



Dental Clinic Management Course: Chair Utilisation, Treatment Acceptance and Growth



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Introduction:

Dental Clinic Management covering chair utilisation, treatment acceptance and growth is a 5-day course for dental clinic owners, practice managers and centre administrators, ending with a Twelve-Month Dental Clinic Growth Plan. Clinics lose income when chairs sit idle between procedures, accepted treatment plans are never booked, recall lists go stale and lab, supplies and claims work has no clear owner. Nominees already run the front desk, rotas or accounts of a practice and learn through case studies built on appointment books, treatment logs and clinic accounts. CoreConcept Training Center delivers this dental clinic management course.

Course Objectives:

- Assess a dental practice business model, premises and set-up checklist and produce a baseline of chair, patient and revenue data
- Design appointment book templates, recall routines and failed appointment rules that raise chair utilisation for dentists and hygienists
- Track treatment plan acceptance from diagnosis to completed visit and run patient experience, complaint and review response routines
- Supervise dental insurance pre-approvals and claim follow-up, dental lab cases and dental supplies stock from the practice office
- Oversee infection prevention records, steriliser monitoring and clinical waste arrangements at management level with the clinical lead
- Analyse the clinic P&L, fee schedule and team productivity and build a Twelve-Month Dental Clinic Growth Plan

Target Audience:

- Owners of single and multi-chair dental clinics responsible for profitability and expansion decisions
 - Practice management staff responsible for appointment books, rotas, front desk and patient communication
 - Dental centre administrators responsible for insurance billing, lab case coordination and supplies purchasing
 - Clinical leads who share responsibility for chair scheduling, team productivity and infection prevention oversight
 - Operations staff in dental groups responsible for comparing branch performance and opening new clinics
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Course Outline:

Day 1: Dental Clinic Business Models, Set-Up and Current-State Review

- Solo, Group, Multi-Chair and Specialist Dental Practice Models
- Dental Centre Set-Up Checklist for Premises and Licensing
- Surgery Layout, Sterilisation Room and Patient Movement Design
- Dental Practice Management Software Modules and Data Ownership
- Clinic Baseline Diagnostic Using Chair, Patient and Revenue Data

Day 2: Chair Utilisation, Appointment Book Design and Recall Systems

- Chair-Hour Capacity Model by Dentist and Hygienist
- Appointment Book Templates with Procedure Time Blocks
- Failed Appointment and Late Cancellation Control Rules
- Recall and Reactivation Lists for Hygiene Patients
- Fill Rate, Idle Chair Time and Utilisation Measures

Day 3: Treatment Plan Acceptance, Patient Experience and Dental Insurance Billing

- Treatment Plan Presentation with Phased Estimates and Options
- Acceptance Tracker from Diagnosis to Completed Treatment Visit
- Patient Journey Map from First Call to Review
- Complaint Log, Service Recovery and Online Review Replies
- Dental Insurance Pre-Approval, Claim Submission and Rejection Follow-Up

Day 4: Dental Lab Cases, Supplies, Infection Prevention and Team Productivity

- Dental Lab Case Tracking, Remakes and Turnaround Agreements
- Dental Supplies Inventory with Par Levels and Expiry Checks
- Infection Prevention Checklist and Steriliser Monitoring Audit Records
- Clinical Waste Segregation Oversight and Contractor Collection Records
- Dental Team Skill Mix, Rotas and Production per Clinician

Day 5: Case Study: Dental Centre Performance Review and Growth Plan

- Case Clinic P&L Review with Cost per Chair Hour
 - Fee Schedule Pricing from Procedure Cost and Market Position
 - Case Dental Centre KPI Scorecard and Performance Gap Analysis
 - Growth Options for Added Chairs, Services and Patient Acquisition
 - Twelve-Month Dental Clinic Growth Plan Completion and Peer Review
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Skills You Will Gain:

- Chair-Hour Capacity Planning
- Appointment Book Template Design
- Recall and Reactivation Management
- Treatment Acceptance Tracking
- Dental Lab and Supplies Control
- Dental Insurance Claim Follow-Up
- Clinic P&L Interpretation
- Dental Fee Schedule Pricing

Why Attend This Course:

- Deliver a Twelve-Month Dental Clinic Growth Plan, with KPI scorecard and P&L review, to the clinic owner or group operations head
- Decide whether to add a chair, extend opening hours, hire a hygienist or revise fees using chair-hour and acceptance data
- Avoid lost income from idle chairs, unbooked treatment plans, lab remakes, expired stock and rejected insurance claims
- Share appointment book templates, recall scripts and the acceptance tracker with front desk and clinical colleagues

Conclusion:

Back at work, the participant gives the clinic owner or group operations head a Twelve-Month Dental Clinic Growth Plan built on the practice's own chair, acceptance and P&L data. Owners use it to approve changes to the appointment book, recall routine, fee schedule and staffing, and to judge whether new chairs or services are justified. After the first quarter under the plan, the clinic should review chair utilisation, treatment acceptance, failed appointments, lab remakes and claim rejections against the baseline recorded during the course.

Frequently Asked Questions FAQ:

What should participants know before the dental clinic management course?

Participants should already handle part of the running of a dental practice, such as the appointment book, rotas, billing or supplies. No clinical qualification is needed. Bringing anonymised appointment, treatment plan and income figures from their own clinic makes the case work more useful.

How does dental clinic management differ from a hospital operations or healthcare finance course?

It works at the scale of a dental chair and a single clinic or small group: appointment books, recall, treatment plan acceptance, lab cases and owner-level P&L. Hospital courses cover beds, theatres and departments, and healthcare finance courses cover hospital costing and revenue cycle in depth.

Why does chair utilisation matter so much in dental clinic management?

The dental chair is the main revenue-producing asset of a clinic. Every unfilled or poorly booked chair hour is income that cannot be recovered, while rent, salaries and equipment costs continue. Measuring chair-hour production shows where scheduling, recall and acceptance routines need to change.

What do participants take back from the dental clinic management course?

Participants take back a Twelve-Month Dental Clinic Growth Plan with a KPI scorecard, P&L review, appointment book template, recall routine and treatment acceptance tracker, ready to adapt to their own clinic and present to the owner.