



## **QUESTIONS YOU MUST ASK WHEN YOU INTEND TO LAUNCH A PROJECT OF A "NEW DENTAL CLINIC" AND / OR "DENTAL PROPHYLAXIS PROJECT"**

### **IS THERE A EUROPEAN PARTNER EXISTING?**

- What type of a partner is it: church, NGO, government, other?
- What is the financial power of this partner: grants, donations?
- Is this financial power likely to last: how was it in the past and how are the projections into the future?
- Are there regular shipments of materials already existing? How are they transported (post, diplomatic mail, by private container or from another NGO?). Are there any customs taxes? Are customs clearance times long (how long)? Does the partner have special arrangements with the authorities of the country of destination for import of materials? Can this facilitate the importation of these materials?
- Does the EU partner plan regular visits of the project? What interval?

### **IS THERE A LOCAL PARTNER EXISTING (INDIVIDUAL - COLLECTIVE)?**

- The request is presented in form of a reasoned dossier.
- What type of partner is it: church, NGO, government, other?
- What kind of structure is it locally: hospital, health center, school, foyer, other? How is its administrative functioning (departments, heads of departments, etc.)? How is the accounting carried out and who is responsible for it? Does an eventual EU partner have the right to watch over this accounting?
- On which modus works the organization of the local structure (individual or collective responsibility) and which are the representatives of its management if the structure is collective? What is the local attendance rate of management representatives (year-round, a few months, etc.)? How long is the director's mandate and who would replace him if necessary? Is there a local instance (authority) which can strongly influence the director (bishop, provincial medical officer, etc.) and who is likely to change the course of things quickly? The same questions can concern the vice-director or, if missing, the administrator.
- Do local partner employees receive salaries from the state or another organization (NGO) or church? Do these same employees have a time-limited employment contract? Are these same employees subject to state regulations regarding the various professions?
- Are there regular supplies of materials arriving from Europe? How are these materials transported (container, post, etc.)? Who pays for the transport? What do the customs taxes look like and is there possibly an exemption from customs taxes available for the actors working in the field of development? Does the partner have local relations regarding customs clearance or special arrangements with local authorities (or private contacts) that facilitates the import of materials?
- Is the local partner able to provide free accommodation for employees of the EU partner coming on visit?

### **DENTAL CLINIC AND / OR PROPHYLAXIS PROJECT**

- In which structure is the clinic located: within a larger structure (hospital) or alone (private clinic)?
- Are there rental fees due for the working space (treatment room(s))?
- Is the clinic's accounting separated or integrated into the accounting of another department or of the parent structure? What happens to the profits / losses of the dental clinic at the end of the activity period (savings, redistribution, bonus, depreciation, replacement or purchase of equipment)? Is there a separate and individual bank account for the clinic's accounts? Is the dental clinic working on a modus of a deficit, is it self-supporting or is it profitable? Are the salaries of all employees covered by the income of the clinic?
- Pricing of treatments and fees: What are the local habits of the population in relation to the medical service: free or paid service? If the service is paid, these fees are real (real price paid against service) or do they correspond to an indemnity (good gesture)? When is gratuity considered? Is the pricing the same for all social groups? How is the purchasing power in general in this place (people work and have money or not)?



- Staff: staff salaries are provided by whom and for how long (projections)? What kind of training the different actors do receive in the clinic? Is there on-going training to be undertaken and if so, for how long? Is there succession available concerning the different professions represented (dentist, dental therapist, dental exodontist, dental hygienist, prophylaxist, dental technician, dental assistant, secretary, sterilization assistant, driver, surface technician, etc.) and if so, is it easy to refill the workstations in case of resignation? What is the reserve pool of personnel for the various actors in the clinic (for example, would a dentist be readily available in the event of the disappearance of the existing dentist)? What is the general motivation of the staff? What are the projections for the future of staff (departures, children, other training, etc.)? Do staff training schools exist in the country? Are there jobs within the establishment that are offered for volunteer work?
- The location of the clinic: city, village, bush? Is there a direct supply of water and electricity existing? For how long is electricity available (projections)?
- Layout of working building: is it possible to extend the surface of the working space (extension) in case of installation of new devices (radiography, sterilization) or an additional treatment room or dental laboratory?
- Potential: The affected population is consisting of rather 10,000 or rather 100,000 inhabitants. Purchasing power of the majority of the local patients (see above)? What kind of dental problems are listed locally? Is there an eventual competition with a nearby dental structure? Are there existing financial and/or technical supports from the State, an NGO, etc.? How are the regulations concerning the rights to practice in the country and work permit for foreign employees?
- Neighbouring schools? What types of schools are there (government, church, NGO)? How big is the pool of children to instruct for prophylaxis: 5000 or 50,000 within a radius of 15 to 20 km? Which are the contacts with the competent authorities for the teaching of prophylaxis (church, district or provincial government education officer, school director)? Is it necessary to obtain authorization to enter classes (state school / private school)? Are there government supervisors regarding education? Is there a national prophylaxis program that is already underway (risk of competition)? What are the means of transport planned for prophylaxis courses (public transport, bicycle, moped, car, taxi, etc.)?

## LOCAL AUTHORITIES

- Is there a Swiss embassy or consulate in the country concerned? Is there an on-site contact with someone from this establishment who could talk and inform about the project?
- Is there a government official concerning the dental services or a health system official who knows about the project? If the latter is missing, perhaps there is a person in charge of the school of dental therapists or the dental school who could be able to comment on the project?