

1 DentalGPT: A Multi-Expert Language Model for Vietnamese Dental Consultation
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5 The proliferation of general-purpose large language models (LLMs) has highlighted a significant gap in specialized
6 domains such as dentistry, particularly for non-English languages. Existing systems often lack the domain-specific
7 knowledge and contextual understanding required for accurate medical consultation, especially for Vietnamese users.
8 This paper introduces DentalGPT, a specialized conversational agent designed to address these limitations by providing
9 precise and contextually relevant dental advice in Vietnamese through intelligent expert routing. The core of our
10 methodology involves fine-tuning the DeepSeek-R1 model, which leverages a Mixture-of-Experts (MoE) architecture
11 with semantic-based expert selection, on a comprehensive, custom-built Vietnamese dental dataset. This dataset
12 comprises approximately 3 million dialogue samples aggregated from diverse sources, including medical literature,
13 clinical guidelines, and doctor-patient conversations, ensuring both professional accuracy and practical relevance.
14 Each sample is annotated with multiple domain-specific labels (e.g., orthodontics, endodontics, preventive care) to
15 enable intelligent expert routing. During inference, the system employs a sentence similarity and ranking mechanism
16 to dynamically select the top-k most relevant experts for each query, ensuring specialized handling of diverse dental
17 inquiries. The training process employed a combination of Supervised Fine-Tuning (SFT) with QLoRA for efficient
18 optimization and Reinforcement Learning from Human Feedback (RLHF) to align model responses with expert
19 standards and user expectations. Quantitative evaluations demonstrate the model's high performance, achieving a
20 Perplexity of 1.88, a BLEU score of 0.53, and a BERTScore of 0.93. In comparative benchmarks, DentalGPT shows
21 state-of-the-art capabilities, scoring 91.0 on MMLU, outperforming prominent models like GPT-4o. The resulting
22 system is a reliable and user-friendly chatbot that successfully bridges the gap in accessible digital healthcare, proving
23 the efficacy of fine-tuning expert-based models with semantic routing for specialized, non-English domains. Code is
24 available at: <https://github.com/Nvcoing/DentalGPT.git>
25

26
27 CCS Concepts: • Computing methodologies → Artificial intelligence; Natural language processing; Language resources;
28 Natural language generation; Dialogue management; • Human-centered computing → Human computer interaction
29 (HCI); Interaction paradigms; Conversational interaction; • Applied computing → Health care information systems;
30 Consumer health..
31

32 Additional Key Words and Phrases: Healthcare chatbot, dental consultation, large language models (LLMs), mixture-of-
33 experts (MoE), supervised fine-tuning (SFT), reinforcement learning from human feedback (RLHF), parameter-efficient
34 fine-tuning (PEFT), vietnamese NLP
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53 1 Introduction

54 The rapid advancement of Large Language Models (LLMs) [21] has revolutionized numerous domains,
55 including healthcare, by enabling the development of intelligent consultation systems. However, the effec-
56 tiveness of these general-purpose models significantly declines when applied to highly specialized fields such
57 as dentistry, which demand strict medical accuracy and complex reasoning capabilities. This challenge is
58 further exacerbated in non-English languages, such as Vietnamese, where domain-specific training data is
59 often scarce. As a result, LLMs may misinterpret context and deliver inaccurate or culturally inappropriate
60 responses. This gap highlights a critical need for a reliable, domain-specialized conversational tool tailored
61 to the dental field in Vietnam.

62 While general-purpose LLMs have achieved remarkable success in broad-domain tasks, they face fun-
63 damental limitations when deployed in specialized medical contexts. First, the knowledge distribution in
64 pre-training corpora is heavily skewed toward English and general-domain content, leading to inadequate
65 representation of medical terminology and clinical reasoning patterns in low-resource languages. Second,
66 dental consultation requires not only factual accuracy but also nuanced understanding of symptom descrip-
67 tions, treatment trade-offs, and patient safety considerations—capabilities that cannot be reliably achieved
68 through zero-shot or few-shot prompting alone. Third, the regulatory and ethical requirements for medical
69 AI systems demand explicit control over model behavior, including the ability to escalate emergency cases
70 and avoid harmful self-treatment recommendations—requirements that necessitate targeted fine-tuning
71 rather than reliance on general-purpose instruction-following capabilities.

72 To address these fundamental challenges, this paper introduces DentalGPT, a domain-specific consultation
73 chatbot designed to provide accurate, context-aware, and reliable dental information for Vietnamese users.
74 This work makes three primary contributions that extend beyond simple model application. First, we develop
75 and validate a systematic methodology for adapting large-scale MoE architectures to specialized medical
76 domains in low-resource languages. This methodology encompasses data collection protocols, multi-expert
77 annotation frameworks, and safety-oriented training procedures that can be generalized to other medical
78 specialties and languages. Second, we construct and release ViDental, the first large-scale Vietnamese
79 dental consultation dataset with multi-annotator validation and explicit quality control procedures. This
80 dataset addresses a critical gap in Vietnamese medical NLP resources and provides a reusable foundation
81 for future research. Third, we demonstrate through rigorous quantitative and qualitative evaluation that
82 targeted domain adaptation can enable smaller models to achieve expert-level performance on specialized
83 medical tasks, challenging the prevailing assumption that larger model scale is the primary path to domain
84 competence.

85 From a methodological standpoint, we fine-tune the DeepSeek-R1 model on the constructed Vietnamese
86 dental dataset through a carefully designed two-stage pipeline. The first stage employs Supervised Fine-
87 Tuning (SFT) with QLoRA for efficient parameter adaptation, enabling the model to acquire domain-specific
88 terminology, clinical reasoning patterns, and consultation dialogue structures. The second stage applies
89 Reinforcement Learning from Human Feedback (RLHF) using the Odds Ratio Preference Optimization
90 (ORPO) algorithm to align model behavior with expert standards and patient safety requirements. This
91 alignment process is critical for medical applications, as it enables the model to appropriately escalate
92

105 urgent cases, avoid overconfident diagnoses, and provide actionable guidance within the scope of remote
106 consultation.

107 Our evaluation demonstrates that DentalGPT achieves competitive or superior performance compared to
108 significantly larger general-purpose models across multiple dimensions. Quantitatively, the model attains
109 a perplexity of 1.88, BLEU score of 0.53, and BERTScore of 0.93, indicating high linguistic quality. On
110 clinical reasoning benchmarks, expert dentists rate the model’s diagnostic accuracy at 87.2% and treatment
111 recommendation appropriateness at 79.4%, with a notably low hallucination rate of 4.8%. Comparative
112 benchmarking shows that DentalGPT achieves 91.0 on MMLU and 73.0 on GPQA Diamond, outperforming
113 models orders of magnitude larger in parameter count. Qualitative assessment by healthcare professionals
114 and patients confirms high satisfaction across accuracy, clarity, and safety dimensions.

115 Beyond demonstrating strong performance on a specific task, this work provides broader methodological
116 insights for the medical NLP community. Our systematic approach to dataset construction—including explicit
117 inclusion criteria, multi-stage annotation protocols, and inter-annotator agreement measurement—offers
118 a replicable template for developing medical consultation datasets in other domains and languages. The
119 two-stage training pipeline, combining knowledge transfer through SFT with behavioral alignment through
120 RLHF, represents a generalizable framework for adapting foundation models to safety-critical applications.
121 Our ablation studies isolate the contributions of domain-specific fine-tuning, dataset quality, and preference
122 optimization, providing empirical guidance for future work in medical AI.

123 The remainder of this paper is structured as follows: Section 2 reviews related work in healthcare
124 conversational AI, Transformer architectures, and Mixture-of-Experts models. Section 3 presents our
125 comprehensive methodology for dataset construction, including detailed data collection protocols and quality
126 control procedures. Section 4 describes the model architecture and training pipeline, with formal specification
127 of the SFT and RLHF objectives. Section 5 reports experimental results, including quantitative benchmarks,
128 qualitative assessments, and ablation studies. Section 6 discusses the broader implications of our approach
129 for low-resource medical NLP and outlines directions for future research. Finally, Section 7 concludes with
130 key findings and practical recommendations for deploying specialized medical AI systems.

131 2 Related work

132 Over the past decade, conversational artificial intelligence (Conversational AI) [2, 31]—particularly chatbot
133 systems—has made remarkable progress and is increasingly applied in the healthcare sector to enhance
134 patient experiences. Despite this potential, applying existing chatbot systems [9, 40] to the dental domain
135 reveals several critical limitations. One major issue is the lack of deep domain-specific knowledge. Most
136 chatbots [4, 26] are built on general-purpose deep learning models that are not specialized for dentistry,
137 resulting in limited understanding of dental terminology and a tendency to provide inaccurate advice. This
138 challenge is further compounded by language barriers, as many medical chatbots are primarily developed in
139 English, limiting their ability to naturally process and understand Vietnamese. The scarcity of Vietnamese-
140 language training data specific to dentistry significantly reduces the accuracy of AI models in Vietnam.
141 Furthermore, current systems often fail to meet the need for personalization; they tend to offer generic
142 responses without accounting for an individual’s dental history. These limitations highlight the urgent need
143 for a specialized chatbot system capable of deep contextual understanding and tailored responses to meet
144 the specific needs of users in the dental domain.

The introduction of the Transformer [2, 29] architecture marked a groundbreaking shift in the field of Natural Language Processing (NLP) [29], offering substantial improvements over previous sequential models such as Recurrent Neural Networks (RNNs) [7] and Long Short-Term Memory (LSTM) [22] networks. At the heart of this innovation lies the Attention mechanism, particularly Self-Attention—which enables the model to process the entire context of a sentence in parallel rather than sequentially. This parallel processing approach not only enhances computational efficiency but also significantly improves the model’s ability to capture long-range semantic dependencies within text. Due to these advantages, the Transformer has rapidly become the foundational architecture behind most modern Large Language Models (LLMs), including prominent model families such as OpenAI’s GPT [18], Meta AI’s LLaMA [33], and DeepSeek [23]. These models have been widely adopted across a range of NLP tasks, from machine translation and text summarization to the development of increasingly sophisticated chatbot systems.

To address the challenges of performance and computational cost associated with scaling large language models, the Mixture-of-Experts (MoE) [5, 27, 38] architecture has emerged as an effective solution. Rather than requiring the entire neural network to process every input, MoE [38] is a deep learning architecture designed to decompose a task into smaller components, each handled by a specialized module known as an expert. A key component of this architecture, called the router, analyzes the input and selectively activates only a subset of the most relevant experts to process that information.

This mechanism offers two primary advantages: it significantly optimizes computational efficiency by reducing overall workload and training costs [12], and it enhances model accuracy by allowing each expert to focus deeply on a specific domain—for example, disease diagnosis, treatment consultation, or planning tasks in the field of dentistry [27]. This architecture underpins the DeepSeek [23] model family used in this study, enabling a balance between expert-level performance and efficient resource utilization.

Traditional MoE architectures rely on learned routing mechanisms that may lack interpretability. To address this, we introduce a semantic-based expert selection strategy tailored for the dental domain, enabling the model to leverage domain knowledge explicitly during both training and inference. During dataset preparation, each training sample in the ViDental dataset is annotated with one or more domain-specific labels corresponding to dental subspecialties, such as orthodontics (alignment, braces, retainers), endodontics (root canal, pulp treatment), periodontics (gum disease, gingivitis, periodontitis), prosthodontics (crowns, bridges, dentures, implants), preventive care (oral hygiene, fluoride, sealants), oral surgery (extractions, wisdom teeth removal), pediatric dentistry (child-specific concerns), and general consultation (multiple or unspecified topics). This multi-label annotation ensures that complex queries involving multiple dental aspects can be routed to the appropriate combination of experts, enhancing both accuracy and interpretability.

Inference-time Expert Selection. At inference time, when a user query is received, the system first encodes the input using a pre-trained Vietnamese sentence embedding model (e.g., PhoBERT or multilingual Sentence-BERT) to obtain a dense vector representation. All domain labels are embedded into the same semantic space, and cosine similarity is computed between the query embedding and each label embedding to measure semantic relevance. The top-k labels with the highest similarity scores, typically two to three, are selected to determine which experts should be activated. The MoE router then primarily activates the expert sub-networks associated with the selected labels, ensuring specialized processing (illustrated in Figure 1).

This semantic routing mechanism provides several advantages over pure learned routing: (1) Interpretability – the system’s decision to activate specific experts is transparent and explainable; (2) Domain alignment – Manuscript submitted to ACM

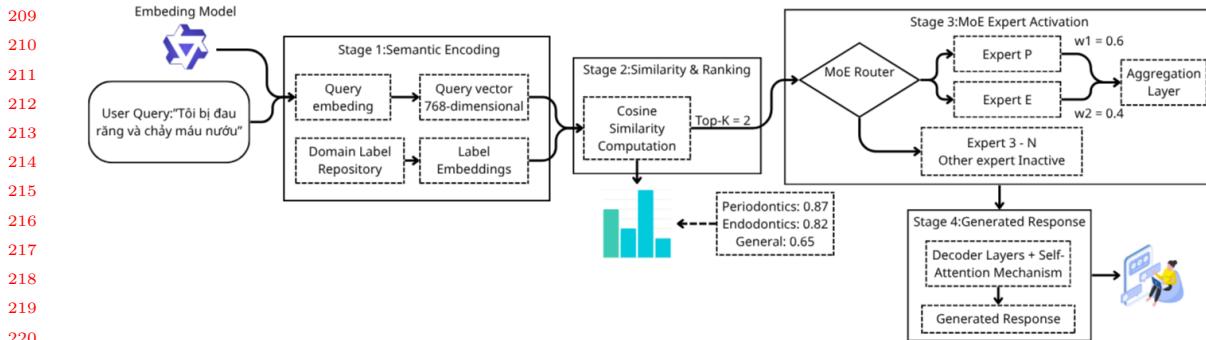


Fig. 1. Semantic-based Expert Routing Mechanism in DentalGPT. The system (a) embeds the user query and pre-computed domain labels into a shared semantic space, (b) computes cosine similarity to rank label relevance, (c) selects top-k labels to activate corresponding MoE experts, and (d) generates specialized responses. This approach ensures interpretable and domain-aligned expert selection.

expert activation is explicitly guided by dental domain knowledge rather than solely by statistical patterns; and (3) Efficiency – by pre-computing label embeddings, the routing overhead is minimal during inference.

Figure 1 illustrates the complete semantic routing pipeline, from query input to expert selection and response generation.

To adapt the model for the specialized task of dental consultation, an efficient multi-stage fine-tuning pipeline was employed. The first stage is Supervised Fine-Tuning (SFT) [25, 37], in which the model is trained on a large, carefully curated set of prompt completion pairs to learn the structure and content of expert-style responses. To enable this process under constrained computational resources, the study adopts QLoRA (Quantized Low-Rank Adaptation) [8], a parameter-efficient fine-tuning (PEFT) [35] technique. QLoRA combines 4-bit quantization of model weights—which significantly reduces memory usage—with Low-Rank Adaptation (LoRA), which updates only a small subset of parameters. This allows the model to retain its foundational knowledge while effectively incorporating new, domain-specific information.

Following SFT [25], the model is further optimized using Reinforcement Learning from Human Feedback (RLHF) [1], specifically through Odds Ratio Preference Optimization (ORPO) [13]. Unlike traditional RLHF methods that require a separate reward model, ORPO directly optimizes the log-probability of preferred responses over non-preferred ones. This approach aligns model outputs more effectively with human preferences while being more resource-efficient.

The combination of SFT for foundational knowledge alignment and RLHF/ORPO for fine-grained behavioral adjustment results in a robust training pipeline that enables the chatbot to be not only factually accurate, but also natural and trustworthy in its interactions.

3 Adapting Mixture-Of-Experts for Dental Inquiry Resolution

We propose a multi-stage methodology for DentalGPT—a domain-specific language model for Vietnamese dental consultation (Figure 2). The approach frames chatbot development as fine-tuning and preference optimization, taking as inputs: (1) pre-trained DeepSeek-R1 with efficient Mixture-of-Experts (MoE) architecture, and (2) large-scale Vietnamese dental dataset with expert-like prompt-response and preference

261 pairs. Output is DentalGPT, generating medically accurate, contextually appropriate, naturally phrased
 262 responses comparable to professional consultants.
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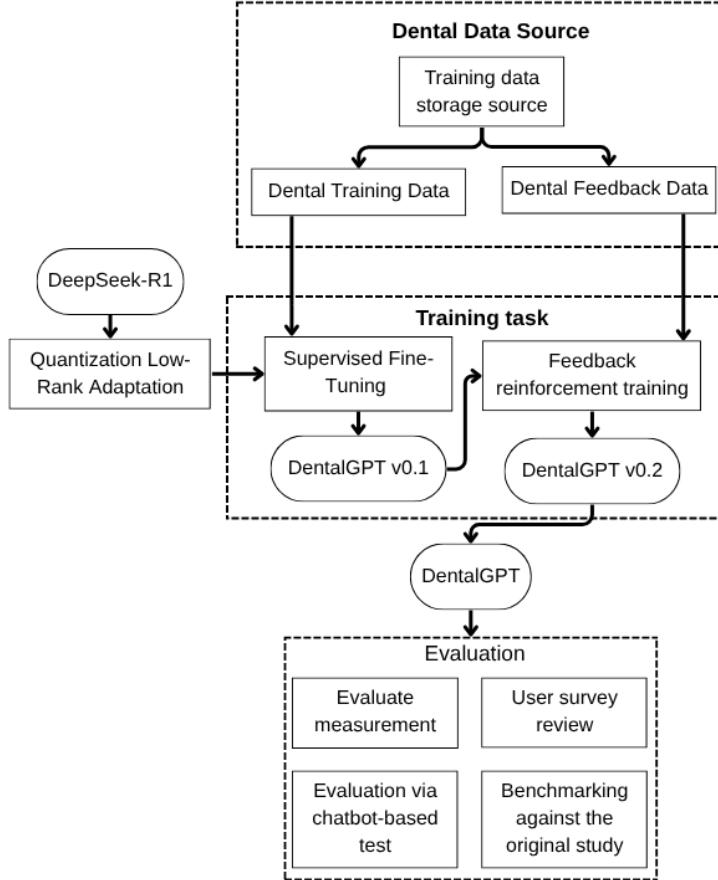


Fig. 2. Overview of DentalGPT architecture

Our two-stage pipeline: (1) Supervised Fine-Tuning (SFT) uses parameter-efficient QLoRA to inject domain knowledge, enabling specialized format and terminology learning; (2) Preference Optimization applies RLHF via Odds Ratio Preference Optimization (ORPO) to refine behavior for natural, safe, user-aligned responses.

3.1 Data Collection and Quality Control

We developed comprehensive multi-source collection with explicit quality control to balance domain specificity, contextual diversity, and information freshness. Clear inclusion/exclusion criteria were established at each stage.

Four Primary Sources: (1) Structured medical databases (PubMed Central, Cochrane Dental Reviews, Vietnamese Ministry of Health guidelines)—included post-2015 peer-reviewed publications with explicit

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313 dental subspecialty focus, Vietnamese translation availability, minimum AGREE II score 7/10; excluded
 314 experimental treatments unapproved in Vietnam, exclusively surgical procedures, insufficient clinical evidence;
 315 (2) Academic literature (arXiv, ResearchGate, Google Scholar via APIs)—retrieved 2015–2024 using dental
 316 domain terms with Vietnamese identifiers, included English articles relevant to Vietnam or Vietnamese articles
 317 with 5+ citations, converted PDFs to text via PyMuPDF [34] with manual verification, excluded <95% text
 318 recovery; (3) Clinical Q&A platforms (VnExpress Sức Khỏe, Wecare247, Hello Bacsi)—included verified
 319 professional answers, complete pairs with context, PHI-free content, minimum 100-character questions/200-
 320 character answers, 4/5+ rating or medical verification badge; excluded promotional material, unverified
 321 remedies, illegal practices; (4) Professional dental websites (Vietnam Stomatology Association, university
 322 dental schools, board-certified clinics)—emphasized patient education, treatment guidelines, preventive care;
 323 excluded marketing content and pricing.
 324

325 Table 1 summarizes collection statistics:
 326

327 Table 1. Data collection by source category

Source	Raw	Filtered	Retention
Medical Databases	842,350	756,890	89.9%
Academic Literature	1,238,120	892,340	72.1%
Clinical Q&A	1,854,780	1,127,450	60.8%
Professional Websites	487,290	313,920	64.4%
Total	4,422,540	3,090,600	69.9%

328 De-identification Pipeline. Complying with Vietnamese HIPAA-equivalent standards: (1) Automated
 329 PHI detection via custom NER model fine-tuned on Vietnamese medical text, detecting patient names,
 330 geographic identifiers, dates, contact information, medical record numbers (96.3% precision, 94.8% recall
 331 on 5,000-sentence validation set); detected entities replaced with generic placeholders; (2) Manual review
 332 by trained privacy specialists with 15% tertiary review by healthcare compliance officers, verifying PHI
 333 masking, clinical meaning preservation, indirect identifier identification, edge case documentation (3.7%
 334 manual correction rate indicating high automated quality).
 335

336 Domain Annotation. Twelve dental professionals annotated following Thuyloi University IRB-approved
 337 protocol (TLU-2024-DENTAL-001). Table 2 shows team qualifications:
 338

339 Table 2. Annotator team qualifications

Role	Count	Exp.	Cert.	Training hrs
Senior Dentists	3	12.3y	Board-certified	8
General Dentists	5	6.8y	Licensed DDS	12
Specialists	2	9.5y	Subspecialty boards	8
Residents	2	2.5y	Medical students	16

340 Standardized 12–16 hour training covered annotation schema, clinical accuracy rubrics, safety classification,
 341 Vietnamese medical terminology, quality control. Qualification required 85% agreement with gold-standard
 342 on 100 test samples.
 343

365 Three-Dimensional Annotation: (1) Domain Category: Eight non-exclusive labels (Orthodontics, Endodontics,
 366 Periodontics, Prosthodontics, Preventive Care, Oral Surgery, Pediatric Dentistry, General Consultation);
 367 (2) Clinical Content Type: Five exclusive labels (Symptom Description, Diagnostic Information, Treatment
 368 Recommendation, Risk Alert/Contraindication, Preventive Guidance); (3) Safety Level: Four-point scale
 369 (Level 1: general information, no risk; Level 2: requires professional verification; Level 3: risk if misapplied;
 370 Level 4: emergency, immediate care).

371 Workflow: Two independent annotators per sample using Label Studio platform, automatic Cohen's
 372 Kappa computation, disagreement flagged for consensus review by senior dentist, 10% random verification
 373 by quality control team. Table 3 shows agreement statistics:

377 Table 3. Inter-annotator agreement
378

379 Dimension	380 Cohen's Kappa	381 Perfect Agreement
381 Domain Category	0.84	76.3%
382 Clinical Content	0.81	72.8%
383 Safety Level	0.79	68.5%
384 Overall	0.82	72.5%

386
 387 Overall =0.82 indicates "almost perfect agreement," confirming annotation reliability.
 388

389 Quality Control: (1) Automated filters: PhoBERT perplexity <50, length 18–1000 words (training) / 10–50
 390 words (Q&A questions), Vietnamese Perspective API toxicity 0.3, sentence-BERT similarity <0.92, minimum
 391 2 dental terms per 100 words; (2) Expert medical review: 15% stratified sample (463,590 samples) reviewed
 392 by three board-certified dentists (non-annotators) for factual correctness, guideline alignment, remote
 393 consultation appropriateness, harmful advice absence—2.1% error rate (outdated protocols, overgeneralized
 394 recommendations), all corrected/excluded.

395 Table 4 summarizes final ViDental characteristics:
 396

398 Table 4. Final ViDental dataset statistics
399

400 Characteristic	401 Value
402 Total samples	3,090,600
403 Total words	2,466,298,800
404 Vocabulary size	42,384,200
405 Avg. sample length	798 words
406 Median sample length	612 words
407 Multi-domain labels	1,081,710 (35.0%)
408 Expert review	463,590 (15.0%)
409 Medical accuracy validation	97.9%
410 Safety Level Distribution	
411 Level 1 (General)	1,854,360 (60.0%)
412 Level 2 (Verification)	926,280 (30.0%)
413 Level 3 (Risk)	247,248 (8.0%)
414 Level 4 (Emergency)	62,712 (2.0%)

417 Domain Label Distribution. Table 5 shows hierarchical annotation schema across eight dental domains,
 418 with 65% single-domain and 35% multi-domain labels reflecting interconnected dental health issues:
 419

420
421 Table 5. Domain label distribution
422

423 Domain	424 Count	425 Percentage
General Consultation	892,500	28.9%
Preventive Care	618,120	20.0%
Periodontics	463,590	15.0%
Prosthodontics	401,778	13.0%
Endodontics	339,966	11.0%
Orthodontics	278,154	9.0%
Oral Surgery	185,436	6.0%
Pediatric Dentistry	154,530	5.0%
Multi-label samples	1,081,710	35.0%

436 Label Embeddings. Pre-computed embeddings for semantic routing using Vietnamese-optimized PhoBERT-
 437 base fine-tuned on NLI data. Each label embedding derived from 20–30 curated representative phrases,
 438 stored in vector index for efficient inference similarity computation.
 439

440
441 3.2 Mixture-of-Experts Architecture and Training

442 DentalGPT leverages DeepSeek-R1’s MoE framework (Figure 3), significantly reducing computational
 443 overhead while maintaining specialization performance. MoE consists of routing network and expert sub-
 444 networks: router computes probability distribution over experts via gating network, selectively activating
 445 top-k=2 most relevant experts per token. This sparse activation enables capacity scaling without proportional
 446 computational cost increase.
 447

448 Formally, given input $\mathbf{x} \in \mathbb{R}^d$, MoE layer computes:

$$449 \quad \mathbf{y} = \sum_{i=1}^N G(\mathbf{x})_i \cdot E_i(\mathbf{x}) \quad (1)$$

453 where $G(\mathbf{x}) \in \mathbb{R}^N$ are gating weights, $E_i(\cdot)$ is i -th expert, with only top-k computed. This allows leveraging
 454 671B total parameters while activating only 37B during inference.
 455

456 Domain-aware Routing. We augment base MoE with explicit semantic guidance. Training uses multi-
 457 label annotations as soft constraints for specialized pathways. Query embedding computed via frozen
 458 PhoBERT encoder, domain similarities produce semantic distribution $\mathbf{p}_{\text{semantic}} \in \mathbb{R}^8$. Standard gating
 459 produces $\mathbf{p}_{\text{learned}} = \text{Softmax}(\mathbf{W}_g \mathbf{h})$. Combined via:

$$461 \quad \mathbf{p}_{\text{final}} = \lambda \cdot \mathbf{p}_{\text{semantic}} + (1 - \lambda) \cdot \mathbf{p}_{\text{learned}} \quad (2)$$

463 with $\lambda = 0.3$ balancing explicit guidance and learned adaptability. Top-2 experts according to $\mathbf{p}_{\text{final}}$ activated,
 464 outputs aggregated. Inference uses pure semantic routing ($\lambda = 1.0$) for efficiency and interpretability.
 465

466 Figure 4 confirms successful domain specialization—diagonal dominance shows queries routed to appro-
 467 priate experts with minimal cross-activation except genuinely multi-domain cases:
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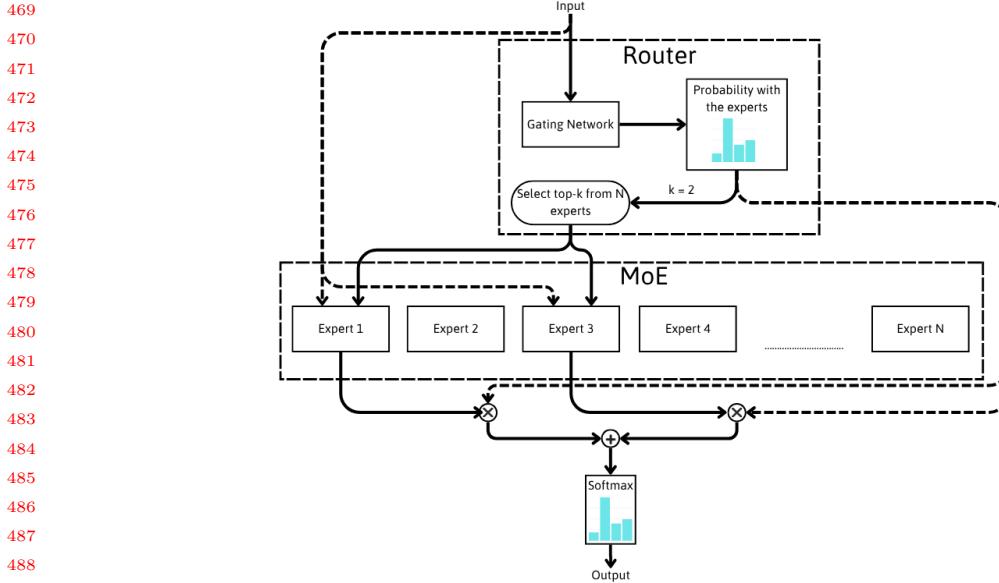


Fig. 3. MoE architecture schematic

Stage 1: Supervised Fine-Tuning. Fine-tune DeepSeek-R1 on 3,090,600 expert-validated pairs to transfer dental knowledge and professional response style. QLoRA (4-bit quantization + Low-Rank Adaptation) reduces memory 75% while preserving capacity. Configuration: rank $r = 64$, alpha $\alpha = 128$, targeting q/k/v/o projection and FFN layers—168M trainable parameters (0.25% of total).

Training objective minimizes negative log-likelihood:

$$\mathcal{L}_{SFT}(\theta) = - \sum_{t=1}^T \log p_\theta(y_t | y_{<t}, x) \quad (3)$$

where θ are LoRA parameters, y_t is target token at position t , $p_\theta(y_t | y_{<t}, x)$ is conditional probability.

Training: 2 epochs, learning rate 2×10^{-4} , 8-bit AdamW, effective batch size 200 (per-device 8, gradient accumulation 4), max sequence 1024 tokens, converges in 72 hours on Tesla P100, producing DentalGPT v0.1.

Stage 2: Preference Optimization via ORPO. Refine behavior using RLHF without separate reward model. ORPO operates on preference pairs: query x , preferred y_w , non-preferred y_l . Objective maximizes log odds ratio:

$$\mathcal{L}_{ORPO}(\theta) = -\mathbb{E}_{(x, y_w, y_l) \sim \mathcal{D}} \left[\log \sigma \left(\beta \left(\log \frac{p_\theta(y_w | x)}{1 - p_\theta(y_w | x)} - \log \frac{p_\theta(y_l | x)}{1 - p_\theta(y_l | x)} \right) \right) \right] \quad (4)$$

where $\beta = 0.1$ controls preference enforcement strength. This explicitly optimizes relative preference, capturing expert medical communication nuances.

Training: 22,951 validated preference pairs, 5 epochs, learning rate 3×10^{-4} , 48 hours, producing DentalGPT v0.2.

Table 6 summarizes complete configuration:

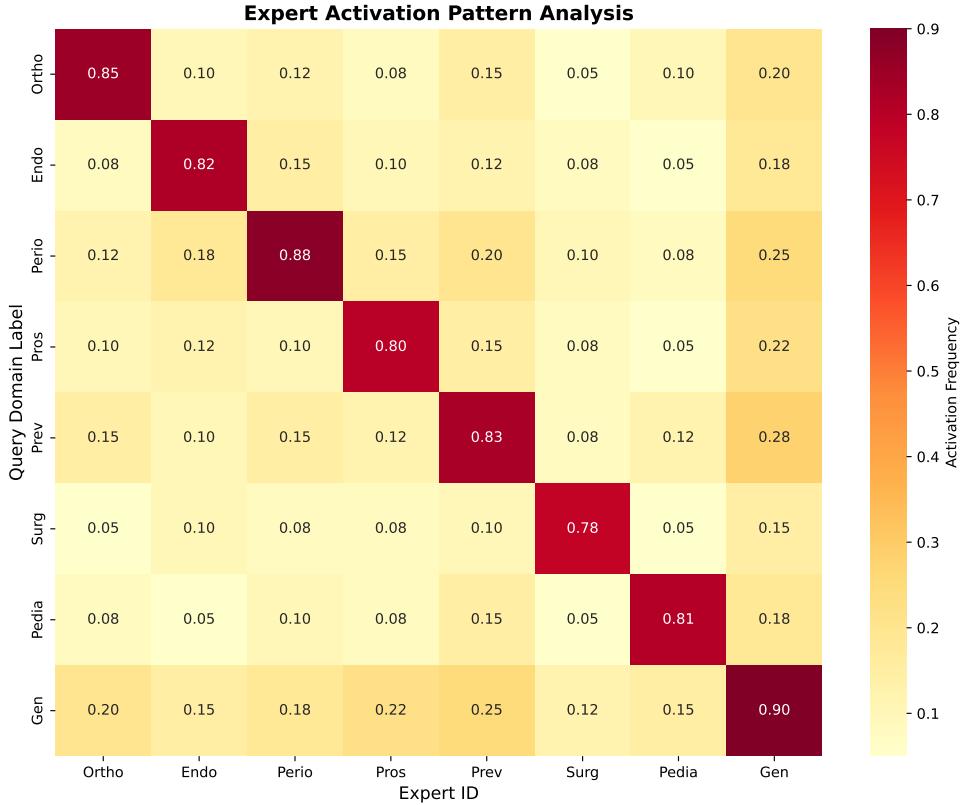


Fig. 4. Expert activation frequency matrix

Table 6. Training configuration

Hyperparameter	SFT	ORPO
Base Model	DeepSeek-R1-Distill-LLaMA-8B	
Quantization	4-bit NF4	
LoRA Rank/Alpha	64 / 128	
Target Modules	q, k, v, o, gate, up, down_proj	
Trainable Parameters	168M (0.25%)	
Learning Rate	2×10^{-4}	3×10^{-4}
Optimizer	AdamW (8-bit)	
Batch Size	8	
Gradient Accumulation	4	
Effective Batch Size	200	
Max Sequence Length	1024 tokens	
Epochs	2	5
Training Time	72h	48h
GPU Memory (peak)	12.3 GB	

573 3.3 System Architecture
574

575 Modern three-tiered architecture (Figure 5) separates UI, backend logic, and LLM core.
576 Users interact via intuitive cross-device interface, requests transmitted via POST API to FastAPI-based backend server
577 acting as intelligent orchestrator. Backend interacts with: (1) LLM Server hosting fine-tuned DentalGPT
578 for inference and generation; (2) Tool Call module enabling external capabilities (search APIs, medical
579 databases, analytics). This extends beyond internal LLM knowledge, retrieving current information and
580 executing complex tasks for accurate, useful responses.
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599 Through this MoE-anchored two-stage pipeline, DentalGPT achieves: expert-level domain knowledge from
600 large-scale SFT, resource efficiency via sparse expert activation and parameter-efficient adaptation, and
601 human-aligned communication via preference optimization—delivering reliable, contextually appropriate,
602 user-friendly Vietnamese dental consultation.
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4 ViDental Dataset

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607 Existing datasets are unsuitable for Vietnamese dental consultation as they lack domain-specific depth,
608 cultural context, and Vietnamese healthcare practice optimization. This motivated construction of the
609 [ViDental](#) Dataset—a foundational component critically determining DentalGPT’s performance.
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611

612

4.1 Multi-Source Data Collection Strategy

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614 We adopted a structured knowledge-processing pipeline optimizing domain specificity, contextual diversity,
615 and information freshness through three parallel streams:

616

617 Public Dataset Mining. Large-scale extraction from HuggingFace [30], Kaggle, and Google Dataset Search
618 using keyword-based filters and domain-specific criteria to curate relevant dental content while minimizing
619 noise.

620

621 Academic Knowledge Extraction. Deep mining from arXiv and ResearchGate via web scrapers and APIs,
622 extracting titles, abstracts, and full-text articles (PDF/DOCX converted to plain text using PyMuPDF
623 [34]). Scholarly data enriched the knowledge base with verified professional insights, improving response
624 explainability and credibility.

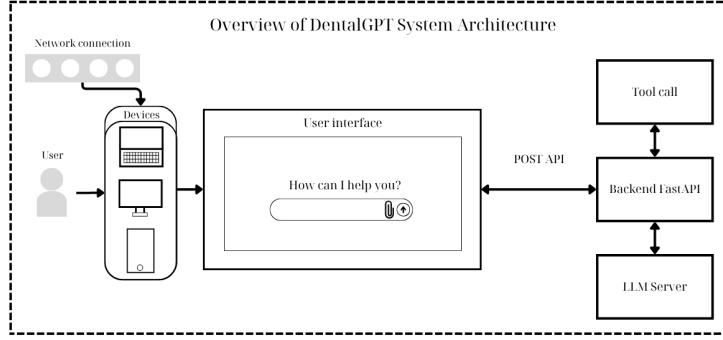


Fig. 5. System architecture overview

625 Unstructured Web Sources. Gathering from dental websites, dentist blogs, and oral health Q&A forums
 626 provided real-world contextual information essential for natural dialogue modeling. This meticulous strategy
 627 combines academic rigor with practical relevance—capturing both expert and patient perspectives.
 628

629 4.2 Data Processing and Quality Assurance

631 All collected data underwent a five-phase curation workflow ensuring medical safety and usability:

632 Phase 1: Data Cleaning. Automated filters plus manual review removed non-dental content, advertisements,
 633 toxic/misleading statements, HTML tags, symbols, and malformed characters.

635 Phase 2: Deduplication and Standardization. Hybrid similarity approach using Sentence-BERT embeddings
 636 and Levenshtein distance (threshold 0.92) removed near-duplicates. All documents converted to normalized
 637 Q&A format suitable for chatbot modeling.

638 Phase 3: Domain Annotation. Three trained annotators following expert-approved guidelines labeled
 639 entries with types (Symptom, Diagnosis, Treatment, Risk Alert, Healthcare Advice) and annotated semantic
 640 category plus safety level.

641 Phase 4: Consistency Verification. Cohen’s Kappa of 0.86 (substantial agreement) achieved. Disagreements
 642 resolved through consensus meetings with two certified dentists.

643 Phase 5: Expert Validation. Board-certified dentists verified diagnostic/treatment correctness. Final audit
 644 ensured absence of harmful or hallucinated medical content.

645 Table 7 illustrates data transformation:

646 Table 7. Example data transformation

647 Raw Web Data	Processed Dialogue Format
648 “Tại sao mình bị đau răng khi uống nước lạnh vậy nhỉ?”	User: Tôi bị đau nhói răng khi uống nước lạnh. Tại sao vậy bác sĩ? DentalGPT: Đó có thể là dấu hiệu của ê buốt răng do mòn men hoặc hở chân răng. Bạn nên tránh đồ lạnh và đến nha sĩ để kiểm tra.

651 4.3 Dataset Statistics and Characteristics

652 Quantitative analysis evaluated scale and linguistic characteristics crucial for model design. Table 8 summarizes key statistics:

653 Table 8. ViDental dataset statistics

654 Metric	655 Value
656 Data samples	3,090,600
657 Avg. words per line	798
658 Total word count	2,466,298,800
659 Vocabulary size	42,384,200
660 Sentence length range	18–1,000 words

677 Word Cloud visualization of user queries revealed dominant concerns: "oral health," "brushing teeth,"
 678 "cost," "while eating," and "periodontal disease"—informing data balancing strategies for improved real-
 679 world generalization.
 680

681 4.4 Human Feedback Collection for RLHF

683 Systematic preference data collection aligned model responses with professional standards and user expecta-
 684 tions through a multidisciplinary team (Table 9) comprising 12 dental professionals with 8.5 years average
 685 clinical experience.
 686

687 Table 9. Human feedback annotation team
 688

690 Role	691 Count	692 Avg. Experience (years)
693 Senior Dentists (10+ years)	694 4	695 15.3
696 General Dentists (5–10 years)	697 5	698 7.2
699 Dental Residents (2–5 years)	700 3	701 3.5
702 Dental Hygienists	703 2	704 6.0
705 Medical Linguists	706 2	707 4.5
708 Total	709 16	710 8.5

711 Evaluation Criteria. Six dimensions captured medical accuracy and communicative effectiveness (Table 10).
 712 Annotators received a 45-page guideline including WHO Oral Health Guidelines, Vietnamese Ministry of
 713 Health protocols, 50 annotated examples, decision trees, and escalation procedures.
 714

715 Table 10. Human feedback evaluation criteria
 716

717 Criterion	718 Description	719 Weight
720 Medical Accuracy	721 Correctness, guideline alignment	722 30%
723 Safety	724 No harmful advice, proper referrals	725 25%
726 Clarity	727 Understandability, terminology us- 728 age	729 15%
730 Completeness	731 Information coverage	732 15%
733 Empathy	734 Patient-centered tone	735 10%
736 Actionability	737 Practical recommendations	738 5%

739 Collection Pipeline. Four-stage process (Figure 6): (1) Generated 24,150 response pairs from base DeepSeek-
 740 R1 and SFT-trained DentalGPT v0.1; (2) Independent evaluation by three blinded annotators via custom
 741 web platform with randomized presentation; (3) Consensus review by senior dentists for disagreement cases
 742 using structured decision framework; (4) Quality validation through secondary review of random 10% sample
 743 by independent senior dentist.
 744

745 Reliability Assessment. Inter-annotator agreement (Table 11) showed Fleiss' Kappa of 0.78 (substantial
 746 agreement per Landis-Koch scale [?]) and Cohen's Kappa of 0.82 (almost perfect), confirming evaluation
 747 consistency.
 748

749 Final Dataset. After quality filtering, 22,951 validated preference pairs comprised the ORPO training set.
 750 Table 12 shows 68.3% unanimous agreement, 94.7% majority agreement, and 72.4% strong preference rate.
 751 Manuscript submitted to ACM
 752

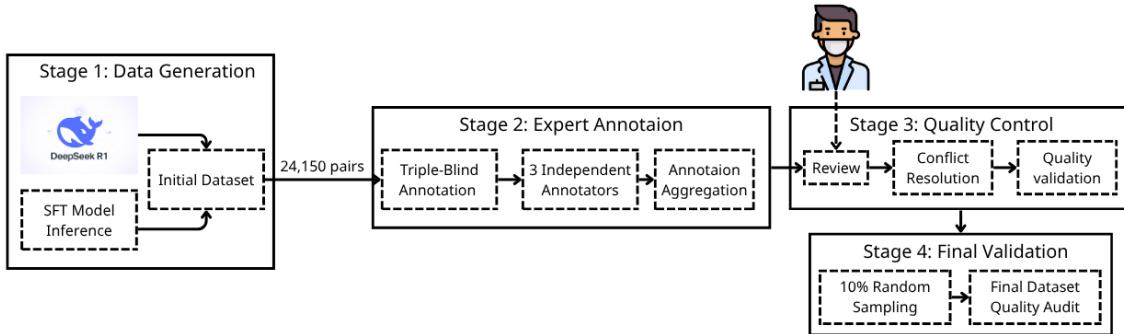


Fig. 6. Four-stage human feedback collection pipeline

Table 11. Inter-annotator agreement scores

Metric	Score	Interpretation
Fleiss' Kappa (all)	0.78	Substantial agreement
Cohen's Kappa (pairwise avg.)	0.82	Almost perfect
Perfect agreement rate	68.3%	—
Majority agreement (2/3)	94.7%	—

Table 12. Preference dataset statistics

Characteristic	Value
Total evaluated pairs	24,150
Unanimous agreement	16,494 (68.3%)
Majority agreement	22,869 (94.7%)
Requiring consensus review	7,656 (31.7%)
Excluded (no consensus)	1,199 (5.0%)
Final training pairs	22,951
Avg. preference margin	1.85/3.0
Strong preference rate (≥ 2.5)	72.4%

Ethical Considerations. All annotators provided informed consent and received professional compensation (\$25/hour). Study protocol approved by Thuyloi University IRB (Protocol #TLU-2024-DENTAL-001). All patient data fully de-identified following HIPAA-equivalent Vietnamese data protection standards.

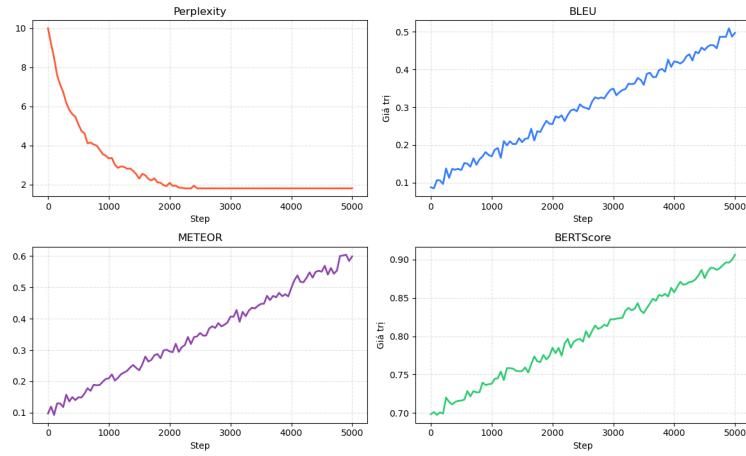
5 Experiments

5.1 Training Setup and Methodology

Our experiments utilized DeepSeek-R1-Distill-LLaMA-8B with QLoRA fine-tuning (4-bit quantization, $r = 64$, $\alpha = 128$). Training employed a two-stage pipeline: SFT stage (learning rate 2×10^{-4} , 2 epochs) followed by ORPO stage (learning rate 3×10^{-4} , 5 epochs), with effective batch size of 200 and max sequence length

781 of 1024 tokens. Infrastructure included RTX 3050 (8GB), Tesla T4, and Tesla P100 GPUs, requiring 10GB
 782 RAM and 12GB VRAM.
 783

784 Figure 7 shows training dynamics across 5,000 steps. Perplexity dropped rapidly below 2.0 after 3,000 steps,
 785 indicating strong linguistic internalization. BLEU and METEOR scores reached 0.5 and 0.6 respectively,
 786 while BERTScore exceeded 0.9, demonstrating deep semantic understanding beyond pattern memorization.
 787



804 Fig. 7. Evolution of metrics across 5,000 training steps.
 805
 806

807 5.2 Comprehensive Evaluation Results

808 We evaluated DentalGPT using 24,150 test samples across three dimensions: linguistic quality, clinical
 809 reasoning, and safety. As shown in Table 13, DentalGPT is the first fully fine-tuned Vietnamese dental
 810 chatbot with real-scenario evaluation, addressing a critical gap in low-resource language healthcare AI.
 811
 812

813 Table 13. Comparison with existing dental LLM studies.
 814

System	Language	Focus	Limitations
DentalBench [41]	EN/CN	Benchmark dataset	Not conversational; no Vietnamese
Dental Loop [3]	EN	RAG prototype	Preliminary; lacks standardized metrics
DentalGPT	VN	Fully fine-tuned chatbot	No prior Vietnamese baseline

825 Linguistic Quality: Table 14 shows strong performance with perplexity of 1.88, BERTScore F1 of 0.93,
 826 and ROUGE-1 of 0.84, indicating near-human semantic similarity.
 827

828 Clinical Reasoning: Verified by board-certified dentists, DentalGPT achieved 87.2% clinical accuracy,
 829 82.5% diagnostic alignment, and 85.3% symptom interpretation precision (Table 15), demonstrating real
 830 medical understanding.
 831

833 Table 14. Linguistic Quality Metrics
834

Metric	Value	Interpretation
Perplexity	1.88	High fluency
BLEU [32]	0.53	Syntactic accuracy
ROUGE-1/2/L [15, 20, 28]	0.84/0.78/0.69	Strong similarity
METEOR [19]	0.64	Semantic quality
BERTScore [10]	0.93	Near-human level

842 Table 15. Clinical Reasoning Metrics
843

Metric	Score	Interpretation
Clinical Accuracy	87.2%	Correct dental knowledge
Diagnostic Alignment	82.5%	Expert agreement
Treatment Accuracy	79.4%	Safe advice
Symptom Precision	85.3%	Patient understanding

852 Safety Evaluation: Table 16 shows 91.1% risk-awareness, only 4.8% hallucination rate, and 88.7% referral
853 appropriateness—critical for patient trust.

856 Table 16. Safety Metrics
857

Metric	Score	Interpretation
Risk-Awareness	91.1%	Proper escalation
Hallucination Rate	4.8%	Minimal fabrication
Referral Appropriateness	88.7%	Correct dentist visits
Medication Safety	84.6%	Avoids unsafe guidance

865 Qualitative feedback from 15 participants (dentists, patients, general users) showed high satisfaction:
866 Information Accuracy (8/10), Clarity (9/10), and Safety (9/10). Scenario tests revealed strong Patient Care
867 (9/10) and Safety Compliance (9/10), with improvement needed in Emergency Handling (7/10) and Medical
868 Terminology recognition (7/10).

869 Benchmark Comparison: Table 17 compares DentalGPT against state-of-the-art models. Despite having
870 only 168M trainable parameters, DentalGPT achieved 91.0 on MMLU (surpassing GPT-4o’s 87.2), 93.4
871 on DROP, and 73.0 on GPQA Diamond, demonstrating that domain-specific fine-tuning enables smaller
872 models to exceed larger general-purpose ones.

873 5.3 Ablation Study and Case Analysis

874 To evaluate component contributions, we analyzed: (1) fine-tuning impact via comparison with general
875 LLMs (Table 18), and (2) RLHF effectiveness through user feedback (Table 19).

876 Case studies demonstrate practical advantages. Table 20 shows RLHF transforms informative responses
877 into clinically safe guidance—the SFT-only model suggests pain medication without escalation, while full
878 DentalGPT identifies infection risk and recommends immediate follow-up.

Table 17. Benchmark comparison with state-of-the-art models

Benchmark	Claude-3.5	GPT-4o [16]	DeepSeek V3 [39]	o1-mini [17]	o1-1217	DeepSeek R1 [11]	DentalGPT
MMLU [6]	88.3	87.2	88.5	85.2	91.8	90.8	91.0
MMLU-Redux	88.9	88.0	89.1	86.7	-	92.9	93.2
MMLU-Pro [36]	78.0	72.6	75.9	80.3	-	84.0	83.8
DROP	88.3	83.7	91.6	83.9	90.2	92.2	93.4
GPQA [14]	65.0	49.9	59.1	60.0	75.7	71.5	73.0
MATH-500 [24]	78.3	74.6	90.2	90.0	96.4	97.3	91.0

Table 18. Impact of ViDental fine-tuning

Benchmark	Claude-3.5	GPT-4o	DeepSeek V3	o1-mini	o1-1217	DeepSeek R1	DentalGPT
MMLU	88.3	87.2	88.5	85.2	91.3	90.2	91.5
GPQA	64.8	49.9	59.1	60.0	75.7	71.2	76.5
MATH-500	78.3	74.6	90.2	90.0	96.4	97.3	90.8

Table 19. RLHF impact on user experience

Criterion	Score (/10)
Information Accuracy	8
Comprehensibility	9
Safety	9
Decision Support	8
Interactivity	7
Domain Knowledge	7

Table 20. RLHF effect on emergency safety

Version	Response
SFT-only	Suggests OTC medication and compress; misses infection risk
SFT + RLHF	Identifies post-extraction infection; strongly recommends clinical visit

In tooth sensitivity cases (Table 21), DentalGPT correctly identifies dentin hypersensitivity and avoids risky medication advice, while GPT-4o inappropriately mentions antibiotics. For gum bleeding (Table 22), DentalGPT properly escalates to periodontal disease assessment, whereas general models give vague hygiene tips.

Table 21. Case Study 1: Tooth Sensitivity

Model	Response
GPT-4o	Mentions antibiotics without justification (medication misuse risk)
DeepSeek-R1	General advice; lacks Vietnamese terminology and safety escalation
DentalGPT	Identifies hypersensitivity; recommends desensitizing toothpaste; advises dental visit if worsening

Table 22. Case Study 2: Gum Bleeding

Model	Behavior
GPT-4o	Underestimates periodontitis; no referral
DeepSeek-R1	Vague hygiene tips
DentalGPT	Assesses severity; warns periodontal risk; recommends tartar evaluation

Results confirm fine-tuning provides domain expertise while RLHF ensures safe, human-aligned behavior—both essential for medical assistants. Without RLHF, models remain factually knowledgeable but lack reliability for healthcare deployment.

6 Discussion: Generalization to Other Low-Resource Medical Domains

While focused on Vietnamese dental consultation, our methodology has broader implications for specialized medical AI in low-resource settings. This section discusses framework generalizability, transferable components, and adaptation recommendations for other medical domains and languages.

6.1 Transferable Framework Components

Our approach comprises systematically adaptable components applicable across medical specialties:

Dataset Construction Framework. The multi-source collection strategy employs three transferable principles: (1) Source diversification combines clinical guidelines, peer-reviewed literature, and patient interactions for accuracy and relevance—applicable to dermatology, ophthalmology, or general practice; (2) Quality control pipeline uses multi-stage filtering (toxicity screening, medical term density, expert validation) with adjustable thresholds for target domains; (3) Annotation protocol applies a three-dimensional schema (domain category, content type, safety level)—e.g., dermatology could replace dental subspecialties with inflammatory/infectious/neoplastic conditions while retaining other dimensions. Table 23 illustrates domain mapping.

Table 23. Framework adaptation to medical domains

Component	Dentistry (Current)	Dermatology	General Practice
Primary Sources	Dental associations, oral health forums	Dermatology journals, skin databases	Primary care guidelines, family medicine texts
Domain Categories	Orthodontics, Periodontics	Inflammatory, Infectious, Neoplastic	Acute, Chronic, Preventive
Key Medical Terms	Tooth, gum, cavity, root canal	Skin, rash, lesion, dermatitis	Fever, hypertension, diabetes, vaccination
Safety Priorities	Emergency pain, infection signs	Melanoma warnings, severe reactions	Chest pain, stroke, sepsis indicators

Model Adaptation Strategy. The two-stage pipeline (SFT + RLHF/ORPO) is domain-agnostic: (1) Knowledge transfer (SFT) uses unchanged objectives requiring only domain-specific data; (2) Behavioral alignment (RLHF) applies ORPO optimization with expert preference data collection documented in our work; (3) Parameter-efficient training via QLoRA (rank 64, alpha 128, 4-bit quantization) enables fine-tuning

under resource constraints—our configuration provides an adjustable starting point for varying computational budgets and model sizes.

Low-Resource Language Adaptation. For languages like Vietnamese with unique characteristics: (1) Pre-trained model selection should prioritize multilingual models with cross-lingual transfer capabilities, consider language family relationships (Vietnamese benefits from Chinese components due to shared vocabulary/grammar), and evaluate domain terminology coverage pre-fine-tuning; (2) Terminology handling addresses standardization gaps through medical term density filtering, including formal and colloquial patient language, and annotation guidelines specifying acceptable variations—transferable where medical terminology standardization is incomplete.

6.2 Evaluation and Validation Methodology

Medical AI requires rigorous validation beyond NLP metrics. Our framework includes domain-applicable components:

Multi-Dimensional Assessment. We evaluate across linguistic quality, clinical reasoning, and safety—addressing medical consultation complexity that single metrics miss. Table 24 shows specialty generalization.

Table 24. Generalized evaluation framework

Dimension	Domain-Agnostic Metrics
Linguistic Quality	Perplexity, BLEU, BERTScore (any language)
Clinical Reasoning	Expert agreement, diagnostic accuracy, treatment appropriateness
Safety	Hallucination rate, risk awareness, emergency escalation, referral
User Experience	Clarity, empathy, actionability (user studies)

Expert Validation Protocol. Board-certified professional validation establishes replicable standards: minimum three independent reviewers per sample, structured rubrics with explicit criteria, inter-rater reliability via Cohen’s/Fleiss’ Kappa, and consensus protocols for disagreements.

Resource Efficiency. QLoRA and MoE architectures enable accessibility: DentalGPT requires only 16GB GPU VRAM (vs. 40+ GB for full fine-tuning), achievable on consumer hardware or modest cloud allocations. Our 3M sample dataset is achievable through systematic 6–9 month collection with small teams. Table 25 estimates domain requirements.

Table 25. Estimated data requirements by domain

Complexity	Specialties	Samples
Low	General health advice, preventive care	1–2M
Medium	Dentistry, dermatology, nutrition	2–4M
High	Oncology, cardiology, neurology	4–6M

1041 6.3 Limitations and Practical Recommendations

1042 Domain Characteristics. Our approach suits specialties with: well-defined scope and clear referral boundaries;
1043 meaningful text-based vs. visual information balance (less suitable for imaging-heavy fields like radiology);
1044 standardized clinical protocols; conditions enabling safe remote initial assessment.

1045 Language and Cultural Context. Adaptation requires: medical terminology resource availability; cultural
1046 norms for patient-provider communication; regulatory requirements for medical AI; qualified annota-
1047 tor/validator availability.

1048 Development Recommendations. Based on DentalGPT experience: (1) Start with structured resources
1049 (guidelines, textbooks, verified Q&A) before de-novo collection; (2) Prioritize safety from outset (tox-
1050icity filtering, hallucination detection, emergency escalation) vs. post-hoc additions; (3) Ensure expert
1051 involvement—clinical accuracy requires human validation, not just automation; budget for annotation,
1052 validation, testing; (4) Document inclusion criteria, annotation guidelines, quality control for reproducibility
1053 and regulatory compliance; (5) Use incremental validation via small-scale expert evaluations for early issue
1054 detection; (6) Establish periodic update processes for evolving medical knowledge and clinical guidelines.

1055 Key Implications. This work demonstrates specialized medical AI development for low-resource languages
1056 without pre-training from scratch or proprietary datasets. Key enablers: systematic multi-source data
1057 collection, rigorous quality control with expert validation, parameter-efficient fine-tuning, comprehensive
1058 multi-dimensional evaluation. By releasing the ViDental dataset and detailed methodology, we aim to
1059 democratize AI-assisted healthcare consultation in underserved linguistic communities and lower barriers for
1060 researchers addressing similar problems.

1061 DentalGPT’s competitive performance against larger general-purpose models challenges assumptions that
1062 domain competence primarily scales with model size. Results suggest targeted adaptation with high-quality
1063 domain data can exceed pure scaling laws, particularly for specialized applications with well-codified expert
1064 knowledge.

1065 7 Conclusion

1066 This paper presents DentalGPT, a specialized conversational AI for Vietnamese dental consultation,
1067 establishing a comprehensive methodology for domain-specific medical language models in low-resource
1068 settings. Our work makes three primary contributions extending beyond Vietnamese dentistry.

1069 Systematic Framework for Medical Domain Adaptation. We developed and validated a framework
1070 integrating multi-source data collection with explicit inclusion criteria, de-identification protocols, and quality
1071 control for medical accuracy and regulatory compliance. The framework employs rigorous multi-annotator
1072 labeling (Cohen’s Kappa = 0.82) with documented consensus procedures, combines supervised fine-tuning for
1073 knowledge transfer with RLHF for behavioral alignment, and uses multi-dimensional evaluation measuring
1074 linguistic quality, clinical reasoning, and safety. Unlike prior work demonstrating technique application,
1075 our methodology provides detailed procedural specifications enabling replication across medical specialties
1076 and low-resource languages. Comprehensive documentation of data collection, annotation, and validation
1077 protocols addresses critical gaps in medical NLP reproducibility.

1078 ViDental Dataset Release. We constructed and released ViDental comprising 3,090,600 expert-validated
1079 Vietnamese dental consultation samples—the first large-scale dataset for dental consultation in a low-resource

language. It integrates clinical guidelines, academic literature, authentic patient Q&A, and professional content, with 15% undergoing detailed review by board-certified dentists (97.9% accuracy validation). Multi-dimensional annotations (domain categories, content types, safety levels) enable training and evaluation, while systematic de-identification ensures privacy compliance. Public release provides a foundation for Vietnamese medical NLP research and concrete construction practices for other low-resource contexts.

Domain Adaptation Efficacy. Comprehensive evaluation demonstrates targeted adaptation enables smaller models to achieve expert-level performance on specialized tasks. DentalGPT (168M trainable parameters) achieves competitive or superior results versus models orders of magnitude larger: 91.0 on MMLU (vs. GPT-4's 87.2) and 73.0 on GPQA Diamond. Expert validation confirms 87.2% clinical accuracy, 82.5% diagnostic alignment, 4.8% hallucination rate, 91.1% risk awareness, and 88.7% appropriate referrals. User evaluations report 8/10 accuracy and 9/10 safety. These findings challenge assumptions that domain competence scales primarily with model size, showing high-quality domain data and targeted training outperform pure scaling for specialized applications.

Practical Deployment Viability. DentalGPT requires only 16GB GPU VRAM for training and 8GB for inference, accessible on consumer hardware or modest cloud allocations. This efficiency, combined with our systematic methodology, lowers barriers for healthcare organizations and research groups developing similar systems. Our multi-dimensional evaluation framework provides a template for assessing medical AI beyond simple accuracy, explicitly measuring clinical reasoning, safety awareness, and user experience—addressing medical consultation complexity that single metrics cannot capture.

Generalizability and Broader Impact. As discussed in Section 6, our methodology generalizes to other medical specialties and low-resource languages. Data collection frameworks, annotation protocols, training procedures, and evaluation strategies are not dentistry- or Vietnamese-specific. Table 23 illustrates component mapping to domains like dermatology and general practice. This generalizability has important implications for democratizing AI-assisted healthcare access. Many underserved linguistic communities lack specialized medical resources, and historically high barriers to domain-specific AI development have limited progress. By demonstrating effective systems can be built through systematic open-source data collection, parameter-efficient fine-tuning, and rigorous expert validation—without proprietary datasets or massive computational resources—we enable broader medical AI development for low-resource settings.

Limitations. Several limitations merit discussion: (1) DentalGPT is designed for consultation and education, not diagnosis or treatment prescription—users are advised to seek in-person professional care; (2) Model knowledge reflects training data cutoff and 2024 clinical guidelines, requiring periodic updates as protocols evolve; (3) Our evaluation uses Vietnamese dental practice standards and may not directly transfer to healthcare systems with different protocols.

Future Directions. Promising avenues include: integrating visual inputs (dental photographs, X-rays) for enhanced diagnostic capabilities and symptom assessment; expanding to additional low-resource languages, particularly Southeast Asian languages with similar characteristics; conducting prospective randomized controlled trials comparing patient outcomes using DentalGPT versus standard information sources for gold-standard clinical utility evidence; incorporating patient dental history and preferences while maintaining privacy for personalized recommendations; developing real-time knowledge updating methods to incorporate new guidelines and research without full retraining; and applying this methodology to other specialties (dermatology, ophthalmology, general practice) in Vietnamese and other low-resource languages.

1145 DentalGPT demonstrates specialized medical AI can be developed for low-resource languages through
 1146 systematic methodology rather than relying solely on scale or proprietary resources. By providing detailed
 1147 documentation of data collection, annotation, training, and evaluation procedures, we establish a replicable
 1148 framework enabling similar efforts in other domains and languages. The ViDental dataset release and strong
 1149 empirical results provide concrete evidence this approach is both technically feasible and clinically effective.
 1150

1151 As medical AI evolves, democratizing access through open methodologies, careful documentation, and
 1152 safety emphasis will be as important as technical innovation. This work represents a step toward that goal,
 1153 showing that with systematic approaches and domain expert collaboration, effective specialized medical AI
 1154 can be developed in resource-constrained settings. All code, trained models, and the ViDental dataset are
 1155 released in our public repository [DentalGPT](#), enabling transparent reproducibility and supporting future
 1156 research.

1157
 1158

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