

## Dentist-patient relationship: is it just a contractual agreement?

**Language:** English

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### Introduction

Besides technical expertise, the success of dental care depends on the behavioural patterns of the dentist and the patient and the way they interact with each other.

### Objectives

To understand the perception of dentists regarding the dentist-patient relationship.

### Material and Methods

To obtain the necessary background information, a literature review was conducted using online search engine MEDLINE. The articles written in English and published after 1980 were included. The keywords included "dentist-patient relationship", "dentist-patient communication", "ethics in dentistry", "patient satisfaction". Only those articles characterized by detailed explanation of methods and results were used.

### Results

Ethics and effective communication have long been recognized as pivotal in the practice of dentistry. Understanding patients' values and their particular conditions, establishing a collaborative partnership, encouraging patients to participate in a healthy decision making process, reducing mutual conflicts and showing concern for patients naturally were considered as key issues to ensure quality care and patient satisfaction. (Fig 1)

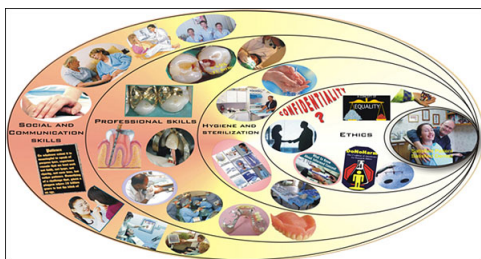


Fig. 1

### Conclusions

To build upon the foundation of dentist-patient relationship, dentists should act in the patient's best interests. Dentists need to better understand their patients' backgrounds showing respect for their values and beliefs. All these influence the outcome of treatment for dental fear, improved adherence, correct understanding and active role of the patient.

### Literature

1. Chambers DW. The role of dentists in dentistry. J Dent Edu 2001, 65, p1430-40.
2. Grace M. Opinions, facts and myths. Br Dent J 1999, 186, p595.

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**Poster Faksimile:**

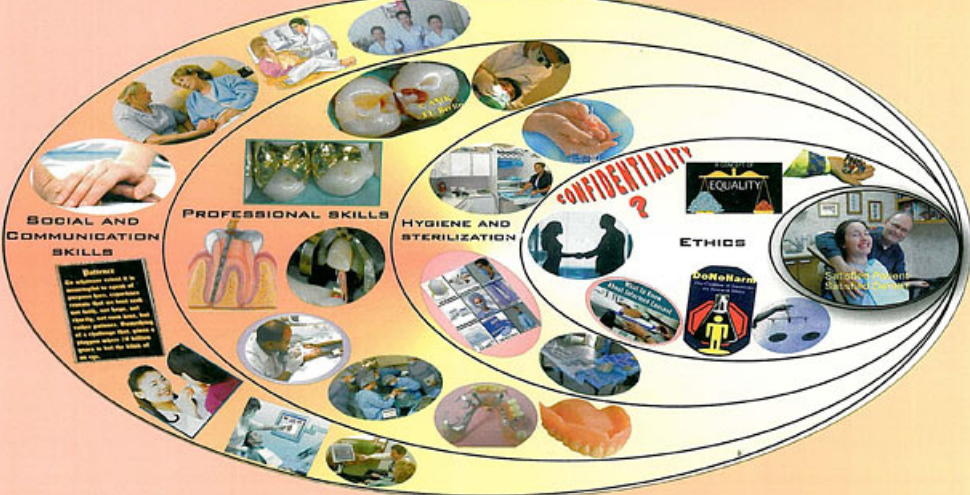
## **Dentist Patient Relationship : Is It Just a Contractual Agreement?**

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**INTRODUCTION :** Besides technical expertise, the success of dental care depends on the behavioural patterns of the dentist and the patient and the way they interact with each other.

**OBJECTIVE :** To understand the perception of dentists regarding the dentist-patient relationship.

**METHODS :** A literature review was conducted using MEDLINE. The articles written in English and published after 1980 were included. The keywords are "dentist-patient relationship", "dentist-patient communication", "ethics in dentistry", "patient satisfaction".



**RESULTS**

Ethics and effective communication are pivotal in the practice of dentistry. Understanding patients' values, establishing a collaborative partnership, encouraging patients to participate in a healthy decision making process, reducing mutual conflicts and showing concern for patients are considered as key issues to ensure quality care and patient satisfaction.

**DISCUSSION :** The above factors influence the dental fear, improved adherence, correct understanding and active role of the patient.

**CONCLUSION :** To ensure a successful relationship, dentists need to focus on building a strong sense of trust that pervades all aspects of dentist-patient interactions.

**REFERENCES :**

1. Chambers DW. The role of dentists in dentistry. J Dent Edu 2001, 65, p1430-40.
2. Grace M. Opinions, facts and myths. Br Dent J 1999, 186, p595.