NEW YORK CITY COLLEGE OF TECHNOLOGY DEPARTMENT OF THE CITY UNIVERSITY OF NEW YORK RESTORATIVE DENTISTRY

DEPARTMENT: RESTORATIVE DENTISTRY

COURSE CODE/INSTRUCTOR: RESD 2409- Prof. Daniel Alter

COURSE TITLE: LAB OPERATIONS, ETHICS AND JURISPRUDENCE

Instructor: Prof. Daniel Alter
Office: A-601-H
Office hours: Online- By Appointment
Phone: (718) 260-5137
e-mail: Dalter@citytech.cuny.edu

COURSE DESCRIPTION: This course is designed to provide the student with the legal obligations of the dental technician under State Dental Practice Acts; the ethical responsibilities of the technician towards the dental profession, the public and other dental technicians; and the historical aspects of dentistry and dental technology. The fundamental of laboratory operation will also be examined. A review for the Recognized Graduate Examination will be provided in all areas of Dental Technology.

NUMBER OF WEEKS: 15 Weeks

CLASS HOURS AND CREDITS: 2 Lecture hours per week; 2 credits

CURRICULUM LEVEL: Fourth Semester

PREREQUISITE: RESD 1211, RESD 1212, RESD 2307, RESD 2310, RESD 2313, RESD 2314

TEXTBOOK: Stein, Peter. *Managing for Profit*. 2nd Ed. National Association of Dental Laboratories.
Gorman, Sowter, B., and Langenderfer. (1974). *Orientation, Ethics and Business Management*. (Handout). Chapel Hill, NC: Univ. of North Carolina Press

REFERENCE: Martinelli, N., Spinella, C. (1975). Dental Laboratory Technology. Philadelphia, PA: Mosby & Co., Phila., Pa.

COURSE REQUIREMENTS: Standard College and department attendance and grade regulations

POLICIES:

ACADEMIC INTEGRITY CUNY Policy on Academic Integrity

Academic dishonesty is prohibited in The City University of New York. Penalties for academic dishonesty include academic sanctions, such as failing or otherwise reduced grades, and/or disciplinary sanctions, including suspension, or expulsion.
Source: NYCCT College Catalog: http://www.citytech.cuny.edu/academics/academic-catalog.aspx

NYCCT Academic Integrity

Students and all others who work with information, ideas, texts, images, music, inventions, and other intellectual property owe their audience and sources accuracy and honesty in using, crediting, and citing sources. As a community of intellectual and professional workers, the College recognizes its responsibility for providing instruction in information literacy and academic integrity, offering models of good practice, and responding vigilantly and appropriately to infractions of academic integrity.
Source: NYCCT College Catalog: http://www.citytech.cuny.edu/academics/academic-catalog.aspx

Restorative Dentistry

1. All Restorative Dentistry students must submit completed assignments or projects (in lab or theory) by the assigned due date as stated in the course outline.
2. Plagiarism in lecture or laboratory assignments, exams or projects will not be accepted. Student will not receive a grade if papers or assignments were done by someone else. The department will adhere and follow the Academic Integrity Policy and Procedures as per NYCCT & CUNY Policies.
3. Students are responsible for knowing all material covered in reading assignments and handouts for both lecture and laboratory. Students are responsible for knowing information from reading assignments regardless of whether it has been covered during class sessions or not.
4. RESD students are responsible for being in class on time and for participation in laboratory demonstrations. Failure to observe laboratory demonstrations may affect student's performance and contribute to the failure of the course.

ATTENDANCE NYCCT Attendance & Lateness

Attendance and class participation are essential and excessive absences may affect the final grade. Courses with laboratory, clinical or field work may have specific attendance policies.
Source: NYCCT College Catalog: http://www.citytech.cuny.edu/academics/academic-catalog.aspx

Restorative Dentistry Professionalism & Participation

The Department of Restorative Dentistry follows NYCCT, CUNY and Dental Laboratory Technology industry standards in order to educate, develop, advance and guide future dental technology professionals, preparing graduates for workplace readiness. In order to successfully complete Restorative Dentistry courses, students must consistently participate in classes and meet deadlines as stated in course syllabus.
To successfully complete Restorative Dentistry curriculum the students are required to observe course instructor's demonstrations and complete all fabrication tasks under course instructor's supervision. Classes will begin promptly at the scheduled time. Laboratory demonstrations are usually conducted at the beginning of the session and cannot be

redone for the convenience of a student who arrives late or is absent. When student is given instructor's permission to leave the class, the student will return to class in a reasonable time.
Students enrolled in RESD course must meet all course requirements as stated in course syllabus in order to pass it. RESD students must complete required assignments, tasks, projects and exams by specified due dates. Failure to submit or complete the assignment, tasks, projects or exam by specified due dates will result in a zero (0) grade and possible failure of the course. It is strongly advised that students are present for all classes during the semester including 30 laboratories and 15 lectures.

GRADING

Restorative Dentistry courses include didactic or didactic and laboratory sections which are graded accordingly. In didactic and laboratory sessions, the final grades will be computed based on grading included in course syllabus. Most courses are graded based on 60% of the laboratory and 40% of the lecture grades. Student must achieve a passing grade of at least 70% in the laboratory and at least 70% in the lecture sections of the course in order to receive the minimum passing grade of "C" for the entire course. Failure to meet the minimum of 70% average in either component of the course confirms that the student has not met the minimum requirements for successful completion of the course and a grade of "D" or "F" will be given based on student's performance in the failing section of the course. RESD student is required to repeat any RESD course for which he/she receives a grade below minimum of "C". For courses with laboratory and lecture components, the student needs to repeat both, the lecture and the laboratory sections, even though the score in one of the sections may have been greater than 70%.
RESD students will participate in the end of semester clean-up of the Restorative Dentistry dental laboratories. The date of final cleanup will be announced in advance. For students who are absent during final clean up, 5% of final grade will be deducted.

College grading scale A
= 93- 100%
A- = 90-92.9%
B+ = 87-89.9%
B = 83-86.9%
B- = 80-82.9%
C+ = 77-79.9%
C = 70-76.9%
D = 60-69.9%
F = 59.9% and below

SATISFACTORY PROGRESS

Students are expected to maintain 2.0 G.P.A. or higher in all classes. Students whose cumulative G.P.A. fall below the minimum 2.0 G.P.A. will be placed on academic alert or academic probation by the College. Students on academic probation may be subject to attempted credit restrictions which can affect progress in taking all courses needed for a semester. Failure to raise cumulative G.P.A. to the appropriate level could result in dismissal from the College.
Any students receiving a grade of "D" or "F" in a RESD courses will be required to repeat that course. RESD course may only be repeated once. Failure to satisfactorily complete a repeated RESD course will be considered failure to maintain satisfactory progress in the major and will result in dismissal from the major.

PROFESSIONALISM & ETHICS

1. Since practice of dentistry carries with it a high degree of responsibility, a mature, professional, and ethical conduct is expected of all students at all times (lecture & laboratory sessions, hybrid & online sessions, externship sites, professional events/seminars, etc.). Unprofessional behavior that shows inattentiveness and disrespect for others will be taken into consideration during the grading process. Points may be deducted at the discretion of any faculty member regardless of what course is in session. This includes incidents in the hallways, by lockers, or anywhere on NYCCT campus. Students will conduct themselves in a professional manner. No horseplay, offensive language, shouting or any other misconduct will be allowed.
2. Netiquette: Online Etiquette-Students will conduct their online posts and replies with respect for others, which include courtesy, dignity, and appropriate language at all times. Inappropriate behavior of any kind in online settings will not be tolerated and will negatively affect student's grade.
3. All faculty members will be addressed by their proper title.
4. Students are required to use proper dental terminology when discussing dental prosthesis.
5. Students are to have all required instruments and supplies when attending laboratory sessions.
6. Students are not permitted to do other students' work although assistance and teamwork are strongly encouraged.
7. All electronic devices must be turned off during all RESD classes unless otherwise specified by the instructor.
8. Each RESD student will be assigned a locker in the beginning of each semester and will vacate the locker by the last day of the semester. If the locker is not returned back in clean condition by the end of the semester, the locker will be broken by CLT. The student will not receive another locker the next semester.
9. Students should make arrangements to attend all department events and professional development seminars in which an invitation is extended. Students are strongly encouraged to attend events, professional development seminars and meetings sponsored by the department to elevate their knowledge, skills and understanding of the field of study.
10. Department offices and stock rooms contain sensitive and personal information, classroom materials, supplies and equipment, and should be used for official use only. Students and unofficial personnel should not be allowed in the department offices unless to fulfill official business.

DRESS, SUPPLIES & TEXTBOOKS

1. Laboratory smocks (lab coats) with Restorative Dentistry Department emblem must be worn at all times in the laboratory. Emblems are to be attached to the left breast pocket. Smocks must be clean and kept completely buttoned or tied when worn. Failure to wear smocks will necessitate students being barred from laboratory and marked absent.
2. Closed-toe shoes are required while working in the laboratory.
3. No hats/caps of any type are to be worn in the laboratories. *(Except for religious reasons)*
4. Students must purchase and have in their possession the required tools, supplies, PPE and textbooks by the 2nd week of scheduled classes. A list of all course materials will be available in the department's main office or in CLT's office. All personal tools should be clearly labeled with student's name.
5. Students should acquire required textbooks for each course and are expected to read assigned pages and review procedures *prior* to attending lecture and laboratory classes. The list of required textbooks will be listed in all course syllabi.
6. RESD students are responsible for their belongings at all times. Restorative Dentistry Department does not take responsibility for left over items.

HEALTH & SAFETY

1. No eating, drinking or smoking is permitted in laboratories or classrooms.
2. No electronic devices (i.e. phones, headphones, computers or tablets) will be permitted in the laboratories or classrooms unless requested for classroom use by the instructor.
3. No outerwear, shopping bags, attaché cases, luggage etc., are permitted in laboratories.
4. Bunsen burners when lit are a potential danger. Bunsen burners must be turned off when you leave your bench. Long hair and hair spray are flammable items. Pay particular attention to any Bunsen burner flame. Do not lean over the open flame.
5. Chucks must be securely placed onto bench engine shaft to avoid chuck flying off when engine is turned on.
6. Boiling water can result in serious burns. Extra caution should be taken when boiling out or using boiling water.

7. Burnout furnaces and porcelain furnaces are potentially dangerous. Tongs should be used when picking up hot casting rings or ceramic work.
8. Students with long hair must wear a hairnet or tie back their long hair to prevent accidental burning from Bunsen burners or other serious accidents. Hair can easily get caught in hand piece or lathe.
9. Safety eye glasses must be worn by all occupants of the laboratory while any procedures are being conducted that produce dust or airborne particles. Safety eye glasses with side shields may be obtained from a hardware store. They are essential to the students' safety.
10. Eye protection measures should be taken when working with curing lights, lasers, and heating or melting metal.
11. Proper mask (N95) should be worn when grinding metals, ceramics, and acrylics or when using materials creating dust.
12. Students not enrolled in a RESD course, from this and other departments, will not be permitted to visit during laboratory sessions.
13. Students will not use any equipment until demonstrated by the instructor.

CLEANLINESS

1. Students must have a plastic place mat to protect bench top during laboratory sessions.
2. Students are required to clean-up working areas and equipment at the conclusion of any procedure. Timely clean-up is important to prepare the area for the next student and ensure equipment remains in working order. Especially important is that stone or investment is not allowed to harden in the sinks, in the mixing bowls or in contact with the equipment.
3. Each student is required to leave work station spotless by removing all debris, papers, wax, plaster, etc. from drawers, work station tops and floors in the immediate vicinity of the seat before leaving. In addition, each student will be assigned responsibility for maintaining the cleanliness of an area used in common by all members of the class. Also, equipment such as duplicating flasks, articulators or any other equipment issued by the instructor must be returned clean and in good working condition (5% of final grade).
4. RESD students will participate in the end of semester clean-up of the laboratories that will be scheduled in the morning after the last working laboratory class. 5% of final grade will be deducted for students who will not show up for the final clean up.

LEARNING OUTCOMES FOR RESD 2409:

Upon successful completion of this course the student will be able to:

1. **Define** the legal and ethical obligations of the dental technician to the dental profession, to the public and to other dental technicians and dental laboratories
2. **Explain** the historical roots of professional/technician relationships
3. **Explain** current trends in dental technology and what the impact may be on dentistry and dental technology
4. **Define** the types of dental laboratories and the process of starting a dental laboratory, including floor plans, equipment and workers
5. **Define** the problems involved in staying solvent and maintaining good relationships with dentists and other laboratories
6. **Describe** the various dental technology associations, their history and their function
7. **Review** all areas of Dental Technology in preparation for the Recognized Graduate exam

GENERAL EDUCATION LEARNING OUTCOMES:

1. **Knowledge**: Incorporate broad based knowledge from a range of sources and reinforce continued learning

2. **Skill**: Integrate understanding and proficiency needed to converse, inquire, explore and utilize information presented in the program
3. **Values, Ethics and Relationships**:
   - Professional/Personal development: demonstrate intellectual honesty and personal responsibility
   - Ethics/Values: transform information into knowledge, and knowledge into judgment and action

ASSESSMENT:

To evaluate student achievement of the learning outcomes the professor will do the following:

1. **Assess** students use of professional vocabulary through testing
2. **Create, design, and submit** a business plan which reflects a proposal for a chosen specialty dental laboratory
3. **Conduct** multiple choice exams
4. **Evaluate** all exams and projects with emphasis on student's ability to communicate, use professional vocabulary, and successful completion of Recognized Graduate Exam.

OUTCOMES ASSESSMENT:

Weighted	
Quiz:	10%
Midterm:	25%
Final Exam:	25%
Group Project: Business Plan:	40%

Letter Grade
A = 93 - 100%
A- = 90 - 92.9%
B+ = 87 - 89.9%
B = 83 - 86.9%
B- = 80 - 82.9%
C+ = 77 - 79.9%
C = 70 - 76.9%
D = 60 - 69.9%
F = 59.9 and below

NEW YORK CITY COLLEGE OF TECHNOLOGY DEPARTMENT OF THE CITY UNIVERSITY OF NEW YORK RESTORATIVE DENTISTRY

RESD 2409 LABORATORY OPERATIONS, ETHICS AND JURISPRUDENCE
Course Outline (Tentative Schedule, subject to change)
(Please be sure to log on to Blackboard to engage in announcements (timely info.), assignment submission, Discussion and exam assessments) There will be no retakes or late submissions. A (0) grade will be submitted for any absence or lateness beyond due date.

Topic	**Readings and Assignment due dates**	**Classes are by week, commencing on Sunday through Saturday.**
The Business Plan/First Class	Chapter 12, Stein	1/28
History of Dentistry and Dental Technology	Section 1, Sowter handout	2/4
Opening a laboratory	Section 4,5,6,7 pp. 35-65	2/11
Operating a laboratory	pp. 15-23, pp. 165-174	2/18
Operating a laboratory *QUIZ 1	pp. 71-76 **Business Plan Draft Due**	**2/25 Quiz – Will be available for a determined time and will be communicated, please make sure to receive all you Blackboard announcements**
Guest speaker		3/3
Guest speaker		3/10
Guest speaker		3/17
Guest speaker / **midterm exam**		**3/24 Midterm – Will be available for a determined time and will be communicated, please make sure to receive all you Blackboard announcements**
Guest speaker		3/31
R G REVIEW	**COMPLETED BUSINESS PLAN**	**4/7**
RG REVIEW		4/14
Spring Recess	**No Classes**	**4/21-4/30**
RG REVIEW		5/5
R G REVIEW		5/12
Final exam		5/19

COORDINATOR: Revised: January 2024,
Spring Break 4/22/2024 through 4/30/2024 – NO CLASS
Tentative Date of RG EXAM (month of June 2024) - Details to Follow
Semester ends-5/22/23

Update 1/5/2024

NEW YORK CITY COLLEGE OF TECHNOLOGY **DEPARTMENT OF THE CITY**
UNIVERSITY OF NEW YORK **RESTORATIVE DENTISTRY**

RESD 2409 - ETHICS AND JURISPRUDENCE - COURSE OUTLINE

I. HISTORY OF DENTISTRY AND DENTAL TECHNOLOGY - THREE LECTURE HOURS

A. DENTISTRY AND DENTAL TECHNOLOGY IN THE MIDDLE AGES - Sowter - pp. 3, 4.
   1. the practitioners
   2. the patients
   3. the nature of dentistry during that period

B. DENTISTRY FROM 1600 TO 1700 - Sowter, pp. 5, 7.
   1. the practitioners
   2. medicine and dentistry
   3. Pierre Fouchard
   4. changing society and changing medicine
   5. the new world and early dental practice

C. DENTISTRY IN THE 1800'S - Sowter, pp. 5-7.
   1. dentistry in flux
   2. the expanding frontier and dentistry
   3. the early schools: Baltimore, Massachusetts, Pennsylvania
   4. the beginnings of a profession
   5. the role of dental technology
   6. the clinical dentist
   7. the division of dentistry into two distinct groups

D. THE BEGINNINGS OF DENTAL TECHNOLOGY
   1. Dental materials, casting techniques, the licensing of techniques

II. ETHICS AND JURISPRUDENCE - THREE LECTURE HOURS

A. LAWS AND REGULATIONS GOVERNING CONDUCT - NADL Booklet, Sowter, Sect. 7, pp. 61-65.
   1. dental practice acts
   2. the Federal Trade Commission
   3. the Department of Health and Human Services
   4. other governmental rules and regulations

B. LEGAL RELATIONS
    1. with the public
    2. with other laboratories
    3. with the profession

C. ETHICAL RELATIONS - Sowter, Sect. 6, pp. 55-61.
    1. with the profession
    2. with the public
    3. with other technicians
    4. with other employees

D. NATIONAL ASSOCIATION OF DENTAL LABORATORIES (NADL)
    Sowter, Sect. 4, 5, pp. 35-55.
    1. history 2. function
    a. what it can do
    b. what it cannot do

E. NATIONAL BOARD FOR CERTIFICATION (NBC)
    1. history
    2. what it can and cannot do
    3. Recognized Graduate Examination

F. OTHER TECHNICIAN ASSOCIATIONS
    1. Association of Master Technologists
    2. unions; pro and con 3. professionalization 4. O.S.H.A.

III. THE LABORATORY INDUSTRY - TWO LECTURE HOURS

A. THE ROLE OF DENTAL TECHNOLOGY IN THE DELIVERY OF HEALTH CARE - ONE LECTURE HOUR - Sowter, pp. 15-23.
    1. who works in a dental office
    2. the role of each worker
    3. the role of the technician
    4. limitations of dental technology

B. SO YOU WANT TO OPEN YOUR OWN LAB?
    1. who can open a laboratory
    2. the amount of experience required
    3. capitalization required
    4. professional "Following"

5. the "Break Even" point

C. KINDS OF LABORATORIES - Martinelli, Chapter. 23, pp. 441-443.
   1. general
   2. specialized
   3. joint operation (two specialties)

D. WHO OWNS THE DENTAL LABORATORY - Martinelli, pp. 441, 442 Sowter, pp. 165-174.
   1. conglomerate ownership
   2. the laboratory in the dental office
   3. the independent owner
   4. trends in laboratory ownership

* QUIZ – ONE LECTURE HOUR

IV. BEFORE YOU OPEN A LABORATORY - TWO LECTURE HOURS

A. PLANNING FOR OPENING A LABORATORY
   1. determining the area
   2. a survey of the area including the number of dentists
   3. needs of area (amount of competition)

B. THE SOCIO-ECONOMICS OF PLANNING
   1. your specialty and the area
   2. your quality and the area
   3. you price and the area

C. CITY VS. RURAL LOCATIONS
   1. availability of delivery services
   2. availability of supply depots
   3. availability of labor
   4. mail-order laboratory services

D. FINDING A LOCATION
   1. professional buildings
   2. store fronts
   3. office buildings
   4. your own home
   5. advantages and disadvantages of each
   6. commercial vs. residential zoning

7. kinds of utilities required
8. city codes and dental laboratories

E. PLANNING THE LABORATORY

1. floor plans
2. getting help, advice and information on floor plans
3. getting someone else to do the work for you
4. benches - kinds and quality
5. equipment - kinds and quality
6. when to use new, when to use used, benches and equipment
7. getting help, advice and information on equipment and benches
8. flow plans for large and small laboratories
9. determining the need for other space such as:
   private office, shipping and receiving rooms, and waiting room
10. ordering and placing phones
11. allowing room for expansion
12. setting prices
13. some criteria to use in setting prices
14. the effects of setting a price schedule too high or too low

V. OPENING THE LABORATORY - TWO LECTURE HOURS - Martinelli, pp. 443, 444. Sowter, pp. 71-76.

1. determining an advertising budget
2. when to start advertising
3. where to advertise
4. what kind of advertising can be done legally and ethically
5. personal solicitation
6. trying to get past the dentist's receptionist
7. "lobbying" at Conventions and meetings
8. meeting your competition
9. county and local study groups
10. joining your local NADL state component
11. joining ADA lab component

VI. STAYING IN BUSINESS - TWO LECTURE HOURS

A. SETTING LABORATORY STANDARDS

1. what standards to establish realistically
2. the relationships between standards and price
3. how does the dentist see this relationship
4. how competitive should you be?

5. the dentist's work-authorization and the standards of the laboratory
6. do you really need standards?

B. LABOR RELATIONS - Sowter, Sect. 18, pp. 199-204.
1. when do you need to hire other technicians, overtime, extra shifts, (night)
2. what kinds of help to hire
3. setting salary scales
4. are you better off with a partner
5. how to figure labor costs
6. pension plans, employee benefits
7. state and federal regulations

C. KEEPING ACCOUNTS
1. what the dentist means by "Service"?
2. what the dentist means by "Quality"?
3. what service and quality mean to a laboratory
4. analyzing "remakes"?
5. analyzing a dentist's account
6. who pays for remakes
7. accepting or rejecting impressions
8. what to say and to when a dentist complains
9. saying "No" to a dentist whom you want to keep as an account
10. time table for work

D. STAYING SOLVENT - Martinelli, pp. 445-466.
Managing for Profit. National Association of Dental Laboratories, 1991.
5 videocassettes. (VIDEOCASSETTE 767)
1. getting paid
2. costs of not getting paid
3. acting as a "banker"
4. paying bills and discounting
5. fixed costs
6. borrowing money
7. setting up reserves
8. collection system
9. curbing your buying impulses
10. keeping up with new techniques
11. why do labs go out of business?

* MIDTERM EXAM - <u>TWO</u> LECTURE HOURS

VII. REVIEW FOR RECOGNIZED GRADUATE EXAMINATION – ELEVENTH LECTURE HOUR

1. dental materials
2. complete dentures
3. partial dentures
4. crown and bridgework
5. ceramics
6. orthodontics
7. ethics and jurisprudence

* FINAL EXAMINATION - TWO LECTURE HOURS

NEW YORK CITY COLLEGE OF TECHNOLOGY
THE CITY UNIVERSITY OF NEW YORK

DEPARTMENT OF
RESTORATIVE DENTISTRY

INSTRUCTIONAL OBJECTIVES RESD 2409 - LECTURE

ETHICS AND JURISPRUDENCE

I. HISTORY OF DENTISTRY AND DENTAL TECHNOLOGY - THREE LECTURE HOURS

A. CONDITIONS: Given a series of lectures and assigned readings

B. PERFORMANCE: The student should be able to:

1.Describe dentistry in the Middle Ages
2.Describe the changes that occurred in the 1600's & 1700's 3.Identify Pierre Fouchard and list his contributions
3.List the successive changes that occurred in the new world and in the expanding frontier of the U.S.
4.Name and locate the first 3 important dental schools in the U.S. and describe how they differed 6. Discuss the role of:
a.dental technology
a. the clinical dentist
b. the mechanical dentist in the period of 1850 to 1900 7. List the reasons for the disappearance of the mechanical dentist
8. List and describe the contributions of:
   a. Supplee
   b. Weinstein
   c. Taggart
   d. White
   e. Gysi
   f. Ash
   g. and others

C. EXTENT & CRITERIA: With at least 70% accuracy at the end of three lecture hours.

II. ETHICS AND JURISPRUDENCE - THREE LECTURE HOURS

A. CONDITIONS: Given a series of lectures and assigned readings

B. PERFORMANCE: The student should be able to:

1. List and describe the laws and regulations governing the conduct of the dental technician and the dental laboratory in:
a. the Dental Practice Act
b. the Federal Trade Commission
c. the Department of Health, Education and Welfare
d. other regulatory bodies

2. List and describe the ethical rules which should be followed by a laboratory or a dental technician dealing with
a. the dental profession
b. other laboratories
c. employees

3. List and describe the history, the functions and the limitations of:
a. the National Association of Dental Laboratories
b. the National Board for Certification
c. other specified technicians' associations

4. The student should be able to:
a. Cite who works in a dental office
b. State the role of each worker
c. State the role of the technician
d. List the limitations of dental technology

C. EXTENT & CRITERIA: With at least 70% accuracy at the end of three lecture hours.

III. THE LABORATORY INDUSTRY - TWO LECTURE HOURS

A. CONDITIONS: Given a series of lectures and assigned readings

B. PERFORMANCE: The student should be able to:
1. List and describe the various kinds of laboratory Ownership
2. List and describe the various kinds of laboratories
3. List and describe the requirements for opening a laboratory and the conditions under which opening is most feasible

C. EXTENT & CRITERIA: With at least 70% accuracy at the end of two lecture hours.

* QUIZ - ONE LECTURE HOUR

IV. BEFORE YOU OPEN A LABORATORY - TWO LECTURE HOURS

A. CONDITIONS: Given a series of lectures and assigned readings

B. PERFORMANCE: The student should be able to:

1. List and describe the steps that must be taken to differentiate among the areas which may be suitable for a laboratory
2. List and describe the advantages and disadvantages of the various types of buildings in which a laboratory might be located
3. List and describe the socio-economic factors which influence planning for selection of an area and a building
4. Demonstrate the ability to rough-plan the layout for a small laboratory
5. List and describe the criteria used to determine the prices an opening laboratory might charge.

C. EXTENT & CRITERIA: With at least 70% accuracy at the end of two lecture hours

V. OPENING THE LABORATORY - TWO LECTURE HOURS

A. CONDITIONS: Given a series of lectures

B. PERFORMANCE: The student should be able to:

1. List the methods used to solicit accounts
2. Describe the advantages and disadvantages of each method
3. List the types you might take to meet other technicians in your area

C. EXTENT & CRITERIA: With at least 70% accuracy at the end of two lecture hours.

VI. STAYING IN BUSINESS - TWO LECTURE HOURS

A. setting laboratory standards
B. labor relations
C. keeping accounts
D. staying solvents

A. CONDITIONS: Given a series of lectures

B. PERFORMANCE: The student should be able to:

1. Define and distinguish between "standards" and "quality of finished products."
2. Describe the relative importance of each to the Laboratory
3. Define "work authorization" and describe its relation to laboratory operation
4. List the conditions that usually require the hiring of additional labor
5. List the disadvantages and disadvantages of hiring:
   a. experienced labor
   b. unskilled labor
6. Define "step" worker and describe where and how such workers are used
7. List the ways to determine a salary scale for old and new employees
8. Describe in detail various pension plans and employee benefits which are optional features of employment 9. List and describe State and Federal regulations covering employer-employee relationships
10. Explain what the dentist means by "service" and by "quality"
11. Define "service~ and "quality" from the standpoint of the laboratory
12. List and describe the various ways to keep "remakes" to a minimum
13. List and describe the various ways to respond to a dentist who complains
14. Describe the ways to say "no" to a dentist and still keep his/her good-will

CI. EXTENT & CRITERIA: With at least 70% accuracy at the end of two lecture hours.

* MIDTERM EXAM - <u>TWO</u> LECTURE HOURS

VII. REVIEW FOR RECOGNIZED GRADUATE EXAMINATION - <u>ELEVEN</u> LECTURE HOURS

A. DENTAL MATERIALS F. ORTHODONTICS

B. COMPLETE DENTURES
C. PARTIAL DENTURES
D. FIXED BRIDGEWORK
E. CERAMICS
G. DENTAL ANATOMY AND PHYSIOLOGY
H. OCCLUSION
I. INFECTION CONTROL
J. HISTORY, ETHICS AND JURISPRUDENCE

IX. FINAL EXAM - TWO LECTURE HOURS