***CDAMP* MODULE I. OVERVIEW**

# Communication in the Dental Office – BSH-9195

## Communication in the Dental Office

### **Verbal & Nonverbal Communication**

1. **Patient Management**
2. **Dental Ethics & Jurisprudence**
3. **Patient Records**
4. **Charting**
5. **Computer Use**

**OBJECTIVES:**

1. **VERBAL & NONVERBAL COMMUNICATION**

#### Identify differences between verbal and nonverbal communication

#### Describe the importance of patient-dental team relationships

Describe proper telephone courtesy

List information taken in a message

Discuss how to give a good first impression to your patients

Identify marketing ideas for a dental practice

1. **PATIENT MANAGEMENT**

Identify patient needs

Describe patient management techniques

 Discuss how to handle incoming calls

1. **DENTAL ETHICS & JURISPRUDENCE**

#### Define the Dental Practice Act and explain what it covers

Compare civil law with criminal law

Identify who oversees the Dental Practice Act and how dental licensure is obtained

Define scope of practice

Give examples of malpractice and torts

Define fraud and services that can be given under the Good Samaritan Law

Identify four areas of the Americans with Disabilities Act

Describe the responsibilities of the dental team in regard to dental records, confidentiality, implied and informed consent, subpoenas, and the statute of limitations

Define ethics and what principle of ethics are related to the field of dentistry and how they are followed

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# Communication in the Dental Office

##### PATIENT RECORDS

###### Identify equipment needed for records management

Explain ways to accomplish effective patient scheduling

###### Describe types of recall systems and their purpose

###### Define key terms regarding dental insurance coverage

 Explain the importance of patient confidentiality

###### Define key terms regarding accounts receivable

Identify accounts payable expenses for a dental practice

Define terms related to inventory control

Define terms related to payroll

1. **CHARTING**

###### Identify various numbering systems used to identify individual teeth

Identify symbols and abbreviations used in charting conditions and restorations of the teeth

Define and demonstrate placement of cavity classifications on a tooth diagram

Define related terminology

1. **COMPUTER USE**

###### Give examples of how computers may be used in a dental office

Explain ways to manage data by computer

Explain the importance of ergonomics at a computer workstation

Identify computerized and manual systems for management of patient accounts