Top Dental Clinic Rankings for 2017

Croatia
Introduction

This report is based on the GCR Index, a unique ranking of medical clinics, scored according to apparent levels of standards in the 4 GCR quality pillars of clinic expertise, facilities, services & patient feedback.

The Global Clinic Rating employs 100’s of carefully calibrated performance indicators to provide the most comprehensive and balanced comparison of healthcare clinics available in the world, which are depended on worldwide by patients, doctors, insurance companies and governments.

The GCR rankings are based on the GCR Score, a proprietary algorithm developed by leading healthcare and big data experts. It enables healthcare clinics to know their current quality score, track their performance over time and compare their clinics apparent reputation to their competitors or to other clinics within a city, country or worldwide.

Thousands of healthcare clinics in more than 170 countries, including some of the most recognized medical clinics in the world, rely on the GCR to better understand and improve patient satisfaction and to profit from the GCR international accreditation scheme.

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Croatia - Top Dental Clinics

Total of dental clinics evaluated: 155

Average score per dental clinic: 2.7

Top 10 dental clinics by GCR Score:

- Polyclinic Rident - Rijeka: 4.46
- Kalmar Implant Dentistry: 4.36
- Smile: 4.33
- ORTO-NOVA: 4.19
- ARENA Dental Clinic: 4.14
- Poliklinika Bagatin: 4.14
- Dental Polyclinic Dr. Jelušić: 4.08
- B.DENT: 3.82
- Implant Centre Martinko: 3.79
- Dental Centre Fabris: 3.67

The GCR clinic star symbol represents that the clinic has been officially verified as meeting or being above international medical clinic standards and uses the data provided by the GCR to constantly improve their clinic for their patients.
# Top 10 dental clinics in detail

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Expertise rating</th>
<th>Facilities score</th>
<th>Services score</th>
<th>Feedback score</th>
<th>GCR total score</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1 Polyclinic Rident - Rijeka</td>
<td>4,21</td>
<td>4,93</td>
<td>4,42</td>
<td>4,79</td>
<td>4,46</td>
</tr>
<tr>
<td>#2 Kalmar Implant Dentistry</td>
<td>4,18</td>
<td>4,87</td>
<td>4,31</td>
<td>4,35</td>
<td>4,36</td>
</tr>
<tr>
<td>#3 Smile</td>
<td>4,15</td>
<td>4,44</td>
<td>4,44</td>
<td>4,82</td>
<td>4,33</td>
</tr>
<tr>
<td>#4 ORTO-NOVA</td>
<td>4</td>
<td>4,95</td>
<td>3,57</td>
<td>4,85</td>
<td>4,19</td>
</tr>
<tr>
<td>#5 ARENA Dental Clinic</td>
<td>3,8</td>
<td>4,43</td>
<td>4,4</td>
<td>4,78</td>
<td>4,14</td>
</tr>
<tr>
<td>#6 Poliklinika Bagatin</td>
<td>3,95</td>
<td>4,46</td>
<td>4,08</td>
<td>4,58</td>
<td>4,14</td>
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<tr>
<td>#7 Dental Polyclinic Dr. Jelušić</td>
<td>4,15</td>
<td>5</td>
<td>2,87</td>
<td>4,36</td>
<td>4,08</td>
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<tr>
<td>#8 B.DENT</td>
<td>3,24</td>
<td>4,49</td>
<td>4,36</td>
<td>4,3</td>
<td>3,82</td>
</tr>
<tr>
<td>#9 Implant Centre Martinko</td>
<td>3,43</td>
<td>3,34</td>
<td>3,8</td>
<td>4,5</td>
<td>3,79</td>
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<tr>
<td>#10 Dental Centre Fabris</td>
<td>3,19</td>
<td>4</td>
<td>4,07</td>
<td>4,59</td>
<td>3,67</td>
</tr>
</tbody>
</table>
Top 10 clinics by expertise

1. Polyclinic Rident - Rijeka: 4.21
2. Kalmar Implant Dentistry: 4.18
3. Dental Polyclinic Dr. Jelušić: 4.15
4. Smile: 4.15
5. ORTO-NOVA: 4.0
6. Poliklinika Bagatin: 3.95
7. ARENA Dental Clinic: 3.8
8. Implant Centre Martinko: 3.43
9. B.DENT: 3.24
10. Dental Centre Fabris: 3.19

Top 10 clinics by facilities

1. Dental Polyclinic Dr. Jelušić: 5.0
2. ORTO-NOVA: 4.95
3. Polyclinic Rident - Rijeka: 4.93
4. Kalmar Implant Dentistry: 4.87
5. B.DENT: 4.49
6. Poliklinika Bagatin: 4.46
7. Smile: 4.44
8. ARENA Dental Clinic: 4.43
9. Dental Centre Fabris: 4.0
10. Implant Centre Martinko: 3.34
Top 10 clinics by services

1. Smile: 4.44
2. Polyclinic Rident - Rijeka: 4.42
3. ARENA Dental Clinic: 4.4
4. B.DENT: 4.4
5. Kalmar Implant Dentistry: 4.36
6. Poliklinika Bagatin: 4.31
7. Dental Centre Fabris: 4.07
8. Implant Centre Martinko: 3.8
9. ORTO-NOVA: 3.57
10. Dental Polyclinic Dr. Jelušić: 2.87

Top 10 clinics by feedback

1. ORTO-NOVA: 4.85
2. Smile: 4.82
3. Polyclinic Rident - Rijeka: 4.79
4. ARENA Dental Clinic: 4.78
5. Dental Centre Fabris: 4.59
6. Poliklinika Bagatin: 4.58
7. Implant Centre Martinko: 4.5
8. Dental Polyclinic Dr. Jelušić: 4.36
10. B.DENT: 4.3

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Methodology

The GCR is an independent start-up that evaluates healthcare clinics worldwide that have their own website, are mentioned in medical clinic directories or have at least 5 reviews on an independent website. These clinics are automatically added to the GCR index and scored upon the publically available information given about each clinic.

Verified clinics have had their clinic information updated by the clinic owner or member of staff, or have been personally inspected by a GCR representative. Accredited clinics have been personally inspected by a GCR representative, and have had consultation support to collect and improve on any missing or weak data.

The Global Clinic Rating employs 100’s of carefully calibrated performance indicators to provide the GCR Score for any particular clinic in the following areas:

Clinic Expertise:
This includes how long the clinic has been in existence at it’s current location, the clinic accreditations, awards and certifications, how long the doctors have worked in their chosen medical fields, and their medical studies and accreditations.

Clinic Facilities:
This includes both diagnostic & treatment technology available, as well as non-medical facilities.

Clinic Services:
This includes both medical & non-medical services that the clinic provides to it’s patients.

Patient Feedback:
The total & average score of the clinics reviews across various independent websites, such as Facebook, Google+, Yelp and medical clinic focused review sites.
About the GCR

GCR - the Global Clinic Rating supports medical clinics worldwide with a score based on their apparent level of expertise, facilities, services and patient feedback. The GCR allows anyone to quickly compare clinics within any regional area with a 1-5 star score, similarly as you would compare excellent hotels or restaurants.

For Patients

Obviously there’s more to choosing the right clinic than cost of treatment. But because private medical care is a highly personalized interaction between the patient and medical team and varies in degrees of complexity, it has been in the past difficult to give absolute guidance on what constitutes a “good” medical clinic.

However, the GCR - Global Clinic Rating sets out to assist patients & local governments in doing just that. Through the GCR clinic score, GCR rank & GCR index - patients can now see, based on facts - exactly which are the leading clinics in their local area and abroad.

See more at gcr.org

For Clinics

Your clinic’s reputation = your clinic’s revenue. That’s what we’ve learnt here at the GCR through assessing over 418,000+ medical clinics worldwide.

We can help your clinic by providing a summary of your clinic’s reputation, showing you all your online patient review scores in one place, helping you to identify issues / opportunities for growth and if your clinic is above the international average, help you promote your clinic as an “international standard”.

We can also provide your clinic with the tools to:

- See where you stand against any clinic in the world
- Benchmark and improve patient satisfaction
- Ask questions and gain expert advice from our team
- Identify positive and negative clinic trends
- Find out how your clinic’s reputation performs over time

Contact the GCR today to add, update or accredit your clinic on contact@gcr.org

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GCR Expert visit

The GCR performed a clinic inspection of Rident in July 2016.

Rident Rijeka began treating patients in 2004, and has now grown into one of the leading dental travel clinics of the region. In fact, many of the high rating boutique dental clinics in the region had their beginnings in the Rident clinic.

During the GCR visit, it was evident that the extensive years of running the clinic have contributed to a tight running, professional team of experts, supported by important medical and non-medical facilities that lead to successful treatment cases. This is rare in many of the clinics that we assess, however leading clinics such as DentEstet in Romania, Nordent in Serbia and Helvetic in Hungary have demonstrated this ongoing “implementation and learning best practices” are similar examples to the level of “ease” that is felt by a well-led team that has already considered your every need.

Typical for a large GCR accredited clinic, Rident houses 24 dental chairs, 2 dental laboratories, but uniquely a radiology diagnostics centre and a digital photography room (DSD) - demonstrating their commitment to advancing their level of quality for patients. The hygiene standards of the clinic met all international protocols.

Various agents support the clinic with patient logistics, and I could see that the travel / accommodation and even restaurant aspect of the patient journey was well taken care of by each of the clinics representatives. A plentiful welcome pack and after care advice was supplied to all patients. An exchange office was another unique feature of the reception area. The staff appeared upbeat and positive, which had a calming effect on the patients.

Contact clinic via GCR profile
GCR Expert visit

GCR team members visited this dental clinic a couple of months before it opened officially - July 2016

The "Kalmar" dental name is well recognized all across the Kvarner region as they are a multi-generational dental family working in various clinics.

This completely new building features high-class facilities including its own parking area, a swimming pool, cafe-bar as well as a dental milling lab and stunning views of the sea from the dental chair.

Contact clinic via GCR profile
GCR Expert visit

GCR performed a clinic inspection of "Smile" in Opatija in July 2016.

Smile Poliklinika in Opatija is a branch of another reputable dental clinic situated by the Slovenian border.

A modern, specialized dental implantology clinic located directly on the seafront, the clinic is unique in its use of innovative dental advancements such as digital sterilization, lasers and patient monitoring methods.

Led by a highly qualified dental surgeon, the clinic is more of a "boutique" style with smaller patient numbers, and offering a VIP experience.

Contact clinic via GCR profile
ORTO-NOVA
Rijeka

GCR Expert visit

GCR team members visited this clinic in July 2016.

Orto-Nova dental center is located in suburb situated in Rijeka, Croatia. Staff is very friendly and met all the requirements for GCR accreditation. The staff speaks several languages; Slovenian, Italian and English. Dr. Tiberio Zaverski is head of the clinic and he is very experienced in communication with patients.

Contact clinic via GCR profile
GCR Expert visit

GCR team members visited the Bagatin clinic in May 2016

This clinic is located in a high rise block which also serves as the "double tree" Hilton Hotel. Obviously, the clinic has a 4-5 star feel about it, and it’s obvious that this newly built setup holds to all hygiene standards and is impeccably clean and bright.

Patients have access by lift either from the hotel or a separate entrance to go up to this large cosmetic clinic, which not only excels in the field of dentistry, but other forms of cosmetic surgery and dermatology as well.

This clinic started with 2 brothers 21 years ago, and has since expanded to almost 70 members of staff and has treated over 9000 patients from 20 counties.

The dental centre of the clinic has an emphasis on aesthetic dentistry, oral surgery, implantology, and 3D diagnostics.

It was a pleasure to hear, as a GCR assessor, that the clinic holds monthly training sessions for all staff called the "Bagatin Academy" as well as team building and CEO panels for team questions.

It is currently a 2-chair clinic, with minimal lab facilities, however is due to expand in the next few months to a 4 chair clinic with extensive laboratorial facilities.

Certainly a competent unscaled clinic, and from what i’ve seen so far, is unchallenged in the Balkan region.

Contact clinic via GCR profile