive dental care, advanced dental care & special needs dental care.
  - Dental Specialty – Endodontics, Orthodontics, Paediatric Dentistry, etc.
  - Care Providers – UG Students, Interns, PG Students, Dentists, Faculty & Hygienist
- Each Clinic/ Operatory in the 'Comprehensive Care Clinic' (also known as teaching clinics) shall be categorized based on group practice, academic sessions (4<sup>th</sup> Year/ 5<sup>th</sup> Year/ 6<sup>th</sup> year).
- MD office is responsible to prepare the clinical area (wings) allocation based on the students' semester schedule approved by the VDAA.
- After the patient's arrival status has been marked in the electronic health record system (PRS) as 'Checked-In', an available clinic/operatory (among the pre-assigned



category) shall be assigned to the respective student. Wing coordinator will assign students to clinics/operatories.

#### ○ **PROFESSIONAL BEHAVIOR**

- Students must behave in a professional and academic manner. Failure to do so will result in dismissal from the clinic.
- Students must wear college dress code and ID card when in the teaching clinic.
- Students must respect all UDH staff, instructors, and colleagues always while in the clinic.
- Students are not allowed to sit without practicing or keep any personal items inside the clinic.
- The viewing area and patient waiting areas are not to be used as a social area.
- No food and drink are permitted in clinics.
- Students are not permitted to be in the teaching clinic after clinic cutoff time.  
Chronic offenders will be suspended from the clinics.

#### ○ **PATIENT CARE**

- Students should maintain confidentiality of patient information.
- Students shall respect patient rights.

- Students should identify patient correctly using at least two identifiers (Full name, medical record number, national ID number or date of birth)
  - Patient care documentation must be completed in the UDH electronic health record system (PRS) for all patients within the stipulated time frame.
  - Students should receive approval of a treatment plan from their supervisor before doing the procedure.
  - Students are not permitted to operate in the teaching clinic/ operatory without supervision.
- **PATIENT EDUCATION**
- Discharge planning involves the development of a rational plan for postoperative pain management.
  - Patient Education is an important aspect of patient care for prevention, by involving patients, families and/or significant others in the patient's care and care decisions.
  - Students are responsible for participating in the patient education process.
  - Student should assess the patient, family and/or significant other's learning needs, abilities and preferences, including religious, cultural, educational and language background as they are relevant to the ability to communicate.
  - Student should assess the emotional, motivational, physical and cognitive barriers to learning. Assessment will include the financial implications of care decisions.

- Patient education should enhance knowledge and involve patients, families and/or significant others in decisions regarding the treatment plan.
  - Patient education materials/ tools shall be used adequately for enhancing engagement and effectiveness.
  - Patient and family education policies and procedures will be implemented via an effective collaborative, interactive approach, including appropriate documentation and assessment of outcome.
- **RADIOLOGY SAFETY:**
- Appropriate lead shielding must be used while doing radiological procedures.
  - Students should follow all safety guidelines and infection control measures while doing radiology procedures.
  - All radiological imaging equipment shall be tested regularly to ensure permissible levels of radiation.
  - Lead shields shall be adequately available in all radiological rooms/ clinics and they shall be annually tested.

○ **INSTRUMENTS & EQUIPMENT:**

- Students should receive the required instruments from CSSD dispensing area only after a clinic/ operatory has been assigned to them. ONLY sealed instruments should be used.
- All instruments should be returned to CSSD receiving area after the procedure.

○ **INFECTION PREVENTION & CONTROL:**

- Students should follow all established safety and infection control measures while treating patients including universal precautions and transmission-based precautions.
- Student should follow hand hygiene protocol (5 Moments for Hand Hygiene )
- Students are responsible for dental unit disinfection and barrier application after each patient.
- Students shall wear full PPE during the procedure and shall not leave the wing area without removing all PPEs.
- Students must follow proper waste disposal procedures including safe disposal of sharps & amalgam.
- In case of sharp injury student should follow needlestick injury protocol.

o **SAFETY & SECURITY:**

- Students should take care of the instruments and clinic equipment. They will be held responsible for damage or loss.
- Report any damage or problems with the equipment to the wing coordinator.
- Students are not permitted to enter the clinic storeroom.
- Students must be trained to use fire extinguishers and fire blankets in case of emergencies.
- Students must familiarize themselves with the nearest fire exit and fire extinguishers in their assigned areas. They should use the nearest fire extinguisher to control the fire.
- Under the direction of the floor officer, students and faculty members will be expected to evacuate to a safe exit from the building. floor diagrams are posted near exits that clearly indicate the proper evacuation routes. Do NOT use the elevators.

Remember PASS and RACE:

▪ **PASS**

- ✓ P – Pull safety pin / clip from the handle.
- ✓ A – Aim nozzle at the base of fire.
- ✓ S – Squeeze the handle to release extinguisher media.

✓ S – Sweep nozzle from side to side to cover the whole area.

▪ **RACE**

✓ R- Rescue anyone in immediate danger.

✓ A- Alarm by shouting code red call emergency number and activate fire alarm.

✓ C- Confine the fire by closing all doors in the first area (don't lock the door).

✓ E- Extinguish fire if safe to do so or evacuate the area.

○ **SAFTEY INCIDENTS REPORT**

- Student shall be encouraged to report all accidents or incidents affecting patient, visitor, or employee safety through the Occurrence Variance Reporting (OVR) System.
- Work injuries shall also be treated and reported through the OVR System.

## DENTAL LABORATORY REQUESTS

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- The UDH has an established process for requesting custom-made dental devices from the Dental Production Laboratory by Clinical staff & students.
- All undergraduate students shall be entitled to Dental Lab services ONLY as per their course requirements upon submission of duly filled Dental Laboratory Work Authorization Form. The form is available at the clinic reception.
  - The Dental Laboratory uses the 'Universal Dental Charting System' in the current Dental Laboratory Work Authorization form to avoid misunderstandings regarding instructions.
  - Students shall follow-up the case at least one (1) working day prior to the scheduled date of appointment to check for status of completion and shall advise the laboratory coordinator, in advance, about the upcoming appointment to avoid any delay or inconvenience to the clinician and patient on the day of appointment.
  - Quality Control: If the impression, preparation, or margin of the submitted case is not clear, students shall be informed as soon as possible. The assigned laboratory staff shall check the case and revert back to the student with reason for rejection to avoid wastage of materials by repeating the case.
  - Students shall book patients appointment based on the laboratory's estimated turnaround time for completing each type of case.
  - The laboratory will not accept any cases without the supervisor's signature.

- Students who do not comply with these guidelines shall be subject to case rejection.
- The Dental laboratory worksheet needs to have the following information conveyed:
  - Patient Name.
  - Patient ID.
  - Gender.
  - Date of birth.
  - Nationality.
  - Precaution.
  - Instructions.
  - Tooth or teeth being treated.
  - Detailed lab work.
  - Signature of the student and their clinical supervisor.



## MANGMENT OF MEDICAL EMERGENCIES

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### ○ EMERGENCY PREVENTION

- Comprehensive medical history (which includes any illness, previous surgeries, medications, and medications allergies) should be obtained from every patient or guardian and reviewed with the clinical mentor.
- Medically compromised patients (i.e. diabetes, hypertension or asthma etc.) should have their treatment plan modified accordingly (i.e. verify medication compliance, previous meal, and presence of buffers etc.).
- If the medical history is not clear, patient is not fully aware of his medications or the supervising clinician is not fully capable to manage the potential medical complications, medical consultation should be obtained prior imitating the dental treatment.

### ○ EMERGENCY RESPONSES

- Once a medical emergency is identified, everyone needs to remain calm and **DO NOT LEAVE THE VICTIM.**
- **Role of Clinic Coordinator in Affected Area:**
  - Coordinate to position the patient well in a chair and assign one staff member to stay with the patient.
  - Notify the Emergency Response Team (ERT)

- Take vitals of the patient including temperature, blood pressure, glucose levels and oxygen saturation and document in DH.ADM 01094 Medical Emergency Record Pediatric/Adult.
- Activate Code Blue, when instructed by ERT based on their assessment.
- Confine the area until security arrive and avoid other patients or staff members being present at the scene.
- Assign someone to bring the emergency crash cart/ runner bag to the scene.
- Assign someone to wait for the red crescent (ambulance) at the main entrance to guide them to the emergency location.
- **Communication**
  - The patient's companion shall be continuously updated about the patient's condition.
  - If the patient came alone, then all efforts shall be made to contact the emergency contact person indicated in the electronic health record (PRS) or the immediate family member.
  - The attending clinician will discuss the situation with the patient's next kin and advice for further management in King Fahd Hospital of the University (KFHU) or the nearest hospital.
  - If possible, coordinate with next of kin to transfer the victim to the nearest hospital by personal vehicle.

- **Medication Administration**

- All medications administered during a medical emergency situation shall ONLY be ordered and administered by privileged healthcare providers.
- All medications administered shall be documented in the form DH.ADM 01094 Medical Emergency Record Pediatric/Adult.
- The original form shall be sent to medical records department to scan & upload in electronic health record system (PRS) after the medical emergency has been concluded.

- **Patient Discharge**

- Patient can only be discharged (alone) if the reason for the emergency event and the diagnosis were identified, fully conscious and oriented to time, place, and person, able to ambulate with no assistance and vital signs are within normal limit.
- Patient can be discharged (with a companion) if he/she meets modified alert score of 10 or more score (see appendix 1)
- If the patient does not meet the above criteria, he/she should not be discharged, and should be transferred to the hospital if his condition does not improve.



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