



# **Frequently Asked Questions (FAQs) For Entry Level Dental Certification Programme**

# MODULE 1

## Introduction

### **Q. What is NABH?**

**A.** National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), setup to establish & operate accredited programme for healthcare organization. The board is structured to cater to desired needs of the consumers and to set benchmarks for progress of health industry.

### **Q. What is certification?**

**A.** self-assessment and external peer assessment process used by health care organizations to accurately assess their level of performance in relation to established standards and to implement ways to continuously improve.

### **Q. Why should a Dental clinic get certified?**

**A.** Certification can offer a range of benefits to a dental clinic. Here are some key reasons why it might be valuable:

- Quality and Patient Safety into Focus
- Improved level of community confidence and trust
- Roadmap for standardization
- Patient centered culture
- Systems oriented approach
- Improved patient satisfaction levels
- Improved healthcare outcomes
- External recognition

### **Q. How does certification benefit the Dental clinic patient?**

**A.** Certification results in high quality of care and patient safety and ensures the whole system is patient-centric.

### **Q. Who can apply?**

**A.** All the Dental Healthcare Service Providers with the following criteria:  
Section A: Dental clinic with 1-4 dental chairs

Section B: Dental clinic with 5-8 dental chairs

**Q. How to apply for certification?**

**A.** Any Dental clinic applying for the certification has to undergo the following process:

- Registration on the NABH website
- Submission of application form and applicable fee payment
- Final Assessment
- CAPA closure review
- Final Decision from certification committee

**Q. What is the difference between accreditation and certification?**

**A.** Full accreditation has an exhaustive list of healthcare standards for hospitals and healthcare providers. Whereas NABH has developed Entry Level Certification program with simplified objective elements, in consultation with various stake holders in the country, as a stepping stone for enhancing the quality of patient care and safety. It is also the first step towards NABH accreditation.

# MODULE 2

## Training & Education

### **Q. What is Program of Implementation (POI)?**

**A.** NABH Secretariat organizes training sessions on understanding of NABH standards and implementing them in the organizations in form of Programme on Implementation (POI), for healthcare organizations desirous of taking their organizations for certification. These sessions are taken by faculty from NABH who are senior assessors. On the successful completion of POI a certificate is awarded.

### **Q. Is the POI physical or virtual?**

**A.** It can be both physical and virtual as mentioned in the details of the POI.

### **Q. How to participate in POI**

**A.** The details of these trainings, dates, venue and fee information are available on the NABH website under education and training section.

### **Q. How to apply for NABH training?**

**A.** NABH has taken a new initiative to conduct free master classes on various topics under the rubric "NABH Quality Connect-Learning with NABH". The master classes is conducted every month. The topics include: Key Performance Indicators (KPI), Hospital Infection Control, Management of Medication, Document Control, Clinical Audits, Continual Quality improvement etc.

Kindly visit the below link to attend training programmes being conducted by NABH.

<https://www.nabh.co/EducationTraining.aspx>

### **Q. Whom to reach in case of any problem.**

**A.** Helpdesk can be reached in times of any difficulty at -helpdesk@nabh.co

# MODULE 3

## Standards

**Q. Where to find the Entry level Certification standards for dental clinic?**

**A.** Visit the link to select and purchase

<https://www.nabh.co/NABHStandards.aspx>

**Q. How to download/ buy the Entry level Certification standards for dental clinic?**

**A.** The standards can be freely downloaded from the NABH website. They can also be purchased online under buy standard tab on NABH website and hard copy of the standard shall be dispatched to the address submitted while purchasing the same.

**Q. What to do if facing technical issue during filling of application?**

**A.** All applicant and certified Dental clinic are strongly advised to use the "Remarks column" at the online portal for all communication. Dental clinic are strongly discouraged to communicate through telephone or emails to secretariat members as this communication cannot be saved as part of particular Dental clinic record and may not be available for future references.

The matrix for communication is available at NABH website.

<https://nabh.co/Announcement/NABH%20Communication%20Matrix%20-%20Jun%202022.pdf>

# MODULE 4

## Registration/Application Form

**Q. How to register on the NABH website?**

**A.** The Dental clinic can visit the web portal [www.Nabh.co](http://www.Nabh.co) and can register themselves by filling the required details such as the name of the clinic/facility, email id, number of chairs and scope of services.

**Q. How to get login credentials?**

**A.** Once the Dental clinic registers themselves on the NABH website, the applicant will receive an email containing the login credentials from "Admin" on the registered mail id through which they can log in to the NABH application portal dashboard.

**Q. What is the next step after the generation of login credentials?**

**A.** After the generation of login credentials, Dental clinic must submit all the relevant details and documents on the portal followed by the fee payment.

**Q. How can Dental clinic change the login password?**

**A.** After logging into the portal, there is an option at the right-hand side of the portal for "Change Password." By using that option, Dental clinic can change the password for their account.

**Q. Can one login credentials apply for different applications (chain of Dental clinic)?**

**A.** No, for each application a new login credential needs to be created as NABH treats each application as separate entity.

**Q. How to apply?**

**A.** Apply for certification online from the website [www.nabh.co](http://www.nabh.co)

- Use a new email id for registration
- Choose "Entry level Dental Clinic" as Application Type



c) NABH shall activate the email id and provide you the login and password Using the above login and password – you can fill the application form.

**Q. When is the reference no. generated?**

**A.** unique identification number is generated for each application as soon as the application is completed and the application fee is paid.

# MODULE 5

## Fees & Payment

**Q. What is the fee structure?**

**A.** Fee for Entry level Certification for Dental clinic is onetime  
Section A: Dental Clinics with 1-4 Dental chairs= 11,000+18% GST  
Section B: Dental Clinics with 5-8 Dental chairs= 15,000+18% GST

**Q. How to get the invoice/ receipt for the fee paid?**

**A.** The Invoice for the payment done by the Dental clinic can be downloaded from the portal.

**Q. Can payment be made in cheque/cash?**

**A.** No, the payment cannot be done by Cheque/Cash/Draft.

**Q. How to Make payment?**

**A.** The payment is made directly on the NABH portal via online payment.

**Q. How to update payment?**

**A.** The payment is updated on the NABH portal in the payment history section.

**Q. Is the application fee refundable?**

**A.** No, the application fee is non-refundable.

# MODULE 6

## Documents Necessary

**Q. What mandatory requirements/ documents to be submitted on the portal prior to the assessment?**

**A.** The following documents are required to be submitted online prior to the assessment:

- a) Legal requirements to be submitted:
  - Hospital registration certificate or equivalent as applicable in your State.
  - Licenses from the State Pollution Control Board for Biomedical waste generation, Air and Water pollution.
  - MOU with Biomedical waste Collecting Agency.
  - AERB License (if radio diagnosis is outsourced then MOU with the external organization) – no need of AERB License of outsourced organization.
  - Fire NOC from respective authority. If Fire NOC not available, then a third-party fire audit as per NABH fire safety guidelines is needed with a comprehensive report.
- b) Scope of Services and manpower excel as per prescribed format
- c) Hospital Quality Manual (policies and procedures) & SOPs.
- d) Internal audit checklist (Self-Assessment Toolkit) duly filled
- e) Equipment checklist as per the format given.
- f) Forms and formats used in the dental clinic.

**Q. What are the different registration certificates that are valid for NABH?**

**A.** Registration with Labour Ministry, MSME, Udyam registration, Shop and Establishment Certificate, Clinical Establishment Act, Bombay Nursing Act and Trade Registration.

**Q. Can the clinic run in a rented shop?**

**A.** The clinic can run in a rented shop, commercial complex or residential complex but should be registered with the local authority.

**Q. What should be done in case of a government circular/notice that a building below 12 meters of height does not require a fire NOC?**

**A.** In case of a government circular/notice that a building below 12 meters of height does not require a fire NOC, a comprehensive third-party fire audit is required as per NABH fire safety guidelines.

**Q. If the Dental clinic is inside a complex /mall premises with a fire NOC, does the Dental clinic need a fire NOC/third-party audit?**

**A.** No, in case of the Dental clinic being inside a complex premises with fire NOC. No separate fire NOC/ Third party audit is required. The fire NOC of the building to be submitted to NABH.

**Q. What are the requirements for a third-party fire audit?**

**A.** The third-party fire audit should have a detailed report of fire fighting equipment, validity, observation, recommendation, and conclusion as per the checklist and NABH fire safety guidelines.

Link for fire safety guidelines as per NABH

<https://nabh.co/Announcement/Revised%20Advisory%20for%20Minimum%20Essential%20Fire%20Safety%20Measures%20-20.09.2022.pdf>

**Q. What are key performance indicator (KPI)?**

**A.** A hospital key performance indicator (KPI) is a quantifiable measure that monitors the quality of healthcare provided by the hospital and measures the overall success of the business.

**Q. What is the format for the quality manual and SOP?**

**A.** SOPs can be in the form of multiple manuals specific to departments, or a group of related tasks and will have documentation for the processes and procedures related to the concerned department, a section or activity. The header of a quality manual/ SOP should contain date of initiation, date of revision, signature of drafting and approving authority of the organization.

**Q. Where to submit all the documents?**

**A.** The documents need to be submitted in the HCO documents section on the NABH portal.

**Q. Does vendor registration for bio-medical waste count if pollution control is pending or not there?**

**A.** No, bio-medical waste authorization from the pollution control board is mandatory.

# MODULE 7

## Assessment

**Q. What is a self-assessment tool kit?**

**A.** A self-assessment toolkit is a set of parameters for the internal assessment of a Dental clinic as per the NABH standards.

**Q. How is scoring done in self-assessment tool kit?**

**A.** Self-assessment tool kit needs to be scored in 0/5/10 for each parameter.

**Q. Will the assessment by onsite or virtual?**

**A.** The assessment for dental clinics with 1-4 dental chair is in virtual mode.

The assessment for dental clinics with 5-8 dental chair is in onsite mode.

The criteria is governed by NABH Policy and procedures.

**Q. Are the assessment date and details discussed/shared with the Dental clinic?**

**A.** Yes, the assessment date and assessor details are discussed/shared with Dental clinic to prepare for the assessment.

**Q. Does the assessment take place on Sunday?**

**A.** No, the assessments do not start on a Sunday. But a two-day assessment can start on a Saturday and extend till Sunday.

# MODULE 8

## Closure of NC'S

**Q. Where the assessment report is uploaded in the NABH portal?**

**A.** The assessment report is visible to the Dental clinic in the online portal under DCAF 4 tab after the assessment is completed.

**Q. What is the next step if the assessment report is not uploaded in the 10 days?**

**A.** The Dental clinic may inform NABH secretariat.

**Q. What happens once the assessment is done?**

**A.** The assessor will raise non-compliances for observations made. The Dental clinic will get two cycles to satisfactorily close the non-compliances.

**Q. What will happen once the Dental clinic submits documents/ evidences for raised non compliance?**

**A.** The Assessor will review the documents/evidences for raised non compliance and will accept/reject them.

**Q. What will happen if some non-compliance are still open after CAPA cycle 1?**

**A.** If the NC reply is not accepted in the first cycle, the not accepted non compliance are sent to the Dental clinic to re submit documents/evidences for raised non compliance in CAPA cycle 2.

**Q. What will happen when the assessor accepts all the documents/ evidences for raised non compliance?**

**A.** The case is presented to the certification committee for the final decision.

**Q. What will happen if some non-compliances are still open after CAPA cycle 2?**

**A.** If the NC reply is not accepted in the second cycle, then the case will be presented to the certification committee for the final decision.

**Q. In how many days does the CAPA cycle need to be closed?**

**A.** The CAPA Cycle needs to be closed within 90 days.

**Q. What is a surprise Assessment?**

**A.** NABH may conduct surprise assessments at certified Dental clinics periodically to evaluate the compliance to the certification standards, as Dental clinics are expected to adhere to the NABH certification standards at any given point of time once Dental clinic is certified. Surprise visit can also happen in response to adverse media report. Dental clinics are requested to view policy and procedure related to Surprise visit to an certified hospital by visiting the following link. <https://www.nabh.co/SURPRISE-VISIT.aspx>

**Q. What is a focus Assessment?**

**A.** Focus assessments are done in Dental clinic when there are any significant changes with regard to the Dental clinics activities and operations, such as change in scope of certification, change of address/ location, change in environment, key technical personnel etc. Dental clinics are requested to view policy and procedure related to Focus visit to an certified hospital by visiting the following link. <https://www.nabh.co/Policy for Focus Assessment.aspx>

**Q. Is it necessary to give feedback?**

**A.** Yes, the feedback needs to be submission is mandatory for each assessor rafter the assessment is complete.

# MODULE 9

## Renewal

**Q. How to change the ownership of a Dental clinic during renewal?**

**A.** The changed ownership can be selected in the renewal application and supporting documents shall be submitted in the HCO documents.

**Q. When should the renewal application be applied?**

**A.** The request for renewal must be submitted at least 6 months before the expiry of the validity of certification. If the Dental clinic does not apply for renewal of certification, 3 months before the expiry of certification, it shall be presumed that the Dental clinic is no longer interested in certification and the certification status of the Dental clinic shall expire on the validity date mentioned in the certificate.

**Q. What happens if the validity of the certificate has expired.**

**A.** In such a case the Dental clinic shall have to apply afresh and the continuity of the certificate shall be disturbed.

**Q. How to apply for renewal?**

**A.** The Dental clinic may apply for renewal of certification by submitting an application in the prescribed form. The application shall be accompanied with the prescribed renewal application fee, as detailed in the application form.

**Q. Is the renewal application to be filled again with same details and documents?**

**A.** Yes, the renewal application needs to be filled again with all the necessary documentation.

**Q. What if there is a change in no. of chair in renewal application?**

**A.** The Dental clinic can change number of chairs in the renewal application. The fee will be applicable based on the number of chairs.

# MODULE 10



## Scope of Services

**Q. Where to find the format for filling the scope of services?**

**A.** The link to excel format for scope of services is sent to the Dental clinic through remark on a portal.

**Q. What is emergency service in scope excel mean?**

**A.** Emergency services in the scope excel means that the consultant will be available to attend any emergency of that scope within one hour which is specific to dental program.

**Q. What is meant by full-time and visiting on a case-to-case basis in scope of services excel?**

**A.** A full-time consultant employed by Dental clinic must be available at the clinic during operational hours. Whereas consultants on a case-to-case basis are available only in when there is a case, no defined timing is there.

**Q. What does regular timing count?**

**A.** Regular timing of a consultant means that they have a fixed time of visiting the clinic and the time is displayed for the patients.

**Q. Does all specialist needs to be regular and full-time with a Dental clinic?**

**A.** No, the consultants need to have regular timing even if they are visiting on a case-to-case basis. But all consultants should be able to attend any emergency of their speciality within one hour.

## Certification

**Q. What is the validity for Entry Level Certification for Dental Clinics?**

**A.** The validity for Entry Level Certification for Dental Clinics is two years.

**Q. What is adverse decision?**

**A.** If the Dental clinic at any time during the validity of certification, does not fulfill the requirements of NABH Standards and other relevant criteria action is liable as per "NABH Policy & Procedure for Dealing with Adverse and Other Decisions".

**Q. How to change name/address after certification is granted?**

**A.** The request for name changes and documents supporting name/address change needs to be submitted to the NABH secretariat for a decision. Kindly refer the "NABH Policy and Procedure for Change of Name of an Accredited Certified Healthcare Organisation".

**Q. How to change scope after certification?**

**A.** The request for revision of scope of services to be submitted to the NABH secretariat.

**Q. Issue of certification Certificate?**

**A.** NABH shall issue a certification certificate to the dental clinic with a validity of two years. The certificate has a unique number and date of validity. The certificate is accompanied by the scope of certification.

**Q. Is certificate no. same as reference no.?**

**A.** The certificate number and reference number are two different unique numbers. Certificate number is a unique number mentioned on the certification certificate. Whereas the reference number is a unique number generated for each application on the NABH portal.

**Q. Where to find Scope of services certificate?**

**A.** Scope of services certificate is uploaded on the NABH website in the certified Dental clinic section.

**Q. How to acquire hard copy of certificates?**

**A.** Hard copy of the certification certificate, scope of services and action plan letter is sent to the registered address in the application form.

**Q. How can I collect the certificate by hand?**

**A.** Yes, A Dental clinic can collect the certificate by hand after informing the NABH secretariat prior to the visit.

**Q. How can I know the status of my certificate?**

**A.** The status of certificate can be checked on the NABH website. In case of any further query NABH secretariat can be contacted via email at [helpdesk@nabh.co](mailto:helpdesk@nabh.co)

**Q. What is mark of certification?**

**A.** Mark of certification is a NABH program specific logo given to the certified Dental clinic.

**Q. Where to use the NABH logo?**

**A.** Dental clinics are requested to view guidelines related to use NABH logo / certification mark by visiting the following link.

[https://www.nabh.co/Images/pdf/Policy and Guidelines for use of NABHACreditation Certification Mark.pdf](https://www.nabh.co/Images/pdf/Policy_and_Guidelines_for_use_of_NABHACre ditation_Certification_Mark.pdf)

**Q. Can a chain of hospital use NABH logo if a center gets certified?**

**A.** No, Only the assessed and certified center can use the NABH mark of certification.

**Q. What to do if the Dental clinic is closing its operations and it still has valid certification?**

**A.** The Dental clinic needs to inform the NABH secretariat regarding the closure and the reason for the same with surrendering the scope of services certificate and certificate for NABH certification. The final decision will be reviewed by the NABH secretariat.

# MODULE 12

## NABH Logo

**Q. What is NABH policy on use of NABH logo?**

**A.** The Healthcare organisation can click on the following link:

[https://nabh.co/Images/PDF/Policy\\_and\\_Guidelines\\_for\\_use\\_of\\_NABH\\_Accreditation\\_Certification\\_Mark.pdf](https://nabh.co/Images/PDF/Policy_and_Guidelines_for_use_of_NABH_Accreditation_Certification_Mark.pdf)

## Complaints

**Q. Does NABH have a mechanism to receive complaints against it accredited or applicant Hospital?**

**A.** Yes, Complainant is required to register their Concern/Query against NABH accredited/certified/empaneled hospitals on "Quality Setu Portal".

Please access the "Quality Setu" portal using the following website link/ QR Code:

**Website link:** <https://qualitysetu.qcin.org/>

**QR Code:**



**App Download Links:**

Play Store- <https://play.google.com/store/apps/details?id=com.qci.qualitysetu>

App Store - <https://apps.apple.com/in/app/quality-setu/id6449591762>

Also, users are requested to go through "NABH Policy and Procedure for handling of Complaints" using the following link:

<https://nabh.co/Images/PDF/NABH%20Policy%20&%20Procedure%20for%20Handling%20complaints%20Issue%205.pdf>

**Q. What is the email id for NABH help desk?**

**A.** [helpdesk@nabh.co](mailto:helpdesk@nabh.co)

**Q. What is the grievance redressal process/policy of NABH?**

**A.** You are requested to go through "NABH Policy and Procedure for handling of Complaints" using the following link:

<https://nabh.co/Images/PDF/NABH%20Policy%20&%20Procedure%20for%20Handling%20complaints%20Issue%205.pdf>



**Q. What is NABH helpline Number?**

**A. 011-42-600-600**