



Edition: 1st Edition 2015
pages: 352
Cover: Softcover
ISBN: 978-0-86715-690-4
Stock No.: 7431
Published: December 2015

Price £52.00
Subject to changes!

Quintessence Publishing Company, Ltd.

 Grafton Road
KT3 3AB New Malden, Surrey
United Kingdom

 +44 (0)20 8949 6087

 +44 (0)20 8336 1484

 info@quintpub.co.uk

 <https://www.quintessence-publishing.com/gbr/en>

Book information

Authors: Lance Brendan Young / Cynthia Rozek O'Toole / Bianca Wolf

Title: Communication Skills for Dental Health Care Providers

Short text:

This evidence-based textbook presents the essential communication strategies clinicians should know to facilitate interaction with patients. With a focus on practical strategies instead of dense communication theories, the authors facilitate improved patient-provider communication and demonstrate how to elicit accurate patient information during the health interview, communicate effectively during examinations and procedures, and present preventive and restorative treatment plans from a patient-centered perspective.

Contents

Part I. Communication Fundamentals

Chapter 01. Understanding Communication

Chapter 02. Preparing for Patient Communication

Chapter 03. Developing Cultural Competence

Part II. Interaction Skills

Chapter 04. Enhancing Listening Skills

Chapter 05. Improving Verbal Skills

Chapter 06. Refining Nonverbal Communication Skills

Part III. Communication During the Appointment

Chapter 07. Initiating and Interviewing

Chapter 08. Interacting During and After Procedures

Chapter 09. Presenting Treatment Plans

Part IV. Communication Challenges

Chapter 10. Managing Life Span Challenges

Chapter 11. Managing Hearing and Speaking Challenges

Chapter 12. Managing Stigma Challenges

Categories: Interdisciplinary, Practice Management