

## Chapter 01: The Dental Team in the Business of Dentistry

### Finkbeiner: Practice Management for the Dental Team, 9th Edition

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#### MULTIPLE CHOICE

1. A dental management company is defined as:
  - a. the process of providing quality care for the patient.
  - b. an outside agency designed to affiliate itself with a group of professionals to manage the business component of a dental practice.
  - c. a healthcare profession concerned with the care of the teeth and surrounding tissues.
  - d. an enterprise in which one is engaged to achieve a livelihood.

ANS: B

A dental management company is an outside agency designed to affiliate itself with a group of professionals to manage the business component of a dental practice. The process of providing quality care for the patient is the definition of service. A healthcare profession concerned with the care of the teeth and surrounding tissues is the definition of dentistry. The enterprise in which one is engaged to achieve a livelihood is the definition of business.

DIF: Recall

REF: Key Terms, p. 1 | Types of Dental Practices, p. 7

OBJ: 1

TOP: CDA, GC, II. Patient Management and Administrative Duties

2. A CDT is a certified:
  - a. dental assistant.
  - b. dental laboratory technician.
  - c. community dental health coordinator.
  - d. chairside dental assistant.

ANS: B

A CDT is a dental laboratory technician (DT) who has passed a national certification exam to become a certified dental technician (CDT). A dental assistant (DA) is a person in the dental office who provides service in the practice other than the dentist. A community dental health coordinator (CDHC) is an individual trained to provide basic preventive care and patient education and to help those patients with unmet dental care needs to access dental services. The chairside dental assistant is the person who assists the dentist at chairside during patient treatment.

DIF: Recall

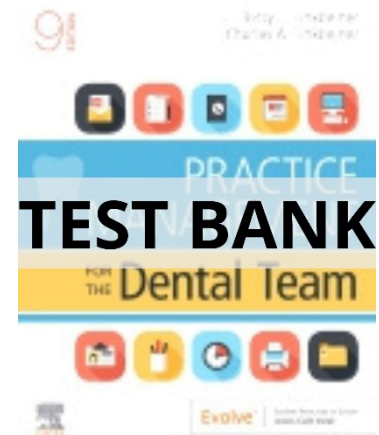
REF: Members of the Dental Team, p. 4

OBJ: 3

TOP: CDA, GC, II. Patient Management and Administrative Duties

3. The \_\_\_ is commonly the leader of the dental office.
  - a. dentist
  - b. dental assistant
  - c. dental hygienist
  - d. administrative assistant

ANS: A



The dentist is commonly the leader in a dental practice. The dental assistant may have management responsibilities but is not commonly a leader of the dental office. The dental hygienist may have management responsibilities but is not commonly a leader of the dental office. The administrative assistant may have management responsibilities but is not commonly a leader of the dental office.

DIF: Comprehension

REF: Dentistry as a Business, p. 6

OBJ: 2

TOP: CDA, GC, II. Patient Management and Administrative Duties

4. A group of dentists may practice with the assistance of a dental management company which handles the business aspects of the practice. A group practice may be formed with an outside company that manages both the business and clinical aspects of the practice.
- Both the statements are true.
  - Both the statements are false.
  - The first statement is true, and the second is false.
  - The first statement is false, and the second is true.

ANS: A

A group practice may be formed by more than one dentist either via a legal agreement with each other and managed by themselves, or it may be formed with a dental management company that manages the business aspect of the practice. In this case, the clinical portion of the group is governed by the dentists themselves. It is also possible for a group practice to be managed by an outside company that controls both the business and clinical components of the practice.

DIF: Comprehension

REF: Types of Dental Practices, p. 7

OBJ: 6

TOP: CDA, GC, II. Patient Management and Administrative Duties

5. Expanded practice and independent practice for dental hygienists have come about in part due to access-to-care issues. Federal regulations govern the scope and limit the practice settings.
- Both statements are true.
  - Both statements are false.
  - The first statement is false; the second statement is true.
  - The first statement is true; the second statement is false.

ANS: D

The first statement is true; the second statement is false. Expanded practice and independent practice for dental hygienists have come about in part due to access-to-care issues. However, State, not Federal regulations govern the scope and limit the practice settings for dental hygienists.

DIF: Comprehension

REF: Types of Dental Hygiene Practices, p. 9

OBJ: 7

TOP: CDA, GC, II. Patient Management and Administrative Duties

6. All of the following are objectives in the healthcare role of dentistry except one. Which one is the exception?
- Promote prevention.
  - Exhibit a willingness to share knowledge.
  - Operate efficiently.
  - Emulate the highest standards of patient-centered care.

ANS: C

Operate efficiently is the exception. To operate efficiently is a business criteria. Objectives in the healthcare role of dentistry include: promote prevention, exhibit a willingness to share knowledge, and emulate the highest standards of patient-centered care.

DIF: Comprehension

REF: Intro, p. 2

OBJ: 2

TOP: CDA, GC, II. Patient Management and Administrative Duties

7. Service is a result of clinical and cognitive skills. Service is a system of accommodating or providing assistance to another person.
- Both statements are true.
  - Both statements are false.
  - The first statement is false; the second statement is true.
  - The first statement is true; the second statement is false.

ANS: C

The first statement is false; the second statement is true. Service is not a result of clinical and cognitive skills but rather of attitudinal skills that evolve into a commitment to the welfare of others.

DIF: Comprehension

REF: Dentistry as a Service Profession, p. 6

OBJ: 5

TOP: CDA, GC, II. Patient Management and Administrative Duties

8. Certified Dental Assistant (CDA) is granted by:
- American Dental Association.
  - American Dental Assisting Association.
  - Dental Assisting National Board.
  - Dental Assisting Certification Association.

ANS: C

The Dental Assisting National Board offers exams and grants certification for dental assistants. The American Dental and the American Dental Assisting Associations are professional organizations which do not provide the CDA certification. There is no entity named Dental Assisting Certification Association.

DIF: Comprehension

REF: Members of the Dental Team, p. 3

OBJ: 3

TOP: CDA, GC, II. Patient Management and Administrative Duties

9. The first step in opening a dental or dental hygiene practice is to develop a business plan. A business plan describes the type of practice to be developed, goals for the practice, a description of the planned patient base, and includes financial plans.
- Both statements are true.
  - Both statements are false.
  - The first statement is false; the second statement is true.
  - The first statement is true; the second statement is false.

ANS: A

Both statements are true. Before a dental or dental hygiene practice can be developed, a business plan needs to be developed. A business plan describes the type of practice to be developed, goals for the practice, a description of the planned patient base, and includes financial plans.

DIF: Recall

REF: How to Start a Practice, p. 9

OBJ: 8

TOP: CDA, GC, II. Patient Management and Administrative Duties

10. The Doctor of Dental Surgery (DDS) degree is the same degree as an Oral and Maxillofacial Surgery degree. The Doctor of Dental Medicine (DMD) is a degree granted to a dentist upon graduation from a university dental school.
- Both statements are true.
  - Both statements are false.
  - The first statement is false; the second statement is true.
  - The first statement is true; the second statement is false.

ANS: C

The first statement is false; the second statement is true. The DDS and DMD are essentially the same degrees and are granted to dentists upon graduation from university dental schools. An Oral and Maxillofacial Surgery degree is a dental specialty requiring education beyond a DDS or DMD degree.

DIF: Comprehension

REF: General Dentistry, p. 7 | Specialties of Dentistry, p. 8      OBJ: 6

TOP: CDA, GC, II. Patient Management and Administrative Duties

11. The specialty of dentistry that includes the diagnosis, prevention, interception, and correction of all forms of a malocclusion and of neuromuscular and skeletal abnormalities of the developing or mature orofacial structures is referred to as:
- endodontics.
  - orthodontics and dentofacial orthopedics.
  - periodontics.
  - prosthodontics.

ANS: B

Orthodontics and dentofacial orthopedics is the dental specialty that includes the diagnosis, prevention, interception, and correction of all forms of malocclusion and of neuromuscular and skeletal abnormalities of the developing or mature orofacial structures. Endodontics is the specialty concerned with the morphology, physiology, and pathology of the dental pulp and its associated tissues. Periodontics is the specialty of dentistry that encompasses the prevention, diagnosis, and treatment of diseases of the supporting and surrounding tissues of the teeth or their replacements and the maintenance of the health, function, and esthetics of these structures and tissues. Prosthodontics is the dental specialty that involves the diagnosis, treatment planning, rehabilitation, and maintenance of the oral function, comfort, appearance, and health of patients with conditions associated with missing or deficient teeth or other oral and maxillofacial tissues.

DIF: Recall

REF: Specialties of Dentistry, p. 8

OBJ: 6

TOP: CDA, GC, II. Patient Management and Administrative Duties

12. The specialty of dentistry that includes the prevention, diagnosis, and treatment of diseases of the supporting and surrounding tissues of the teeth or their replacements and the maintenance of the health, function, and esthetics of these structures and tissues is referred to as:
- endodontics.
  - orthodontics and dentofacial orthopedics.
  - periodontics.
  - prosthodontics.

ANS: C

Periodontics is the specialty of dentistry that encompasses the prevention, diagnosis, and treatment of diseases of the supporting and surrounding tissues of the teeth or their replacements and the maintenance of the health, function, and esthetics of these structures and tissues. Endodontics is the specialty concerned with the morphology, physiology, and pathology of the dental pulp and its associated tissues. Orthodontics and dentofacial orthopedics is the dental specialty that includes the diagnosis, prevention, interception, and correction of all forms of malocclusion and of neuromuscular and skeletal abnormalities of the developing or mature orofacial structures. Prosthodontics is the dental specialty that involves the diagnosis, treatment planning, rehabilitation, and maintenance of the oral function, comfort, appearance, and health of patients with conditions associated with missing or deficient teeth or other oral and maxillofacial tissues.

DIF: Recall      REF: Specialties of Dentistry, p. 8      OBJ: 6  
TOP: CDA, GC, II. Patient Management and Administrative Duties

13. The specialty of dentistry includes the diagnosis, treatment planning, rehabilitation, and maintenance of the oral function, comfort, appearance, and health of patients with conditions associated with missing or deficient teeth or other oral and maxillofacial tissues is referred to as:
- endodontics.
  - orthodontics and dentofacial orthopedics.
  - periodontics.
  - prosthodontics.

ANS: D

Prosthodontics is the dental specialty that involves the diagnosis, treatment planning, rehabilitation, and maintenance of the oral function, comfort, appearance, and health of patients with conditions associated with missing or deficient teeth or other oral and maxillofacial tissues. Endodontics is the specialty concerned with the morphology, physiology, and pathology of the dental pulp and its associated tissues. Orthodontics and dentofacial orthopedics is the dental specialty that includes the diagnosis, prevention, interception, and correction of all forms of malocclusion and of neuromuscular and skeletal abnormalities of the developing or mature orofacial structures. Periodontics is the specialty of dentistry that encompasses the prevention, diagnosis, and treatment of diseases of the supporting and surrounding tissues of the teeth or their replacements and the maintenance of the health, function, and esthetics of these structures and tissues.

DIF: Recall      REF: Specialties of Dentistry, pp. 8-9      OBJ: 6  
TOP: CDA, GC, II. Patient Management and Administrative Duties

14. The specialty of dentistry that provides both primary and comprehensive preventive and therapeutic oral healthcare for children from infancy through adolescence and also includes the care of patients with special healthcare needs beyond the age of adolescence is referred to as:
- oral and maxillofacial radiology.
  - pediatric dentistry.
  - periodontics.
  - orthodontics.

ANS: B

Pediatric dentistry is the dental specialty that provides both primary and comprehensive preventive and therapeutic oral healthcare for children from infancy through adolescence and also includes the care of patients with special healthcare needs beyond the age of adolescence. Oral and maxillofacial radiology is the specialty concerned with the production and interpretation of images and data produced by all forms of radiant energy used for the diagnosis and management of diseases, disorders, and conditions of the oral cavity and the maxillofacial region. Periodontics is the specialty of dentistry that encompasses the prevention, diagnosis, and treatment of diseases of the supporting and surrounding tissues of the teeth or their replacements and the maintenance of the health, function, and esthetics of these structures and tissues. Orthodontics and dentofacial orthopedics is the dental specialty that includes the diagnosis, prevention, interception, and correction of all forms of malocclusion and of neuromuscular and skeletal abnormalities of the developing or mature orofacial structures.

DIF: Recall      REF: Specialties of Dentistry, p. 8      OBJ: 6  
TOP: CDA, GC, II. Patient Management and Administrative Duties

15. The specialty of dentistry that concerned with the production and interpretation of images and data produced by all forms of radiant energy used for the diagnosis and management of diseases, disorders, and conditions of the oral cavity and the maxillofacial region is referred to as:
- a. oral and maxillofacial radiology.
  - b. pediatric dentistry.
  - c. periodontics.
  - d. orthodontics.

ANS: A

Oral and maxillofacial radiology is the specialty concerned with the production and interpretation of images and data produced by all forms of radiant energy used for the diagnosis and management of diseases, disorders, and conditions of the oral cavity and the maxillofacial region. Pediatric dentistry is the dental specialty that provides both primary and comprehensive preventive and therapeutic oral healthcare for children from infancy through adolescence and also includes the care of patients with special healthcare needs beyond the age of adolescence. Periodontics is the specialty of dentistry that encompasses the prevention, diagnosis, and treatment of diseases of the supporting and surrounding tissues of the teeth or their replacements and the maintenance of the health, function, and esthetics of these structures and tissues. Orthodontics and dentofacial orthopedics is the dental specialty that includes the diagnosis, prevention, interception, and correction of all forms of malocclusion and of neuromuscular and skeletal abnormalities of the developing or mature orofacial structures.

DIF: Recall      REF: Specialties of Dentistry, p. 8      OBJ: 6  
TOP: CDA, GC, II. Patient Management and Administrative Duties

#### **TRUE/FALSE**

1. The traditional education of the dentist has placed great emphasis on developing the practice management skills of the dentist.

ANS: F