

The Importance of the Dental Technician's Role in Preparing the Dental Clinic to Receive Patients

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Abstract

The current study aims the impact of the dental technician on preparing the dental clinic to receive clients, the psychology of the clients on the impact of preparing the dental clinic to receive them, what is the nature of the things present in the dental clinic to leave a good impression on the clients .A questionnaire was prepared via Google Drive and distributed to the population aged 25-55 years, men and women in city of mecca. As for the questionnaire, it was distributed via the social networking program (WhatsApp) for the purpose of distancing for fear of the presence of the Corona virus. 400 questionnaires were distributed, 385 responses were obtained via email to the principal researcher. it is concluded that dental technician and technician - They have a major role in receiving patients, registering them in the clinic's register, giving them role cards, preparing the clinic to treat patients, and preparing the equipment and tools necessary to treat patients? 100%.

Keywords: the importance, of the dental technician's role, in preparing, the dental clinic, to receive patients.

1. Introduction

Dental technician, , or dental technician (1) (in English: dental technician) is a member of the dental team, because he is in a laboratory to create teeth to compensate patients (dental restorations) according to financial descriptions and standards from the dentist, and these compensations include: bridges, Implants and dentures (2)(3)(4). The dental technician produces these restorations using mechanical manual labor using special machines. A dental technologist (lab dental technician) is a member of a dental team who, based on a dentist's prescription, builds custom-made appliances and dental appliances (5)(6). There are four main specializations in dental technology. These are fixed dental tools that include crowns, bridges, and dental implants. Removable dental appliances, including full dentures and partial dentures; Maxillofacial dental instruments include eye prosthetics and craniofacial prosthetics; Orthodontics and related

accessories, which include orthodontic appliances and mouth guards. The dentist communicates with the dental technician through prescriptions, drawings, and measurements taken from the patient. The most important aspect of all this is the dental impression in which dental stone cast is poured to create an exact replica of the patient's anatomy, which is known as a dental cast. The technician can then use this mold to manufacture the desired teeth. Dental office ambience can play a significant role in initiating dental fear and anxiety. Receptionists, dental nurses, and dental hygienists are crucial personnel in creating an apt atmosphere in the dental office. They should be positive and caring, and elicit information from the patients in a unhurried concerned tone to make the patients comfortable. The office atmosphere can be made calm and unthreatening by the playing of soft music and avoidance of bright lights. A slightly cooler dental office was preferred by individuals in a study by Bare and Dundes. The walls can be adorned with posters and pictures, the waiting area supplied with ample books and magazines (7). The sounds produced from the instruments in the treatment room should be muted by closing the door. Importantly, anxious patients should not be made to wait too long, so that they have less time to absorb negative experiences; additionally, longer waiting times give them time to recall the threatening stimuli.(8,9) Introducing pleasant ambient odors to the dental environment can also help to reduce anxiety by masking the smell of eugenol and by the potential anxiolytic effects of the odors themselves.

2. Material and Methods:

The study began in (the city of Mecca in the Kingdom of Saudi Arabia), and the study ended with writing the data collection in September 2024. The researcher used descriptive analysis, an approach that uses quantitative or qualitative description of the social phenomenon (the importance of the dental technician's role in preparing the dental clinic to receive patients) and the variable. The independent variable (the impact of the dental technician on preparing the clinic to receive visitors) and the dependent variable (the psychology of clients as a result of preparing the dental clinic to receive them). This type of study is characterized by analysis, reason, objectivity, and reality. It is also concerned with individuals and societies, as it studies the variables and their impact on the health of the individual, society, and the consumer, and the spread of diseases and their relationship. For demographic variables such as age, gender, nationality, and marital status. Status and occupation (10), and use the Excel 2010 Office suite pie chart to sort the results (11). The questionnaire is a wonderful and useful tool for collecting a huge amount of data, but the researchers were not able to conduct personal interviews with the participants in the online survey, due to social distancing rules at the time to prevent infection between participants and researchers. The questionnaire consists of ten questions, all of which are closed-ended.

3. Results and discussion:

The percentage of approval for the questionnaire was 100%, and the percentage of participants' ages was as follows: from the ages of 25-34 years, 60%, and from the ages of 35 to 55 years, it

was 20% for each. Most of the genders of the participants in the questionnaire were female, at a rate of 60%, and the percentage of males was 40. %, and their gender was 100% Saudi male and female, and their professions were as follows: government employee 60%, freelancer (not working) and self-employed were the same percentage for both of them 20%, and as for their educational status, it was: holders of a university degree 60% and holders of a secondary school certificate 40% %, as for their responses to the questionnaire questions, they were as follows: The first question: Oral and dental health technicians follow planning and training supervision, and the oral and dental health technician has an effective and positive role in treating gum diseases and helping patients maintain oral and dental health? 100%. The second question: dental technician - who educates them and guides them to the latest preventive methods and health care to avoid oral and dental diseases? Same as previous answer. Question three: dental dentistry prepares the necessary materials and tools to work in the dental laboratory. Is it wise to use the medical materials used in the laboratory? Yes, 80%, no, 0%, and I don't know, 20%. Question Four: After reading the dentist's prescription, does the dental technician form the dental device or prosthesis? Yes 100%. Question five: does the dental technician apply plain protective fillings to permanent teeth? Yes, 60%, no, 0%, and I don't know, 40%. Question Six: Oral and dental health technicians receive and examine the mouth, teeth and gums for cases referred by the dentist and perform the required treatment procedures according to the referring doctor's instructions? Yes, 80%, no, 20%, and I don't know, 0%. Question seven: Give the patient an accurate description of his oral health condition, along with the methods that must be followed to improve it and prevent its development? Yes 80% and no 0% and I don't know 20%. Question eight: Removing various hard and soft calcareous deposits from the surfaces of the teeth (cleaning, polishing, smoothing)? Yes 100%. Question 9: Good knowledge of dental instruments and sterilization procedures, good understanding of health and safety regulations? Yes 100%. Question 10: Dental technician and technician - receives patients, registers them in the clinic's register, gives role cards, and prepares the clinic to treat patients, prepare the necessary equipment and tools to treat patients? Yes 100%.

Table.1: the importance of the dental technician's role in preparing the dental clinic to receive patients according to participates

The importance of the dental technician's role in preparing the dental clinic to receive patients	Yes	No	I don't know
Dental technician and technician - receives patients, registers them in the clinic's register, gives role cards, and prepares the clinic to treat patients, prepare the necessary equipment and tools to treat patients?	100%.	0%	0%
Oral and dental health technicians receive and examine the mouth, teeth and gums for cases referred by the dentist and perform the required treatment procedures according to the referring doctor's instructions	80%	20%	0%
Dental technician applies plain protective fillings to permanent teeth	60%	0%	40%
Dental technician and technician - educates them and guides them to the latest preventive methods and health care to avoid oral and dental diseases?	100%	0%	0%

There is a study entitled (Strategies to manage patients with dental anxiety and dental phobia: literature review) (12) in 2016 and concluded that, it is essential that the dentist and dental team follow appropriate guidelines, be adequately trained and adequately equipped with appropriate infrastructure before incorporating pharmacological interventions. All successful treatments

depend on cooperation between dentist and patient, so a relaxed patient will clearly create a less stressful atmosphere for the dental team and better treatment results.

4. Conclusion:

Dental technician and technician - They have a major role in receiving patients, registering them in the clinic's register, giving them role cards, preparing the clinic to treat patients, and preparing the equipment and tools necessary to treat patients? 100%. And a dental technician and technician - who have a role in educating patients and guiding them to the latest preventive methods and health care to avoid oral and dental diseases? 100% according to the opinion and trends of the survey participants.

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