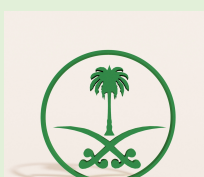




# Internship Manual

Department of Dental Technology

College of Applied Medical Sciences





34999

*Department of Dental Technology  
College of Applied Medical Sciences  
King Khalid University*



34999

# Internship Manual

Name .....

KKU Reg. No: .....

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**Mission:** To produce qualified dental technician by imparting high quality education, research and innovation in dental technology, creating awareness in society by disseminating knowledge and promoting optimum health in the region through community service

### **What is an Internship?**

An internship is any carefully monitored work or service experience in which a student has intentional learning goals and reflects actively on what he is learning throughout the experience. Characteristics include:

- A. Duration of anywhere from a month to one year.
- B. Generally, a one-time experience.
- C. May be part-time or full-time.
- D. May be paid or non-paid
- E. Internships may be part of an educational program and carefully monitored and evaluated for academic credit, or internships can be part of a learning plan that someone develops individually.
- F. An important element that distinguishes an internship from a short-term job or volunteer work is that an intentional “learning agenda” is structured into the experience.
- G. Learning activities common to most internships include learning objectives, observation, reflection, evaluation and assessment.
- H. An effort is made to establish a reasonable balance between the intern’s learning goals and the specific work an organization needs done.
- I. Internships promote academic, career and/or personal development

### **What are the benefits of having an intern?**

- A. An internship program can serve as a year-round recruiting tool.
- B. Interns can assist with special events and/or short-term projects.
- C. Interns may offer fresh ideas and new perspectives.
- D. Mentoring an intern provides your staff members the opportunity to develop supervisory skills. Providing internships can be a cost-effective solution for short-term projects.
- E. An employer’s visibility on campus is increased when promoting internships. It is a great way to brand the Campus and University.

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### **Goals of Internship Training Programs:**

- A. Refine and increase knowledge and skills acquired in Dental Technology department.
- B. Enjoy the opportunity to explore individual career options such as in Academics, Dental Labs, Ministry of Health Care Dental Hospitals
- C. Understand and implement the highest infection control standards and treatment records.
- D. Develop competence in the provision of comprehensive multidisciplinary oral health care for a diverse patient group including patients with special needs
- E. Provide high quality emergency and comprehensive Dental Prosthesis fabrication at Department of Dental Technology, King Khalid University.
- F. Learn to work effectively with other health professionals in an institutional setting.
- G. Get exposure and learn new techniques.
- H. Get higher exposure to patient work and increase laboratory hours per day.
- I. Learn efficient dental practice and time management
- J. Value and practice professional ethics and patient-centred care with an awareness and respect for the patients' background and ethnicity
- K. Understand the oral health needs of communities, and engage in community service.

### **General Duties:**

- A. Daily fabrication of various types of Dental Prosthesis in the Lab
- B. Management of General Dentistry cases
- C. Support & prepare cases for complex dental treatment in various dental specialties
- D. Teaching-learning activities in dental undergraduate program

### **Other Duties:**

- A. On-call duties after office hours (Emergency rotation)
- B. Weekly case presentations
- C. Weekly Journal Club Meetings
- D. Support research projects of College
- E. Participate in clinical workshops/seminars organized by college

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**Assessment of Competency:**

1. Attendances in all Laboratory sessions
2. Satisfactory volume of Lab work recorded in Intern log Book
3. Good report from all the major specialty rotations
4. Has ability to make safe decisions and perform general Lab dental work independently
5. Excellent ethics and personal professional behaviour
6. Present two full mouth rehabilitation cases, in which patient should be of significant medical history
7. No record of infection control protocol violation & satisfactory records completion levels

**Rotations:**

Name of Centre	Duration of rotation
Dental centre at Khamis Mushayt General Hospital, Khamis Mushayt	6 months
Dental Centre at Asir Hospital, Abha	6 months

**Completion of the Programme will prepare Dental Technologist to:**

- ✓ Confidently treat patients with complex Dental problems
- ✓ Confidently manage more Complex Dental Prosthesis Fabrication
- ✓ Pursue Higher studies in Various specialities of Dental Technology

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**Internship Training Program** is available annually for a period of one calendar year starting at the end of every semester. Successful applicants will be registered as Internship students in the Faculty of Dental Technology for the length of their appointment, limited placements are available.

### **Schedule Requirements**

Clinic hours are Sunday to Thursday from 8:00 a.m. to 4:00 p.m. Three main departments have to be completed for six months' rotation in each centre. Each department will have its own special requirements of time, effort, and clinical/research work, according to the specialist in charge of it.

### **I. LEARNING OBJECTIVES:**

#### **A. Clinical care and skills:**

Intern at the end of the Dental Internship Training Program will be able to:

1. Practice good standards of clinical care.
2. Practice within the limits of his competence.
3. Perform clinical skills safely to make sure that patients are not subjected to unnecessary risk.
4. Apply the principles of good dental practice and the standards of competence, care and conduct, expected of any dentist worldwide.
5. Integrate the clinical, basic, behavioural and social sciences on which dental practice is based.
6. Recognize personal and professional limits, and be willing to ask for help when necessary.
7. Recognize the health hazards of dental practice.

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8. Understand how to consider the patients' own views and beliefs when suggesting treatment options.
9. Collect and record the patient's history.
10. Respond and deal appropriately, effectively to patients' complaints, and questions.
11. Interpret the findings from the history, the physical and oral examination, the results of commonly used investigations and oral radiograph.
- 12.. Make clinical decisions based on the evidence he has gathered.
13. Assess and diagnose a patient's problems.
14. Write treatment plan to investigate and manage the case.
15. Prioritize the tasks effectively in the clinic.
16. Work in the dental clinic with minimum supervision.
17. Identify difficult cases that may require consultation or referral.
18. Work in different Laboratory settings and hospitals to provide dental services to the public.
19. Use proper dental materials in the clinic in order to provide the best dental treatment.
20. Perform different methods of crown preparations to construct (PFM and all ceramic crowns).
21. Replace missing teeth with fixed partial denture, removable denture or complete denture if the case is indicated.
22. Apply infection control polices and rules in the clinic.
23. Manage his time in the Laboratory.
24. Know malpractices in dentistry and their management.

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**B. Professionalism:**

Intern at the end of the dental internship training program will be able to:

1. Gain, assess, and integrate new knowledge with old knowledge and have the ability to adapt it to change his professional life.
2. Keep continuing professional development to make sure that he maintains high levels of clinical competence and knowledge.
3. Take account of medical and dental ethics when making decisions.
4. Respond constructively to the outcome of appraisal, performance review and assessment.
5. Accept the moral and ethical responsibilities involved in providing care to individual patients and communities.
6. Respect patients regardless of their lifestyle, culture, beliefs, race, colour, gender, disability, age, social or economic status.
7. Demonstrate effective team working and leadership skills within a multiprofessional environment.
8. Maintain confidentiality.
9. Practice Dental Technology with high ethical and professional standard.
10. Demonstrate honesty.

**C. Communication skills with colleagues and patients:**

Intern at the end of the Dental Internship Training Program will be able to:

1. Develop and maintain successful relationship with his patients and colleagues.
2. Work effectively with colleagues.
3. Communicate with individuals who cannot speak Arabic, English, including working with translator.



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**D. Community and volunteer dental project:**

Intern at the end of the Dental Internship Training Program will be able to:

1. Know and understand the role that lifestyle, including diet and nutrition, can play in promoting health and preventing disease.
2. Assess community needs and the services that can be best provided.
3. Understand the principles of dental education and patient screening in promoting health and preventing disease.
4. Develop community projects that will contribute in dental disease prevention project

**E. Learning skills:**

Intern at the end of the Dental Internship Training Program will be able to:

1. Discuss different dental topic with his colleagues
2. Criticize constructively dental treatment options and scientific papers
3. Lead group discussion with his colleagues
4. Utilize reasoning skills
5. Identify his own learning needs
6. Develop his self-directed learning skills

**Trainings at Dental Hospitals or Dental centres of Ministry of Health:**

This training rotation is designed to provide interns with comprehensive knowledge and clinical skills in the hospitals or Ministry of health clinics. The duration of the training is for one year and each intern is expected to attend clinics under full supervision of a Supervisor who should evaluate the progress of each intern by the end of his rotation. Several Hospitals and Clinics have been selected for this purpose. The selection was based on many dynamic

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features including: the institution's reputation, patients' flow, motivation and interest of staff in-charge in teaching and training newly dental technology graduates.

The program will also introduce trainees into a team-based practice by working closely with other dental and medical specialists. It will also provide trainees with adequate and sound knowledge and skills that will allow him to recognize oral and maxillofacial diseases, injuries and defects involving oral and para-oral structures. Some surgical centres may request the trainee to carry out a night duty or an on-call commitment as part of the prescribed training program. By the end of the program, the intern is expected to carry out several surgical procedures within the limit of the general dental practice with confidence and avoid making complications.

At the end of each rotation, in the college and other training centres, intern will be assessed based on Dental Intern Assessment Form.

**Roles of supervisor in the Dental Laboratories are:**

1. Attend and be available with the interns in the dental laboratory
2. Supervise the interns when they are performing the skills
3. Monitor all laboratory activities of interns.
4. Ensure intern follows the dental laboratory rules and regulations.
5. Provide proper consultation to intern.
6. Discuss treatment plan with intern.
7. Ensures that interns write referral form with proper documentation and get supervisor's signature before referring his work.
8. Ensure the laboratory works are evenly and fairly distributed between interns.
9. Help intern if he encounters any problems during performing the laboratory procedures.
10. Monitor the intern's ethical behaviour and professional attitudes.

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11. Update and report to the director dental laboratory about interns' performance and any misconduct.
12. Assess interns' performance while finishing laboratory requirements.
13. Assess intern at the end of each rotation.

### **Interns Training Committee (ITC)**

During the entire period of the internship training program, all interns are under the administration of the Interns' Training Committee. Members of the committee hold regular meetings to discuss the progress of the program and other issues pertaining to the interns. The members of Interns' Training Committee are appointed by the Dean as follows:

- a. Dean of the College of Applied Medical Sciences
- b. Chairman, Department of Dental Technology
- c. Director of the Dental Technology Internship Training Program

### **The roles of ITC are:**

1. Provide proper orientation to new interns.
2. Monitor the overall process of the internship training program.
3. Monitor interns' progress during the program.
4. Discuss significant issues and concern of interns.
5. Provide intern with logistic support during the program.
6. Update and report to the dean and vice dean with process of the program.
7. Be sure all interns have good environment and facilities for training.
8. Communicate with interns and clinical and research supervisor.
9. Organize schedule of program's activities.

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10. Review the performance in the dental laboratory performance, research manuscript and case presentation of interns.
11. Provide periodical constructive effective feedback to interns.
12. Provide interns with enough information regarding career planning.
13. Assign intern to approved training centres.
14. Provide internship certificate to interns at the end of the program.
15. Make proper disciplinary action for interns who violate the rules and regulations of the program.

### **Duration and Continuity of Training:**

The duration of internship program is 6 months in each centre. It is designed to meet the needs of interns in enhancing their knowledge and skills as general practitioners. The following rules and guidelines are provided to help interns understand the organization of the dental internship training program:

1. An intern is expected to observe all rules and regulations defined in this manual.
2. Intern shall work on a full time basis during the entire period of his/her internship program. He shall execute all dental procedures defined in the curriculum and perform other duties related to the training that may be assigned by the program director.
3. The training shall be on a continuous and uninterrupted basis. Accordingly, and as the clinical training procedure dictates, it is mandatory that an intern should not ask for vacation or emergency leaves under any circumstances beyond what is allowed in this program.
4. There will be an extension of intern's training at the end of the program for a period equal to the absence days as determined by the Interns' Training Committee.
5. Approval for emergency leave must be under the discretion of the dental internship training program's director. Maximum of 10 business-days emergency leave are allowed during the

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whole internship training program. However, intern needs to fill out an applied leave form and submit it to the interns' secretary one week before emergency leave (by e mail or hard copy).

6. Leave for non-emergency reasons will require a special procedure wherein approval of the ITC Chairman must be sought first.

7. Unapproved absence without genuine reason may result in subjecting the intern to a disciplinary action by the Interns' Training Committee. (One session absence without notification will be equal one day absent).

8. Any intern planning to get married is encouraged to do so before or after the dental internship training program. However, for those marriages that should happen during the internship period, a maximum of leave of 15 days are granted with replacement.

9. Interns are allowed to attend all of the following (The Test of English as a Foreign Language "TOEFL" exam, Saudi License "SLE" exam, and work interview) which will not be deducted from intern's emergency leave, provided he submits the original certificate or printed invitation letter as proof of attendance. (One day for each activity will be accepted). However, intern needs to fill out an applied leave form prior to the appointment date as mentioned above and submit it to the interns' secretary one week before exam/ interview date.

10. Leave because of illness should be always supported by a medical report issued by a recognized hospital (i.e. governmental hospitals). A maximum of 5 business days of sick leave will be allowed without replacement.

11. Scientific leave (maximum 10 days) may be granted without deducting it from the intern's emergency leave in order to help intern to finish his research, after adhering to all the following requirements:

- Presenting the study in international conference only.
- Submitting official letter to ITC supported with signature of research supervisor requesting approval of scientific leave.
- Getting acceptance letter and certificate as presenter in the conference.

12. Interns are expected to attend all the activities (i.e. group discussion sessions and interesting case presentation sessions in addition to research presentation). Interns must be present at the

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beginning of the session and should not leave before it ends. If intern attends more than 10 min late but arrive before 10:00 am /2:00pm, intern will be considered one day absent. Otherwise he will be considered two days absent. Also if intern leaves the session early, intern will be considered one day absent.

13. Interns should understand that the law at the Kingdom of Saudi Arabia prohibits health care professionals from treating patients if they are not licensed by the Ministry of Health and the Saudi Commission for Health Specialties. Since interns are not yet recognized by these authorities to practice dentistry in private practice, it is expected that interns will not be involved in such practice. Any intern who practices dental laboratory in private practice may subject himself to a disciplinary action from the Dental Interns Training Centre that may involve suspending his internship training program.

14. Intern can spend some of program period abroad out of KSA after adhering to all the following requirements:

- Submitting his request to Dental Interns Training Committee before starting the internship program.
- Training should be in the approved university by Ministry of Higher Education only.
- Training should be within the period of rotation not overlap with two rotations.
- Training should not exceed two months.
- Submitting two recommendation letters from faculty of the College.
- Intern need to bring official acceptance letter from the university including program description, name of trainee supervisor or program director, contact number, and e-mail.
- Getting official approval letter from Dental Interns Training Committee
- Getting official approval letter from deanship of faculty and personnel affairs.
- Intern should submit certificate or letter as proof of attendance including intern's assessment at the end of training.

15. Intern is encouraged to make comments on the concepts of improving the training program at the end of each rotation

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### **Request for a Change of Rotation:**

The Dental Interns Training Committee will make every effort to meet the desire of interns during the assignment of interns to training centres. However, given the fact that there are limited number of training centres and large number of interns, it is unlikely that all requested training centres will be granted to some interns. The assignment of interns to training centres is a challenging and time-consuming activity. Therefore, changing the assigned training centres is generally not acceptable. In some legitimate circumstances, however, changing intern's training rotation may be approved by the ITC if the following conditions are met:

1. Legitimate reasons (i.e. medical report, appointment for surgery, or death etc.) are presented by the requesting intern to the Dental Interns Training Committee, with attached valid document.
2. Interns swapping their training rotations among themselves.
3. Evaluation/approval of requested training centre.
4. Approval of the ITC Chairman

### **Extension of Dental Laboratory training:**

1. All absence days will be compensated later to assure that interns meet the program requirement of spending twelve months training.
2. Any intern who is doing an extension because of being late or absent is not entitled for any emergency leave. In these circumstances, any absence days need to be compensated by doubling the number of absence days.
3. The decision on when and where an intern should spend the extension of his training shall be to the decision of chairman of the Dental Interns Training Committee

### **Laboratory Conduction:**

1. **Attendance:** Punctuality in clinics is mandatory and the daily attendance will be monitored closely. Interns should abide by the official working hours in addition to the rules and regulations prescribed by each training centre they are attending.

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**2. Tardiness:** The daily attendance is checked during morning and afternoon sessions by the clinical supervisor.

a. The official time in normal working days (Sunday to Thursday) is from 8:00 AM to 12:00 noon and the afternoon session starts at 1:00 PM and ends at 5:00 PM.

b. If an intern has been reported coming late by more than 10 minutes for three sessions then he will receive a warning letter. If this pattern is maintained by an intern, he will be considered absent for any session he was late more than 10 minutes. He still needs to come to his assigned clinic before 10:00am in the morning session or 2:00pm in the afternoon session. If an intern does not show for that session, he will be considered absent from 2 sessions (one day).

c. At any circumstance where an intern is late for 30 minutes or more, then he will be considered absent from that session. Again, if he does not show for that session, he will be considered absent from 2 sessions (one day).

d. It is expected that an intern must finish his clinical procedures 15 minutes before the end of the session to give time for the dental assistant to return instruments, clean the assigned clinics and leave the premises on time.

e. Interns who are assigned to other training centres should abide by the rules and regulations of these training centres.

f. All rules and regulations of tardiness will be enforced for all interns' activities (i.e. clinical practice, group discussion, interesting case presentation, research presentation, and community and volunteer dental project services) as well in the other training centre.

**3. Clinic Attire:** Interns are advised to be serious in following the instructions pertaining to clinical dress at working hours in each training centre. Blue jeans and casual dress are not allowed in clinical premises

**4. Professional Ethics:** Interns are expected to maintain respect and confidence of patients through sincere and honest relationship. Physical treatment must be packed up with psychological support and clinician has to be sympathetic and considerate. Courtesy, cooperation and harmonious interpersonal relationship must be highly observed among all



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clinical staff to promote a wholesome working atmosphere in the clinic. Share in the practice of economy through proper handling of machine, apparatus, equipment's and disposable materials are highly appreciated. The medically compromised patients and those who may suffer contagious diseases have to find accessible treatment within the medical and dental profession. Infection control measures should be observed all the time regardless of the patient medical status. Under no circumstances should any Intern refuse or object to treat patient who may have contagious diseases since such attitude is medically and ethically not acceptable.

**5. Discipline:** In case of unapproved absence, negligence, misconduct, incompetence, insubordination or any other act that the interns' superiors deem unacceptable, an incidence shall be duly reported to the Interns' Training Committee for disciplinary action. Depending on the seriousness of the offense and upon the recommendation of the Interns' Training Committee, a disciplinary action may be one of the following:

- a. Probation, verbal and written warnings.
- b. Suspension of the intern for some time as per suggested by Dental Interns Training Centre.
- c. Repeating a rotation of a quarter or one year.
- d. Dismissal from the Internship Training Program.



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**Leave Request Application**

Name: \_\_\_\_\_

University number: \_\_\_\_\_

I would like to request leave for the following reason:

- Emergency  Attending interview (.....)
- Attending conference (.....)
- Attending examination (.....)
- Others (.....)

For: ..... number of days from Start Date:    /    /    to End Date:    /    /

Training centre: .....

Number of available leave credits: .....

My address will be during leave period: .....

Mobile number during leave period: .....

Date:

Signature of Intern

Approval/ Rejection of Interns' Program Director:

Approved /Rejected:

If rejection, what is the reason for rejection .....

Name:

Signature:

Date:

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My address will be during leave period: .....

Mobile number during leave period: .....

Date:

Signature of Intern:

Approval/ Rejection of Interns' Program Director:

Approved /Rejected:

If rejection, what is the reason for rejection .....

Name:

Signature:

Date:

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**Leave Request Application**

Name: \_\_\_\_\_

University number: \_\_\_\_\_

I would like to request leave for the following reason:

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My address will be during leave period: .....

Mobile number during leave period: .....

Date:

Signature of Intern:

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Approved /Rejected:

If rejection, what is the reason for rejection .....

Name:

Signature:

Date:

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LEAVE SUMMARY

Name of the centre:

No	Date of Absences	No	Date of Applied Leave

Comments:

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Intern Supervisor Name :

Signature :

Date:



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### LEAVE SUMMARY

Name of the centre:

No	Date of Absences	No	Date of Applied Leave

Comments:

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Intern Supervisor Name :

Signature :

Date:



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**Work Done / Log Book**

**Name of the centre:**

Name of procedure: Fixed Partial denture cases, Removable Partial denture case,  
Maxillofacial cases, Orthodontic cases.

No	Name of the Procedure	Case No	Name of Supervisor	Signature

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**Department of Dental Technology  
College of Applied Medical Sciences  
King Khalid University**



**Dental Intern Assessment Form**

Name of Intern		
Training Centre		
Rotation		
Date	From	To
No of Days	Absences:	Leave Applied:
Kindly Assess the Intern According to following items by grading appropriately		
No	Item	Marks out of 10
1	Exhibiting self-motivated approach to work	
2	Maintaining Punctuality in Lab and Practicing time management skills in the lab	
3	Adhering to lab rules and policies with following ethics	
4	Supporting and contributing to team work and Showing an openness to constructive criticism	
5	Planning and organizing Dental Work and Utilising decision making skills	
6	Using Proper Lab Documentation	
7	Respecting all the Dental Team Members	
8	Showing Talent Creativity and work excellence at work place	
9	Cleanliness	
10	Demonstrating honesty and accepting guidance	
TOTAL MARKS SCORED		...../100
What are the areas of strength of Intern?		In what, other area Intern need improvement and development?

Please Calculate overall rating based on previous assessment:

Poor	Satisfactory	Good	Very Good	Excellent
Less than 60	60-69	70-79	80-89	90-100

Name of Interns Supervisor:

Signature with Date and seal:



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**CERTIFICATE OF COMPLETION FROM DENTAL INTERNS TRAINING CENTRE**

This is to certify that Mr .....with  
KKU registration number..... has successfully completed the six months'  
compulsory rotatory internship program training from this training centre  
from.....to..... and fulfilled all the requirements to  
award a degree of Bachelor of Dental Technology as per the rules and guidelines of the King Khalid  
University. And as per record his character and performance is.....

Date :

Name of the Centre :

Signature of Director :

Name of Director : (Office seal)

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