

## Dental Practice Management

1. Essential organizational tools includes -----.
  - a. Rules.
  - b. Policies.
  - c. Position description.
  - d. All of the above.
  
2. Breakdowns in coordination are largely due to -----.
  - a. Faulty communication.
  - b. Informal organization.
  - c. All of the above.
  - d. None of the above.
  
3. The delivery system of dental practice may be private or -- -----.
  - a. Group.
  - b. Individual.
  - c. Public.
  - d. Organizational.
  
4. The minimal education required for the dental hygienist is -----.
  - a. 6 month of collage study.
  - b. 2 academic years.
  - c. 3 years of collage study.
  - d. None of the above.
  
5. ----- dental assistant works primarily with the dentist using four handed technique.
  - a. Chairside.
  - b. Laboratory.
  - c. Business.
  - d. Circulating.
  
6. Extraction of ----- teeth is one of the duties of the school dental nurse.

- a. Permanent.
  - b. Deciduous.
  - c. Anterior.
  - d. Canine.
7. A major purpose of committees is to -----.
- a. Acquire passive ability.
  - b. Increase coordination.
  - c. Decrease coordination.
  - d. All the above.
8. ----- refers to the number of employees who report to a leader.
- a. Authority.
  - b. Command.
  - c. Span of control.
  - d. Credibility.
9. Assigning tasks are those described in -----.
- a. Position descriptions.
  - b. Delegation.
  - c. Cost.
  - d. Reengineering.
10. Two dentists working together are considered to be in ----  
-----.
- a. Group practice.
  - b. Partnership.
  - c. All the above.
  - d. None of the above.
11. The ----- is where soiled instruments are prepared for reuse.
- a. Dental laboratory.
  - b. Sterilization center.
  - c. Reception area.
  - d. Clean area.

12. Dental malpractice may be defined as actions of omission & -----.
- Risk.
  - Negligence.
  - Actions of commission.
  - Consent.
13. Basic filing systems include -----.
- Alphabetical.
  - Numerical.
  - All the above.
  - None of the above.
14. Communication is one of the basic skills every -----  
--- must have.
- Manager.
  - Supervisor.
  - Employee.
  - Executive.
15. Supervisors must have sufficient experience to earn the -----of their subordinates.
- Respect.
  - Love.
  - Fear.
  - None of the above.
16. Doing the things right from the first time is a benefit of -----.
- Planning.
  - Launching.
  - Statement.
  - None organized firm.
17. ----- plans start with a table of organization & include position description & staffing.
- Strategic.

- b. Financial.
- c. Organizational.
- d. All the above.

18. The first step in an action plan is to identify -----  
-----.

- a. Problem.
- b. Task.
- c. Action.
- d. Target.

19. Plan ----- are to be doable, understandable, comprehensive, cost effective.

- a. Results.
- b. Motives.
- c. Essentials.
- d. Routines.

20. Objectives relates to actions taken to reach a -----  
-----.

- a. Supervisor.
- b. Goal.
- c. Vision.
- d. Objective.

21. Vision & mission statements deal with ----- & alignment.

- a. Dream.
- b. Purpose.
- c. Options.
- d. Goals.

22. Most mission statements are too -----  
platitudinous & quickly forgotten.

- a. Clear.
- b. Obvious.
- c. All the above.
- d. None of the above.

23. Manager is above the rank of ----- .
- a. Executive.
  - b. Supervisor.
  - c. Chief.
  - d. Dental assistant.
24. The reception area should not be -----.
- a. The greeting area.
  - b. A waiting area.
  - c. Treatment area.
  - d. Well decorated area.
25. Dentistry is a ----- profession.
- a. Silent.
  - b. Outstanding type of.
  - c. Dynamic.
  - d. Static.
26. Information in the patient records must include -----  
-----, medical history & allergies.
- a. Informal organization.
  - b. Delegations.
  - c. Medication history.
  - d. Financial history.