



Study program: Integrated studies in dental medicine			
Course title: Management in Dental Medicine			
Teacher: Srecko Dj. Selakovic, Siniša M. Mirkovic, Ivan N. Šarčev, Branislav V. Bajkin, Tatjana M Puškar			
Course status: compulsory			
ECTS Credits: 2			
Condition: -			
Course aim To learn basics of organization and management, especially the organization and management of the health system and services management as a tool of adaptation which forms demand of medicine services market.			
Expected outcome of the course: Student should learn its perspective and possibilities of practice in Republic of Serbia, also outcome of the course would be to teach the professional and social behavior of doctors of dental medicine to exhibit service properly according to economics and law basics.			
Course description 1. Course overview 2. Management basics, definition of management 3. Management in health service, management in dentistry 4. Management of dental office 5. Organization of health care institutions 6. Customer Relationship Management 7. Dental practice management software programs 8. Laws rules and regulations 9. Quality management in dental care 10. Dental patient satisfaction management 11. Patient management 12. Accounting basics 13. Marketing basics in dental medicine 14. Career options after dental school 15. Legal Aspects of Dental Medicine			
Literature <i>Compulsory</i> 1. Young M: Managing a dental practice. Radcliffe Medical PR; 1 edition (2010)			
Number of active classes		Theoretical: 30	Practice: 15
Teaching methods Lectures, Practice			
Student activity assessment (maximally 100 points)			
Pre-exam activities	points	Final exam	points
Lectures	20	Written	20
Practices	20	Oral	40
Colloquium		
Essay			