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Standards for Dental Laboratory Services

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Health Policies and Standards Department

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The Health Policy and Standards Department (HPSD) developed this Standard in collaboration with Subject Matter Experts and would like to acknowledge and thank these health professionals for their dedication toward improving quality and safety of healthcare services in the Emirate of Dubai.

Health Regulation Sector

Dubai Health Authority

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INTRODUCTION

The Health Regulation Sector (HRS) plays a key role in regulating the health sector.

HRS is mandated by the Dubai Health Authority (DHA) Law No. (6) of the year (2018)

with its amendments pertaining to DHA, to undertake several functions including but

not limited to:

- Developing regulations, policies, standards, guidelines to improve quality and patient safety and promote the growth and development of the health sector.
- Licensure and inspection of health facilities as well as healthcare professionals and ensuring compliance to best practice.
- Managing patient complaints and assuring patient and physician rights are upheld.
- Governing the use of narcotics, controlled and semi-controlled medications.
- Strengthening health tourism and assuring ongoing growth; and
- Assuring management of health informatics, e-health and promoting innovation.

The Standards for Dental Laboratory aims to fulfill the following overarching Dubai

Health Sector Strategy 2026:

- Pioneering Human-centered health system to promote trust, safety, quality and care for patients and their families.
- Make Dubai a lighthouse for healthcare governance, integration and regulation.
- Strengthening the economic contribution of the health sector, including health tourism to support Dubai economy.

EXECUTIVE SUMMARY

Dental laboratories play a crucial role in modern dentistry by supporting a wide range of custom dental restorations, including crowns, bridges, dentures, and orthodontic devices. They work closely with dentists to ensure that restoration meets the functional and aesthetic needs of patients. Historically, Dental Laboratories utilized manual techniques for creating restorations, however, the advancement in technology and introduction of digital solutions have resulted in improved efficiency, precision and turnaround time.

The Standards for Dental Laboratory services aim to assure the provision of the highest levels of safety and quality in dental care. It sets out the minimum requirements for service provision based on the evolving healthcare needs and international best practice. The standards are split into chapters that address requirements for: the registration and licensure, health facilities design, health professionals' requirements, permitted services and quality assurance. It also assists Dental Laboratory providers in developing their quality management systems and in assessing their own competence to ensure compliance with DHA regulatory requirements and the United Arab Emirates (UAE) federal laws.

DEFINITIONS

Digital Dental Laboratory: is used to describe modalities of dental treatment workflow that are mostly performed with the use of advanced digital technologies, including but not limited to: Digital radiography, intraoral scanners, computer-aided design and manufacturing (CAD/CAM) and 3D printing.

Dental Laboratory: A facility designed to manufacture removable and nonremovable dental prostheses and ceramics, among others, in accordance with relevant, applicable rules and regulations. Dental Laboratory can be established independently or within a health facility providing dental services.

Dental Lab Technician: is a specialized healthcare professional who works closely with dentists to create, repair, and customize dental products such as crowns, bridges, dentures, orthodontic appliances, and implant restorations based on the specifications provided by dentists.

Healthcare Professionals: A natural person authorized and licensed by the DHA to provide any of the healthcare professions in the emirate of Dubai.

Licensure: shall mean issuing a license to operate a health facility to an individual, government, corporation, partnership, limited liability company, or other form of business operation that is legally responsible for the facility's operation.

Medical Director: A DHA licensed healthcare professional who holds responsibility and oversight of medical services to assure the provision of evidence-based treatments/protocols within a DHA licensed health.

Universal Precautions: refers to the practice in medicine, of avoiding contact with patients' bodily fluids, by means of wearing nonporous articles such as medical Gloves, goggles and face shields.

ABBREVIATIONS

CAD/CAM : Computer-Aided Design and Computer-Aided Manufacturing

DHA : Dubai Health Authority

DM : Dubai Municipality

DLA : Dental Laboratory Aid

DLT : Dental Lab Technician

HF : Health Facility

HP : Healthcare Professional

HRS : Health Regulations Sector

UAE : United Arab Emirates

1. BACKGROUND

Dental laboratories play a crucial role in modern dentistry by supporting a wide range of custom dental restorations to meet the functional and aesthetic needs of patients. A Dental Laboratory is a place where Dental Lab Technicians (DLT) apply their knowledge and skills to produce work as per the requirements of the dentists that use their services. In addition to traditional methods and manual techniques, many dental laboratories now incorporate digital dental lab services that utilize advanced technologies, such as computer-aided design (CAD) and computer-aided manufacturing (CAM), to enhance precision, efficiency, and the quality of dental restorations. This standard aims to establish the minimum requirements of providing Dental Laboratory service in the Emirate of Dubai with highest quality services, enhance patient care and satisfaction.

2. SCOPE

2.1. Dental Laboratory services in DHA licensed health facilities.

3. PURPOSE

3.1. To assure provision of the highest levels of safety and quality providing Dental Laboratory and Digital Dental Laboratory Services in DHA licensed health facilities.

4. APPLICABILITY

4.1. DHA licensed healthcare professionals and health facilities providing Dental Laboratory and Digital Dental Laboratory Services.

5. STANDARD ONE: REGISTRATION AND LICENSURE PROCEDURES

- 5.1. All Health Facilities (HF) providing Dental Laboratories shall adhere to the United Arab Emirates (UAE) Laws and DHA regulations.
- 5.2. HF aiming to provide Dental Laboratory services shall comply with the DHA licensure and administrative procedures available on the DHA website <https://www.dha.gov.ae>.
- 5.3. Licensed health facilities opting to provide Dental Laboratory services shall apply through Sheryan licensing system to obtain permission to provide the required service.
- 5.4. Dental Laboratory service shall be provided in one of the following health facility types:
 - 5.4.1. Standalone- Dental laboratory (Clinical Support Centre).
 - 5.4.2. Add on to outpatient Facility or Hospital.
- 5.5. A Dental Laboratory within an outpatient facility is authorized to provide services exclusively to patients of the same facility or based on orders from dentists who are part of the same facility's ownership group. The laboratory is not permitted to accept or process requests from other dental facilities or laboratories.
- 5.6. Digital Dental laboratory service can be provided in standalone facilities or In-House within dental clinics.
- 5.7. The Dental Laboratory should develop the following policies and procedure; including but not limited to:
 - 5.7.1. Infection control measures and hazardous waste management.
 - 5.7.2. Incident reporting.
 - 5.7.3. Staffing plan, staff management and clinical privileging.

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- 5.7.4. Use of electronic communications and technologies.
- 5.7.5. Emergency action plan .
- 5.8. The Dental Laboratory shall provide documented evidence of the following:
- 5.8.1. Equipment maintenance services.
- 5.8.2. Laundry services.
- 5.8.3. Medical waste management as per Dubai Municipality (DM) requirements,
- 5.8.4. Housekeeping services.
- 5.9. The health facility shall maintain charter of patients' rights and responsibilities posted at the entrance of the premise in two languages (Arabic and English).
- 5.10. The Dental Laboratory should function in a manner to ensure high-quality health services while recognizing patient rights.
- 5.11. All dental laboratories should have policies describing organizational structure, including lines of authority, responsibilities, accountability and supervision of personnel.
- 5.12. All such practices should have a laboratory Head e.g. Dental Lab Technician (DLT) that establishes policies and is responsible for the activities of the facility and its staff.
- 5.13. Each facility shall maintain a written policy regarding each staff in the Dental Laboratory elaborating their Scope of Practice, Credential, Experience, Training and Privileges.

5.14. Administrative policies should be implemented to provide a safe environment and ensure that the facilities and personnel are adequate and appropriate for the services/ procedures performed.

5.15. To be eligible to Provide Dental Laboratory services within outpatient facility, the minimum requirement is to have two qualified DLT.

6. STANDARD TWO: HEALTH FACILITY DESIGN REQUIREMENTS

6.1. General design considerations:

6.1.1. The health facility should install and operate the equipment required for provision of the proposed services in accordance with the manufacturer's specifications.

6.1.2. The health facility design shall provide assurance of visitors and staff safety.

6.1.3. The health facility shall have appropriate equipment and trained healthcare professionals to manage critical and emergency cases.

6.1.4. The facility size and layout shall depend on the functional requirements and organization of services within the facility. The dimensions – no less than 8m² for two chairs, 20m² for four chairs, and 30m² for six chairs.

6.1.5. The health facility shall have in place a written plan for monitoring equipment for electrical and mechanical safety, with monthly visual inspections for apparent defects.

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- 6.1.6. The facility should be equipped with the appropriate equipment and supplies which are required to provide the services.
- 6.1.7. There should be a dedicated place to mold ceramics, that is isolated from the other area of the Dental Laboratory with dust protection (ante-dust).
- 6.1.8. The health facility must maintain proper lighting and utilities, including temperature controls, water taps, medical gases, sinks, drains, electrical outlets, and communication systems, as required.
- 6.1.9. The Healthcare facility should have proper signage, clinical stickers/sign boards, facility building layouts, emergency exits and assembly points in case of any disaster.
- 6.1.10. The Healthcare facility clearly display hazardous signs aimed to restrict access for the safety of visitors and staff.
- 6.1.11. Combination or sharing of the facility functions shall be permitted; provided the layout does not compromise the safety standards.
- 6.1.12. The design, construction, renovation, expansion, equipment, and operation of health care facilities are subject to the provisions of several local and federal laws regarding environmental pollution control. This includes, but is not limited to, the storage, handling, and disposal of hazardous waste materials, as well as the storage and disposal of medical waste.
- 6.1.13. Carpets cannot be used in the dental laboratories.

- 6.1.14. Selected flooring surfaces shall be easy to maintain, readily cleanable and appropriately wear-resistant for the location.
- 6.1.15. Wall finishes shall be washable, moisture-resistant and smooth, wall finish treatments shall not create ledges or crevices that can harbor dust and dirt.
- 6.1.16. Joints for floor openings for pipes and ducts shall be tightly sealed.
- 6.1.17. Wired glass; or plastic, break-resistant material that creates no dangerous cutting edges when broken shall be used in certain areas such as glass doors and sidelights.
- 6.1.18. Laboratory work areas shall include sinks with water and access to vacuum, gases, telephone /data service, and electrical service as needed.
- 6.1.19. Chemical safety measures must be applied. These shall include emergency shower, eye-flushing devices, and appropriate storage for flammable liquids materials, etc.
- 6.1.20. The space allocated should be adequate for the activities performed. Local, direct exhaust must be placed over all burnout, casting and/or boil-out areas, with provision for outdoor ventilation. This exhaust must be located within 18 of the source equipment to effectively remove heat, smoke or odours.
- 6.1.21. If no local exhaust is provided, the Dental Laboratory must demonstrate that their ventilation system is effective through air sampling data and a high number of air exchanges per hour based on square feet of applicable area.
- 6.1.22. DLT should work in clean, well-lit and well-ventilated areas.

6.1.23. DLT can have their own workbenches that are equipped according to the scope of work.

6.1.24. In the use of laboratory gases such as oxygen and argon, they must be placed securely and away from flammable gases. They must be store in an upright position marked as “empty” or “full” and indicating which gas they contain. Additionally, they should be secured through a canister holder or chained to the wall or building structure.

6.1.25. Casting well(s) must be made of non-flammable materials, as well as all lubricants, cleaners, etc. used on the equipment. This includes any product that contains a propellant which can get trapped in the well and ignite when heated. Proof of compliance can be demonstrated by posting a sign on the machine or near it, plus showing documentation that employees have been trained on this safety precaution”.

6.1.26. Appropriate first aid kit(s) must be readily accessible and regularly maintained in the facility.

6.1.27. There should be a dedicated place for the polishing process.

6.1.28. There must be enough counter space to work with Plaster of Paris and gypsum products and a dedicated product dispenser.

6.1.29. Lounge, locker, and toilet facilities shall be conveniently located for male and female laboratory staff.

6.1.30. There should be a storage space available to keep the laboratory materials and supplies.

6.1.31. Working space requirements and specifications include, but not restricted to:

- a. A hard-stone surface as a counter space.
- b. Bench with light.
- c. Laboratory chairs.
- d. Bunsen burner.
- e. Hand piece and controller.
- f. Suction unit for dust extraction.
- g. Drawers.

6.1.32. The use of natural light should be maximised throughout the Unit. If windows cannot be provided, alternatives such as skylights or artificial light may be considered.

6.1.33. The facility should be provided with suctioning fans to refine the atmosphere and with special suctions placed above the thermal ovens to suck the ascending vapors and gases out of the ovens.

6.2. Drainage System

6.2.1. The water drainage system should be wide enough to allow easy passage of water.

6.2.2. Special filters should be placed under the basins to collect all dirt and left-over plaster, to prevent it from going through the drainage system.

7. STANDARD THREE: HEALTHCARE PROFESSIONALS REQUIREMENTS

7.1. All Healthcare Professionals (HP) working in Dental Laboratories should hold an active DHA license as per the Unified Professionals Qualification Requirements (PQR), and work within their scope of practice.

7.2. The Medical/Laboratory Director:

7.2.1. The Medical/Laboratory Director in an independent Dental Laboratory shall be a full time DHA licensed DLT or Dentists with additional qualifications in Dental Laboratory technology.

7.2.2. To ensure safe and high-quality care is upheld within DHA licensed facilities the Medical Director/laboratory director shall abide by the DHA Policy for Role and Responsibilities of Medical Director.

7.3. The Dental Lab Technician (DLT):

7.3.1. The scope of practice for DLT includes a wide range of responsibilities centered around the design, fabrication, and repair of dental prosthetics and devices. Key areas of expertise include but limited to:

- a. Dentures (removable or fixed) for patients missing all their teeth.
- b. Removable Partial Dentures and Fixed Bridges for patients with one or a few missing teeth.
- c. Implant Supported Prostheses, which integrate with dental implants.

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- d. Crowns and Caps: They design and manufacture crowns that restore the original size and shape of teeth, including implant crowns and other prostheses to support dental implants.
 - e. Orthodontic Appliances: They design and fabricate orthodontic appliances, including both fixed and removable options, to help straighten and protect teeth.
 - f. Material Selection: DLT select appropriate materials such as ceramics, metals, and composites, to ensure that the final products meet aesthetic, functional, and durability standards.
 - g. Finishing and Polishing: After the fabrication of devices, DLT ensure proper finishing and polishing to provide a natural appearance and optimal comfort for patients.
 - h. Repairs and Adjustments: They are responsible for repairing and adjusting existing dental appliances, ensuring they function correctly and fit well.
 - i. Collaboration with Dentists: DLT work closely with dentists to clarify specifications, discuss cases, and modify designs based on feedback to meet patient needs.
 - j. Quality Control: They implement strict quality control measures to ensure all dental products comply with health and safety regulations and professional standards.

k. Continuing Education: To remain current with advancements in dental technologies and materials, DLT frequently engage in continuing education courses and training workshops. The minimum required annual CME/CPD to renew the DT license is 10 CME/CPD which must be submitted through the licensing system.

7.4. A Dental Laboratory Aid (DLA):

7.4.1. is an entry-level professional who works in a dental laboratory, providing support to DLT in the fabrication and repair of dental prosthetics and appliances. Their primary responsibilities include:

- a. Assisting with the preparation and organization of materials and tools needed for the fabrication of dental devices.
- b. Performing basic tasks such as pouring and trimming dental impressions, creating models, and preparing acrylics or other materials for impression-taking.
- c. Cleaning and maintaining laboratory equipment and workspaces.
- d. Supporting DLT by carrying out routine and less complex tasks under supervision.
- e. DLA must complete 10 CME/CPD credits each year to renew the professional license, and this documentation must be submitted through the licensing system “Sheryan”.

7.5. Dental Laboratory Aide cannot work independently in a dental laboratory and cannot assist the dentist.

7.6. The Dentist:

7.6.1. Should comply with all legal responsibilities in the performance of all clinical procedures to enable the DLT to provide the highest quality of service.

7.6.2. Assume the legal responsibilities in relation to the patient for both the clinical treatments and for the services accepted from the DLT.

7.6.3. Provide in writing specific directions and specifications to the DLT in respect of the services required.

7.7. Qualification requirements:

7.7.1. All DLT and DLA working in Dental Laboratories should have appropriate valid licensure by DHA.

7.7.2. All personnel assisting in the service provision must be appropriately trained, qualified, supervised, and sufficient in number.

7.7.3. Functional responsibilities of all professionals and assisting personnel should be defined and delineated.

7.7.4. Policies and procedures for oversight of professionals and personnel should be in place.

7.8. Dental Lab Technicians and Dentists- Collaboration

7.8.1. Ensure proper documentation of patient's information sheet and/or consent where applicable discussing:

- a. Information on patient condition and procedure.
- b. Estimate length of mold preparation and full details of materials used.
- c. Terms and conditions which includes remaking of failed molds.

7.8.2. DLT work directly with Dentists, by following detailed written instructions and using impressions (molds) of the patient's teeth or oral soft tissues to create:

- a. Full dentures for patients who are missing all their teeth.
- b. Removable partial dentures or fixed bridges for patients who are missing only one or a few teeth.
- c. Crowns, which are caps for teeth that are designed to restore their original size and shape; veneers, that enhance the aesthetics and function of the patient and orthodontic appliances and splints to help straighten and protect teeth.
- d. Fabricate dental restorations like inlays and onlays.

7.8.3. Accurate, effective and adequate communication between the DLT and Dentist is vital for high quality end products.

8. STANDARD FOUR: DIGITAL DENTAL LABORATORY SERVICES:

- 8.1. The health facility shall provide assurance of effective, efficient, safe, and high-quality services using advanced digital technologies, including but not limited to digital radiography, intraoral scanners, computer-aided design and manufacturing (CAD/CAM), and 3D printing.

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- 8.2. Digital Dental Laboratory should include sufficient workstations area and 15–20% of the total area for storage of materials and equipment.
 - 8.3. The facility must ensure that all patient data are fully deleted before removing any medical equipment from service, if the medical equipment has any stored data on it and should be documented in the condemnation certificate upon removing the medical equipment and ensuring medical devices are aligned with the standards for medical equipment management.
 - 8.4. Digital Dental Laboratory services must comply with all infection control requirements outlined in Standard Five.
 - 8.5. All professionals performing in Digital Dental Laboratory services should perform with necessary training and skills.
 - 8.6. All personnel assisting in Digital Dental Laboratory the service provision must be appropriately trained, qualified, and have accredited certificate in dental technology competent in using digital technologies, including CAD/CAM system.
 - 8.7. Functional responsibilities of all professionals and assisting personnel should be defined and delineated.

9. STANDARD FIVE: INFECTION CONTROL

- 9.1. Healthcare professionals' immunization protocol must be followed to ensure staff and patient safety. Refer to DHA Policy for health professional screening and immunization.

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- 9.2. The HF must have an infection control and prevention program to identify and reduce risks of acquiring and transmitting infections among patients, healthcare personnel, and visitors.
- 9.3. Procedures should be implemented to minimize the sources and transmission of infections and maintain a sanitary environment. A system should be in place to identify, manage, handle and dispose of hazardous materials and wastes whether solid or liquid.
- 9.4. The dental laboratory has responsibility to comply with and enforce all laws and regulations related to infection control. At this stage, DHA Dental Infection Control Guideline is considered as a reference for all dental laboratories facilities in issues related to infection control policies and procedures.
- 9.5. Dental laboratories must operate under strict hygiene conditions, hence should follow one of two general considerations to manage infection control options as detailed below:
- a. **Option 1:** The laboratory must be regarded as an isolated area. All prostheses, impressions, and other laboratory work shall be disinfected before entering the laboratory. Any dental work leaving the laboratory must be maintained in strict hygienic conditions to be dispatched to Dentists for patient use.
 - b. **Option 2:** The laboratory must have a receiving area to isolate, evaluate, and decontaminate all materials entering the laboratory. Any dental work leaving the

laboratory must be maintained in strict hygienic conditions to be dispatched to Dentists for patient use.

- 9.6. The proper steps shall be taken in order to ensure proper disinfection of materials entering and leaving the laboratory.
- 9.7. Standard precautions should be always observed in the Dental Laboratory. Universal precautions shall be implemented with all patients as though they are all capable of transmitting a blood borne disease.
- 9.8. A collaborative approach should be used to support infection prevention and control activities.
- 9.9. Responsibility for planning, developing, implementing, and evaluating infection prevention and control activities should be assigned.
- 9.10. Infection prevention and control policies and procedures should be made readily available to team members.
- 9.11. All equipment shall be supplied in adherence to the Prevention and Control of Infection (PCI) Standard Requirements of Equipment and Items.
- 9.12. Dental laboratories, including those in dental clinics and or independent, must be isolated from transmission of pathogens or be properly prepared to prevent cross contamination from patients and healthcare professional.

- 9.13. Items that ultimately meet mucous membranes require sterilization. Heat sensitive items that cannot be heat sterilized must be disinfected using a minimum intermediate – level (tuberculocidal) disinfectant.
- 9.14. There should be a dedicated place to mold metal (especially crowns, bridges and chrome cobalt).
- 9.15. Sharps containers must be fixed near use areas.
- 9.16. Requirements for proper hand hygiene shall include but, not limited to:
- 9.16.1. Conveniently located hand wash basins, used only for washing purpose with hands free operating taps.
 - 9.16.2. Wall mounted non-refilling liquid soap dispenser next to each hand wash basin.
 - 9.16.3. Wall mounted paper towel in use.
 - 9.16.4. Staff education on hand washing technique.
- 9.17. Approved list of antiseptic and disinfectants shall be used in the facility.
- 9.18. Use and safe storage of antiseptics and disinfectant solutions must be according to manufacturers' instructions.
- 9.19. Safety Data Sheets (SDS) shall be available for all chemical agents and disinfectants solutions used in the facility.
- 9.20. Equipment storage, cleaning disinfection and sterilization methods are appropriate for the type of instrument/equipment used in the facility.
- 9.21. Waste and Environmental Management.

- 9.21.1. Waste and environmental management should support safe practice and a safe environment. The Dental Laboratory facility shall develop and implement waste and environmental management policies.
- 9.21.2. The policy shall include segregation and disposal of waste in a suitable manner in accordance with the Dubai Municipality requirements and the local regulations of Emirate of Dubai.
- 9.21.3. The waste management policy shall cover handling, storing, transporting, and disposing of all kinds of waste.
- 9.21.4. An independent storage area with dedicated containers must be available for disposing waste material. The area shall be ventilated properly.
- 9.21.5. The facility must have a contract with a specialized company to regularly collect, transport and destroy waste materials according to the conditions issued by the Public Health Department in Dubai Municipality.
- 9.21.6. Disposing hazardous medical liquids, drugs, solutions and dangerous chemical materials into usual sewage disposal is prohibited.
- 9.21.7. Cleanliness throughout the facility shall be maintained by trained domestic help.

10. STANDARD SIX: EMERGENCY AND SAFETY

- 10.1. Dental Laboratory facility management shall ensure that the health care environment is safe, functional, supportive and effective for all the staff members.

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- 10.2. The facility shall establish a fire safety plan for early detection, confining, extinguishment, rescue, evacuation and alerting the Dubai Civil Defence.
- 10.3. The facility shall maintain fire extinguishers and fire protection equipment and devices as per the Dubai Civil Defence requirements.
- 10.4. The facility should train staff to respond to fire events in the building, Orientation on the fire safety measures must be included in new staff induction program.
- 10.5. There should be evacuation maps posted in the facility to indicate current locations marked with "You are here" to provide information regarding Escape routes and Fire exits.
- 10.6. The facility staff shall be aware about the following:
- a. Location and use of fire hose reel/cabinets/blankets.
 - b. Assembly points.
 - c. Fire alarms/ call points break glass / pull station.
- 10.7. Security personnel (if available) should be educated and provided with information in relation to security risks and responsibilities and oriented on their scope of work, fire safety and emergency codes.
- 10.8. Emergency contact number for local police and Dubai Civil Defence shall be displayed.
- 10.9. The facility must have a policy on "Disaster Management" and communicate this with all the staff members.
- 10.10. Hazards that may lead to slipping, falling, electrical shock, burns, poisoning, or other trauma should be identified and eliminated.

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- 10.11. Laboratory floor should be made of fire proof material.
- 10.12. The facility must comply with the Dubai Municipality (DM) regulations regarding protection of the health and safety of employees.
- 10.13. Smoking inside the Dental Laboratory is strictly prohibited for all professionals and visitors.
- 10.14. The facility management is responsible for implementing this policy.
- 10.15. Signboards should be fixed at the main entrance, alerting individuals regarding this policy.
- 10.16. All equipment used should be inspected, maintained and tested on a regular basis and according to manufacturers' specifications.
- 10.17. The area used to mold metal should include the following but not restricted to:
- a. Casting machine for casting all dental alloy.
 - b. Preheating furnace.
 - c. Wax elimination furnace.
 - d. Soldering unit.
 - e. Sand blast unit.
- 10.18. The area used to mold ceramics should include the following, but not restricted to:
- a. Porcelain furnace.
 - b. Ultra-sonic unit.
- 10.19. The area used for polishing should include the following, but not restricted to:
- a. Polishing unit for dry and wet polish.

- b. Electrolytic polishing unit.
- c. High-speed grinder.

10.20. There must be a specified place for the following equipment:

- a. Polymerization unit.
- b. Burn out unit.
- c. Flask press.

10.21. There must be a specified place for models that includes the following, but not restricted to:

- a. Model trimmer (single or double disc).
- b. Vibrator.
- c. Plaster dispenser.
- d. Model duplicate unit

11. STANDARD SEVEN: REPORTING AND DATA COLLECTION

- 11.1. All DHA licensed providing Dental Laboratories services are required to report the Key Performance Indicators when requested by DHA.
- 11.2. Each facility shall assign a Quality Representative who will be responsible for reviewing the data and reporting the Key Performance Indicators (KPIs) to DHA.
- 11.3. Quality Representative of providing Dental Laboratories services must assure staff awareness of the KPIs.
- 11.4. Quality Representative must consider the following in data collection:
 - 11.4.1. Decide which KPI is applicable to the facility based on the scope of services.

11.4.2. Assure data collection lead(s) are adequately skilled and resourced.

11.4.3. Create a data collection plan based on methodology and available resources.

11.4.4. Assure adequate data collection systems and tools are in place.

11.4.5. Back up the data and assure protection of data integrity.

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