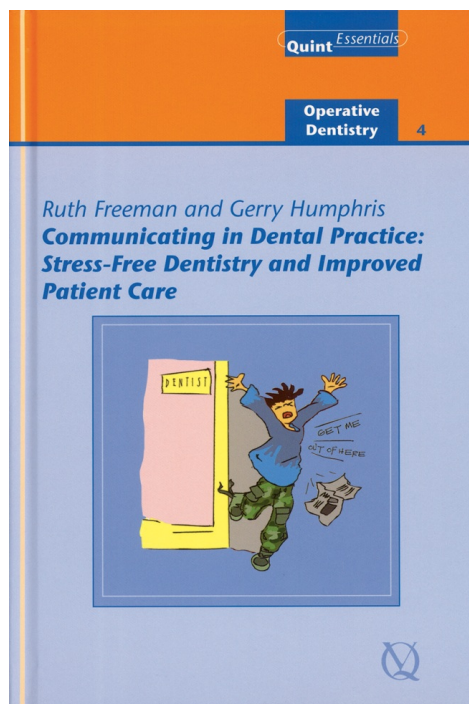




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Buch-Information

Autoren: Ruth Freeman / Gerry Humphris
Titel: Communicating in Dental Practice
Untertitel: Stress-Free Dentistry and Improved Patient Care
Reihe: QuintEssentials of Dental Practice

Kurztext:

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
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Fachgebiet(e): Patientenaufklärung, Praxismanagement