



Edition: 1st Edition 2006
pages: 116
Images: 24
Cover: Hardcover
ISBN: 978-1-85097-099-6
Stock No.: BL060
Published: January 2006

Quintessence Publishing Company, Inc.

 411 North Raddant Road
Batavia
Illinois IL 60510
United States of America

 +1 (0)630 / 736-3600

 +1 (0)630 / 736-3633

 contact@quintbook.com

 <http://nginx/usa/en>

Book information

Authors: Ruth Freeman / Gerry Humphris
Title: Communicating in Dental Practice
Subtitle: Stress-Free Dentistry and Improved Patient Care
Series: QuintEssentials of Dental Practice

Short text:

This book focuses on major communication challenges in clinical practice—that is, communicating effectively with anxious, "difficult", or dissatisfied patients; communicating and integrating preventive and oral health messages and education in primary dental care; and finding ways to improve patient care without adding to the stress of frontline clinical practice. Implementing the strategies devised by these international experts can dramatically improve the success of any dental practice.

Contents

Chapter 1. Introduction
Chapter 2. Basic Communication Skills
Chapter 3. Advanced Communication Skills
Chapter 4. Communicating in Special Dental Situations
Chapter 5. Understanding and Finding Solutions: The Dentally Anxious Patient
Chapter 6. Understanding and Finding Solutions: The "Difficult" and Dissatisfied Patient
Chapter 7. Preventive Health Principles for Dental Practice
Chapter 8. Integrating Oral Health Education into Primary Dental Care
Chapter 9. Communication, Stress and Improved Patient Care
Index

Categories: Patient Education, Practice Management