**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 2****- “PSYCHOLOGY, COMMUNICATION, AND MULTICULTURAL INTERACTION”**

**SECTION 2**

**DEFINE/EXPLAIN THE FOLLOWING TERMS:**

**PSYCHOLOGY-**

**PARADIGM-**

**HEALTH BEHAVIOR THEORIES-**

**STAGES OF CHANGE THEORY (TRANSTHEORETICAL MODEL)-**

**LIST THE STAGES OF CHANGE THEORY STAGES-**

**1.)**

**2.)**

**3.)**

**4.)**

**5.)**

**SOCIAL LEARNING THEORY (SOCIAL COGNITIVE THEORY)-**

**LIST THE CONCEPTS OF THE SOCIAL LEARNING THEORY-**

**1.)**

**2.)**

**3.)**

**4.)**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 2- “PSYCHOLOGY, COMMUNICATION, AND MULTICULTURAL INTERACTION”**

**SECTION 2**

**HEALTH BELIEF MODEL-**

**LIST THE CONCEPTS OF THE HEALTH BELIEF MODEL-**

**1.)**

**2.)**

**3.)**

**4.)**

**5.)**

**6.**

**LEARNING LADDER-**

**LIST THE CONCEPTS OF THE LEARNING LADDER-**

**1.)**

**2.)**

**3.)**

**4.)**

**5.)**

**6.)**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 2- “PSYCHOLOGY, COMMUNICATION, AND MULTICULTURAL INTERACTION”**

**SECTION 2**

**MASLOW’S HIERARCHY OF NEEDS-**

**LIST THE 5 NEEDS IN ORDER OF IMPORTANCE-**

**1.)**

**2.)**

**3.)**

**4.)**

**5.)**

**COMMUNICATION-**

**5 COMPONENTS OF COMMUNICATION-**

**1.)**

**2.)**

**3.)**

**4.)**

**5.)**

**ENCODING-**

**ORAL COMMUNICATION-**

**LISTENING SKILLS-**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 2- “PSYCHOLOGY, COMMUNICATION, AND MULTICULTURAL INTERACTION”**

**SECTION 2**

**ATTITUDE-**

**ACTIVE LISTENING SKILLS-**

**TELEPHONE LISTENING SKILLS-**

**NON-VERBAL COMMUNICATION/BODY LANGUAGE-**

**DEFENSE MECHANISMS-**

**DENTAL PHOBIA-**

**THE DIFFERENT GENERATIONS AND HOW TO COMMUNICATE WITH EACH-**

**CHILDREN-**

**GENERATION ALPHA-**

**GENERATION Z-**

**GENERATION Y-**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 2- “PSYCHOLOGY, COMMUNICATION, AND MULTICULTURAL INTERACTION”**

**SECTION 2**

**GENERATION X-**

**BABY BOOMERS-**

**OLDER ADULTS-**

**STRESS IN THE DENTAL OFFICE-**

**CONFLICT-**

**CONFLICT RESOLUTION-**

**CULTURE-**

**CULTURAL COMPETENCE-**

**ETHNICITY-**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 2- “PSYCHOLOGY, COMMUNICATION, AND MULTICULTURAL INTERACTION”**

**SECTION 2**

**RACE-**

**MULTICULTURAL INTERACTION-**

**WRITTEN COMMUNICATION-**

**END OF SECTION 2**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 3- “ETHICS, JURISPRUDENCE, AND THE HEALTH INFORMATION AND PORTABILITY AND ACCOUNTABILITY ACT”**

**SECTION 3**

**DENTAL JURISPRUDENCE-**

**ETHICS-**

**PERSONAL CODE OF ETHICS-**

**DENTAL PROFESSIONALS ESTABLISHED CODE OF ETHICS-**

**DO THE PERSONAL AND PROFESSIONAL CODE OF ETHICS COINCIDE? EXPLAIN YES OR NO-**

**STATE DENTAL PRACTICE ACT-**

**WHAT ARE EXAMPLES OF A STATE DENTAL BOARD CALLED?**

**1.)**

**2.)**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 3- “ETHICS, JURISPRUDENCE, AND THE HEALTH INFORMATION AND PORTABILITY AND ACCOUNTABILITY ACT”**

**SECTION 3**

**WHAT ARE 2 FUNCTIONS OF THE DENTAL BOARD?**

**1.)**

**2.)**

**RECIPROCITY-**

**DANB-**

**SOCIETAL TRUST-**

**CONFIDENTIALITY-**

**FIVE ETHICAL PRINCIPLES (LIST EACH AND DEFINE BRIEFLY):**

**1.)**

**2.)**

**3.)**

**4.)**

**5.)**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 3- “ETHICS, JURISPRUDENCE, AND THE HEALTH INFORMATION AND PORTABILITY AND ACCOUNTABILITY ACT”**

**SECTION 3**

**CRIMINAL LAW-**

**CIVIL LAW-**

**CONTRACT LAWS-**

**IMPLIED-**

**EXPRESSED-**

**WHAT IS BREACH OF CONTRACT? -**

**LIST SIX EXAMPLES OF BREACH OF CONTRACT-**

**1.)**

**2.)**

**3.)**

**4.)**

**5.)**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 3- “ETHICS, JURISPRUDENCE, AND THE HEALTH INFORMATION AND PORTABILITY AND ACCOUNTABILITY ACT”**

**SECTION 3**

**6.)**

**CAN A CONTRACT BE TERMINATED? EXPLAIN-**

**TORT LAW-**

**OMISSION-**

**COMMISION-**

**DIRECT SUPERVISION OF THE DENTIST-**

**RESPONDEAT SUPERIOR-**

**MALPRACTICE-**

**ABUSE-**

**EMOTIONAL ABUSE/DOMESTIC VIOLENCE-**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 3- “ETHICS, JURISPRUDENCE, AND THE HEALTH INFORMATION AND PORTABILITY AND ACCOUNTABILITY ACT”**

**SECTION 3**

**ELDER ABUSE-**

**ASSAULT-**

**BATTERY-**

**TECHNICAL ASSAULT AND BATTERY-**

**DEFAMATION-**

**ADMINISTRATIVE LAW-**

**REGULATORY AGENCIES-**

**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)-**

**UNITED STATES FOOD AND DRUG ADMINISTRATION (FDA)-**

**UNITED STATES ENVIRONMENTAL PROTECTION AGENCY (EPA)-**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 3- “ETHICS, JURISPRUDENCE, AND THE HEALTH INFORMATION AND PORTABILITY AND ACCOUNTABILITY ACT”**

**SECTION 3**

**STATE REGULATIONS-**

**NONREGULATORY AGENCIES-**

**CENTERS FOR DISEASE CONTROL AND PREVENTION-**

**ORGANIZATION FOR SAFETY, ASEPSIS, AND PREVENTION (OSAP)-**

**NATIONAL INSTITUTE FOR OCCUPATIONAL SAFETY AND HEALTH (NIOSH)-**

**AMERICAN DENTAL ASSOCIATION (ADA)-**

**COMISSION ON DENTAL ACCREDITATION (CODA)-**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ID#\_\_\_\_\_\_\_\_\_**

**USING THE 6TH EDITION TEXTBOOK, “DENTAL ASSISTING, A COMPREHENSIVE APPROACH” BY SINGHAL, KANTZ & DAMATTA, 2023, CHAPTER 3- “ETHICS, JURISPRUDENCE, AND THE HEALTH INFORMATION AND PORTABILITY AND ACCOUNTABILITY ACT”**

**SECTION 3**

**PROTECTED HEALTH INFORMATION (PHI)-**

**HIPAA IN TECHNOLOGY-**

**ELECTRONIC MEDICAL RECORDS-**

**EMAIL ACCOUNTS AND SOCIAL MEDIA-**

**MOBILE APPLICATIONS-**

**ENCRYPTION-**

**END OF SECTION 3**