



Edition: 1st Edition 2009  
pages: 174  
Images: 43  
Cover: Hardcover  
ISBN: 978-1-85097-121-4  
Published: September 2009

#### Quintessenza Edizioni S.r.l.

 Via C. Menotti 65  
20017 Passirana di Rho (Milano)  
Italy

 +39 (0)2 / 931 82 264

 +39 (0)2 / 931 86 159

 [info@quintessenzaedizioni.it](mailto:info@quintessenzaedizioni.it)

 <http://www.quintessenzaedizioni.it>

## Book information

**Editor:** Slater, Mabel  
**Title:** Dental Team Companion  
**Series:** QuintEssentials of Dental Practice

#### Short text:

The dental team approach is the future of oral healthcare provision. Team members must have shared goals, understand their roles and responsibilities and must react to situations as a team. This book promotes the adoption of the team approach so important in modern oral healthcare provision.

#### Contents

Chapter 01. Changing society: moving with the times  
Chapter 02. Understanding and respect: caring for patients with special needs  
Chapter 03. Patient interaction: engendering trust and confidence  
Chapter 04. Handling patient complaints: negative to positive outcomes  
Chapter 05. Making the working environment safe  
Chapter 06. The workplace  
Chapter 07. Team roles and responsibilities  
Chapter 08. Efficiency and effectiveness  
Chapter 09. Stress avoidance  
Chapter 10. Handling disputes  
Chapter 11. Companies and commerce  
Chapter 12. Working with company representatives  
Chapter 13. What is professionalism?  
Chapter 14. Confidentiality, consent and recording keeping  
Chapter 15. Observing regulations  
Chapter 16. Keeping up to date

**Categories:** Practice Management, Dental Team, General Dentistry