



Dr. Ling received her B.Sc. and her D.D.S. degrees from the University of Toronto in 1976 and 1980 respectively. In 1995 she received her M.Sc. degree from the Dept. of Anatomy, University of Manitoba for her work with lasers and the dental pulp. Dr. Ling has taken many continuing education courses, and has attended many national and international conferences to keep on top of advances in the field of Dentistry. She continues to teach on Mondays at the Faculty of Dentistry, University of Manitoba, and is an active member of the Winnipeg Dental Society, along with her membership in the CDA and MDA. She is also the Registrar of the Manitoba Dental Association.

PATIENT COMMUNICATION – The Good, The Bad and the Ugly

Synopsis

Patient communication is the cornerstone of informed consent and the key to a trusting and respectful dentist/patient relationship. This is true for all dental team members, not just dentists. The respectful sharing of information is key to the patient's acceptance of their oral health status and will help them make an informed choice on their dental treatment.

Today's discussion will provide a communication plan that when utilized will increase patient awareness and investment in their oral health, as well as help them understand and accept the treatment outcomes for their choice of treatment.

Learning Outcomes

- Identify different types of verbal and non-verbal communication techniques
- Determine how to put these to work in the Dental Office setting
- Identify and utilize the 10 pillars of "A Successful Oral Exam" to increase patient understanding, build trust and reduce the likelihood of a patient complaint