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Student Issues

When do students have access to the facilities at 2001 McGill College Avenue?

Temporarily, because of a problem with the Digilock system on our student equipment lockers, after-hours access to the lab has been suspended. Without working locks and faculty supervision, we are concerned about the security of the students' equipment. **(Locks will be put in place during the week of February 23)**

After the locks are fixed, students will have access to the facilities at 2001 McGill College Avenue during the following times:

24 hours / 7 days per week

- All 1st and 2nd floor spaces (access via student lounge door with student card)
- Room 547 (access via elevators with a FOB)

During normal working hours (8:00 – 5:00)

- Meeting rooms 5th floor (Precedence is always given to people who have booked the space). Request can be made to rmbooking.dentistry@mcgill.ca with a copy to Emil Briones and Nikoo Taghavi. If space is not booked and free, you may use it but must vacate if the room is booked.

If you do not have a fob, you can obtain one from Assunta Pompeo (Rm 515) for a 15\$ deposit.

What do students need to access 2001 McGill College after hours?

For afterhours access students will need:

- a McGill ID card to enter the student lounge,
- a security fob to operate the elevator.

Is there a designated area that students can use to study?

There is no designated area for student study. However, there are many spaces students can use to study throughout the day and out of hours:

24 hours / 7 days per week

- All 1st and 2nd floor spaces
- Room 547

During normal working hours (8:00 – 5:00)

- Meeting rooms 5th floor (Precedence will always be given to people who have booked the space). Request can be made to rmbooking.dentistry@mcgill.ca with a copy to Emil Briones and Nikoo Taghavi. If space is not booked and free, you may use it but must vacate if the room is booked.

Scrubs are difficult to procure and not cleaned fast enough. Will something be done about this?

All students were furnished with a 2-week supply of scrubs. The laundry service picks up used uniforms and provides a fresh supply every Monday. As long as you place your used scrubs in the dirty bins at the end of each day, you will have enough scrubs.

Should a student be missing uniform due to unforeseen circumstances, there is an emergency supply in Ann Samson's office.

Where should students keep their patient models?

The Faculty is investigating how to scan old models and archive the scans so models can be recreated if necessary. The goal is eliminate the need to have student keep patient models in their lockers. The plan is for students to only keep active models, while all other models are scanned for archiving and the physical models destroyed.

There are not enough tables in the student lounge. Will more be ordered? Can lunches be staggered to accommodate everyone?

Additional tables and chairs will be ordered, although we are limited by fire safety regulations.

We are looking into the possibility of staggering lunches, although changing the timetable is extremely complex.

Can students eat in room 102?

Yes, but they must respect usage for teaching AND clear up afterwards.

Clinical Staff Issues

What is the process to order supplies for the clinic?

A new supply management software and procurement procedure are currently being put into place. The procedure will be distributed to all of those involved.

An information sheet describing the Faculty's procurement workflow has been prepared by Rosemary Cooke, Ann Samson and Nicole Brunelle and distributed to all Clinical Staff. Changes and modifications are being made and Nicole and Ann will meet with the dispensary staff, Linda Harrison and Ann-Marie Plante to review the process.

Is the process for ordering supplies the same for all sections of the clinic?

Yes, the procurement procedure will apply to all sections of the clinic. Temporarily, the Staff and Student Clinic is using a modified process.

What is the procedure to purchase Straumann and Nobel Biocare products?

All orders for Straumann and Nobel Biocare products will be made by Ann Samson. The Faculty is currently negotiating a new agreement with these suppliers. As soon as they are signed, the commercial lab will supply these parts.

What is the process for taking supplies from one section of the clinic to another?

Supplies should generally not be taken from one section of the clinic to another. However, on rare occasions, when necessary, staff may borrow from another section with the following provisions:

- There must be adequate inventory in the lending clinic so that it does not also run out;
- The borrower must obtain the material from the lender clinic staff. They cannot take the material by themselves without informing anyone;
- The borrowed material must be returned in a reasonable time frame.

Is there a procedure in place for the safe handling of PMMA?

The management of PMMA products is included in the second year lab course. Unfortunately, accidents can still occur.

To reduce the number of incidents in the dispensary, Sterilization staff should check that bottles returned in procedure bins have been properly closed. The Dispensary staff should verify seals when disassembling supplies.

Students want to prepare their operatories at 7:30 in the morning but procedure bins often aren't ready at this time.

There is only one support staff person in the Dispensary at 7:30. Because procedure bins are returned late after the dispensary is closed, preparation of fresh bins can only be started in the morning. To address this, dispensary staff have been asked to identify their instrument and supply needs so that they may begin assembling procedure bins during the afternoon shift for the next morning. The Faculty will purchase additional procedure bins and equipment to facilitate this organisation.

Clinic

What are the clinic hours?

The clinic is open: 9:00 – 12:00 and 1:00 – 5:00, except for Tuesday when it is open from 9:00 – 12:00 and 2:00 – 4:30

Students can begin to set up and prepare their work station at: 7:30 (as long as they do not open sterile instrument cassettes)

Students should plan to finish with their last patient at: 5:00.

The clinic hours should be respected by all students, staff and supervisors.

*Please note that all instruments should be returned to the instrument return rack no later than 5:30pm.

If a student breaks an instrument in the clinic, what should he/she do?

If there is a broken or missing instrument in the cassette **before a procedure begins**:
Return the whole cassette to the Dispensary and obtain a replacement.

If an instrument breaks or bends **during a procedure**:

The instrument should be brought to the instrument return area, placed in the broken instrument bin, and a new one can be obtained from the Dispensary.

If you notice that an instrument is broken or bent **at the end of a procedure**:

Mark the instrument by putting autoclave tape around it, place it back in the cassette and mark the cassette with a piece of autoclave tape on the top. Then, return the cassette as usual to the instrument return area.

Broken instruments are under warranty and will be replaced at no cost to you.

Where can the Needle-stick Injury Protocol, the Medical Emergency Protocol and the Operatory Maintenance Protocol be found?

The Needle-stick Injury Protocol, Medical Emergency Protocol and Operatory Maintenance Protocol can be found on the desktop of all operatory computer workstations.

What is the protocol for late bookings?

The student should book the appointment as he/she would any other appointment.

For any booking made after 10:00am the day preceding the appointment, students must fill out a request form at the Dispensary to receive their instruments and supplies.

The dispensary staff will process all late bookings as soon as all the regularly scheduled requests have been completed.

The dispensary is often late at preparing last minute orders (i.e. Patient cancellations/replacements, procedure changes, etc.).

The Dispensary is an extremely busy place. The staff will make every effort to accommodate last minute changes, and will process all such requests as soon as all of the regularly scheduled requests have been completed.

ABELDent notes get cut off after a few words when printed. What is the best way to get the necessary information to the dispensary?

The length of the entry is limited by the system and not modifiable. To facilitate fulfillment of orders, student and staff will be provided with a list of procedures, the contents of the procedure bin and a code for the procedure. By entering the code, students will not need to provide details requests, thus shortening the entry length on ABELDent.

The dispensary does not always give all of the instruments, or the proper instruments for the planned procedure.

If you receive a kit that is incomplete, you should return it to the Dispensary prior to starting work on your patient.

The instruments you receive for each procedure are those that were identified by the Faculty in consultation with senior students. Individual instructors may sometimes request favourite instruments that are not in a cassette or procedure tub. In some cases, these instruments are available in the Dispensary. In most cases, however, instructors wanting an instrument that is not in the kit should consult the Division Director for their discipline.

What can be found in the dispensary and in the cart?

A searchable master list is being made of instruments and supplies and where they can be found.

Carts have been standardized and a list of the contents of each cart will be posted on the side of the carts.

In addition, a list of the contents of each procedure bin has been prepared and will be distributed to every student. This list will be updated periodically to include other common items that are available in the dispensary.

The cart being locked can present major problems and delays. Will something be done about this?

The Faculty has decided that the carts will be unlocked during clinic hours. Carts will be unlocked at 8:30am and locked for the night at 5:30pm.

Students and staff are asked to be aware of waste and not take more supplies than needed.

Can unused, unopened instruments be returned to the dispensary?

Yes, unused and unopened instruments can be returned to the dispensary. However, care must be taken to not contaminate the instruments or packaging.

Students should avoid grossly contaminated unused instruments by:

- 1 – Aseptically transferring packages,
- 2 – Not opening packages with gloves on during treatment.

If staff or students believe that a packaged instrument may be contaminated they are asked to open it and return it to the used instrument rack to be sterilized.

Sometimes inventory is not available when needed.

The Faculty is putting in place a new procurement procedure to deal with this problem.

Student should inform the dispensary staff or the floor assistants if they notice material shortage. Staff will follow the procurement process except in those instances when the Clinic is in danger of running out of a material in the immediate future. In this case, the assistant should inform Ann Samson who will purchase an emergency supply from a local distributor.

If there is a known issue with a particular product, Ann Samson will send an email informing every one of the shortage.

How can students get instruments from the dispensary after hours?

Students cannot get instruments from the dispensary outside of working hours.

In order to facilitate easy access to equipment afterhours, the Faculty will purchase 10 new instrument kits for use in the lab. The student body will be consulted prior to purchasing these kits to ensure that the most beneficial instruments are ordered.

These kits will be kept in the simulation lab and will need to be signed out from Linda Harrison (send Linda an e-mail to book the instrument kit and she will have it ready for you in the lab at 5.00pm). The contents will be the responsibility of the student to whom the kit was signed out. They will have to be returned the following working day.

Short stools are difficult to identify.

Short stools are now marked with red duct tape on the shaft of the chair.

Referral forms within the clinic and to the MGH or other outside sites are confusing.

Currently, referral forms are being revised to an electronic format for use in from ABELDent. The new forms will be available for use shortly.

Who should referral forms for OMFS be given to?

Oral Surgery has moved to the Undergrad Clinic at 2001, McGill College Ave. All information is kept in patient charts on site. Appointments should be made with Rosa Menale at the registration desk. In the coming days there will be an e-mail with complete directions for making a referral.

Pre-Clinical Lab/Plaster Lab

If a student breaks an instrument in the pre-clinic lab, what should he/she do?

Virtually all instruments, handpieces, loupes and articulators are warranted by the manufacturer. If you break an instrument, return it to Linda Harrison, who will provide a new one. If you lose an instrument, Linda Harrison can order a new one for you. There will be a charge for lost instruments.

When can DMD III and DMD IV students access the plaster room?

2 spots are reserved at all times for DMD III and DMD IV students, and they should always have access to them.

Students run out of plaster in the plaster room after 5:00?

A system is being put in place to ensure that there are sufficient supplies of plaster available.

Academic Issues

Class notes are not always available on MyCourses.

The Faculty strongly encourages all lecturers to post notes on MyCourses in a timely fashion.

The Faculty cannot, however, impose mandatory posting of course materials online as there is no university policy requiring lecturers to do so. It is a suggested “Good Practice.”

Course Directors may post previous years’ notes in MyCourses. This has already been done for several courses. Posting of notes is at the discretion of the Course Director.

Instructions provided to students on various clinical tasks and treatments vary from one instructor to the next.

This issue will be addressed by the Clinical Education Committee.

The rotation schedule seems to be condensed at the beginning of the year or the end of the year. Can the rotation schedule be modified?

TBD

Are lectures recorded?

The Faculty is working on finishing the A/V in all classrooms so that all lectures can be recorded.

All recorded lectures can be found on MyCourses.

How is the “Critical Incident Report” used, and what is it used for?

A Critical Incident Report form is used to report unprofessional behaviour by students toward patients, supervisors, support staff or colleagues. Every student is expected to behave professionally. On the rare occasions, when unprofessional incidents occur, Romantha Descartes will inform the student concerned that a report has been filed. The Associate Dean Clinical Affairs or the DENT 310/ DENT 410 course directors will be responsible for investigating the incident and will decide if the matter should be referred to the Student Promotions Committee.

Students will be given the opportunity to explain their point of view.

A Critical Incident Report can be used to record a single serious incident of unprofessional behaviour or a series of smaller events when a student has shown no change in behaviour.

Equipment

Are student instruments still under warranty post-graduation?

- Hu-Friedy hand instruments have a lifetime warranty
- A-dec Handpieces come with a certificate that entitles the student to a free new turbine (the only part that normally wears out) for one year after graduation. Once the turbine is replaced, the handpiece is warranted for an additional twelve months.

When students finish, do they leave with new or used instruments?

When students finish their studies, they will leave with the instrument kit that they have purchased over their years of study.

Are there clear indications for how DMD IV students recuperate their equipment?

The Faculty is working on a plan to redistribute instruments and hand-pieces to students in an equitable way. Students will soon be informed of the details.

Please note that:

- All instruments will be returned before Convocation
- The Faculty will review the list of equipment that was submitted by individual students to Wendy Somerville to ensure that each student receives the instruments they turned in.
- Instruments that have excessive wear (i.e. scalers) will be replaced at no charge.
- Instruments that are being retained by the Faculty (i.e. some impression trays) will be credited to the student at full cost.

Some instruments students bought (i.e. bur blocks/kits) are no longer available.

Not all instruments, equipment and burs can be used in the clinic. Anything that cannot be managed by the new sterilization system has been returned to the students. If an instrument is required for treatment, but the student-owned one cannot be used, it has been purchased by the Faculty. For example, de la Rosa pliers have been eliminated from the student kit, but are available at the dispensary.

With respect to bur kits, specifically, with the exception of the acrylic trimming kits, all bur kits have been returned to students. For the most part, the burs in the returned kits are worn out from the lab and should not be used. Going forward, it is impossible for clinic, dispensary and sterilization staff to tell the difference between used and functional burs. Therefore all burs are being replaced with disposable versions that are available from the Dispensary.

Temporarily, the Dispensary is managing the composite bur kits that were part of the second-year kit, but this will end soon.

Facility

It is difficult to hear professors in Room 102 with the sound of the fan.

A wireless microphone has been made available to all professors. Professors can pick up a microphone from the following people, for the assigned lecture room:

Room 102:

- Microphone # 80757 (please see Patricia Bassett)
- Microphone # 80866 (please see Nancy Scholefield)

Room 222:

- Microphone # 80803 (please see Linda Harrison)

Room 547:

- Microphone # 80844 (please see Nikoo Taghavi)

The temperature in Room 102 varies from hot to cold.

The building engineers are working on this problem.