



PRIME PRACTICE
Hygienist Communication Intensive
new 2-day intensive course

Over the next few months, Prime Practice will be one of our guest contributors, providing a Q&A space for hygiene related queries (non-clinical).

Below is a question we recently received from Belinda in Brisbane.

Q: I know my dentist expects me to play a role in patients choosing optimum dentistry. How can I do this without feeling like I am selling?

A: The first step is to align yourself with the philosophy of the principal dentist – get clear about their criteria for diagnosis. In other words, how do they define “optimum dentistry” and what treatment would they do in what situations.

There are several tools hygienists can use to support their dentist more to deliver optimal dental treatment without the patient feeling pressure. One is the Eavesdrop Exam technique, whereby the hygienist describes factually, and in plain English, clinical areas of concern either to a dental assistant or dentist in such a way that the patient overhears critical information.

This is best done with the patient as a passive observer. Also the hygienist should take photographs and describe to the dentist what can be seen clearly on the computer monitor. When a patient can see a problem and hear a clear description of the problem, they will have no doubt the problem exists. Since most periodontal conditions are painless, we always face the challenge of the patient being apathetic and unconcerned about their condition.

The dentist can then reinforce these messages in the periodic exam. It is critical for the dentist and the hygienist to communicate with each other at a high level in order to maximise the effectiveness of the above tools. These tools will be taught at the 2-day Hygienist Communication Intensive.

WIN: Prime Practice are giving away 1 space each month to our 2-day Hygienist Communication Intensive, which is in Brisbane on 4-5 August for the best Hygiene related question emailed to info@primepractice.com.au by the 10th of each month. For more information and to register for this course, visit http://www.primepractice.com.au/hygienist_communication.php

Hygienist Communication Intensive is running in: Adelaide 7-8 July, Brisbane 4-5 August, Melbourne 24-25 August, Sydney 11-12 October, Perth 15-16 September. Book now to get your 10% Early Bird Discount

Please feel free to contact us with any suggestions or comments you may have regarding this e-newsletter.

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