Welcome to the 2nd part of the new communication series; the series that includes the most popular and challenging scenarios that might occur in your dental practice with helpful tips of how you can deal with them so your patients always leave your practice feeling: “My dentist is THE BEST!” Each individual article of this series will teach you a new specialized protocol that you can use easily, customise and adapt from the same day on to your own dental clinic’s requirements and needs. I am here to teach you all the solutions for daily communication problems you are facing with your patients that bring you into a difficult situation, make you lose your sleep or even trust to your own self!

Let’s face it! We are not only dentists—we have a business to run! Are you ready to find solutions to all these problems? Let’s start with today’s amazing brain-melting topic which is: How to shush patients that have too many questions? Five steps to solve the problem with courtesy and caring!

How to shush curious patients

How many times have you been delayed by a patient that is constantly asking questions? Maybe it is because he wants to feel that he is in control or maybe he is afraid of the treatment or even he does not trust you enough.

Whatever the reason is, you cannot spend the whole day answering his questions! And this is a real fact! On the other hand, you do not want to be perceived as rude. So, my gift for you today is a protocol to deal with this annoying patient habit nicely and at the same time effectively!

5 steps for a successful communication

Here is how it goes:

Step 1: Be in charge of the conversation

Before you start the treatment, spend five to ten minutes sitting with your patient at your office area and explain the proposed or upcoming treatment.

Important tip: Explain already beforehand the available time and reason for this meeting. For example, you could say: “George, I would love to sit with you today and spend five minutes of our time to explain the treatment that will follow in detail.”

Step 2: Ensure him

Tell him the format of contact. In case he has questions, he can ask them either during the meeting at your office, or after the treatment, or he can call your well-trained and qualified assistant or even e-mail you at your convenience for further details.

Step 3: Keep in mind the following

If during treatment, he wants to interrupt you and ask you more questions, just use the following phrase: “I am all ears, but believe me it is better if we now concentrate on the selected treatment. Me and my staff will give you more time after the completion to ask for more information about the treatment, so let’s proceed…”

The above said words will relax him a bit, so you will be able to do your job, which is: treat him!

Step 4: After the treatment

You can shortly explain your findings and how you are going to proceed, ask him if he wants anything else from you and simultaneously bring your assistant in. You must continue the show...! Go into the treatment room and serve the next patient!

Step 5: Necessary documents and info

Your assistant will provide the patient with the follow-up instructions, your clinic’s e-mail, etc. It is better, for your peace of mind, to not give him your private cell phone number, for obvious reasons: You do not want him calling you for unnecessary reasons (whether it is the appropriate time to take his lunch, or when he should change the gauge, etc. Correct?).

Just do it!

It is not so hard to apply the above presented 5 steps for successful communication in your daily practice. I encourage you to start doing it from today on, as part of your clinic’s script! I am sure, it will give you greater peace of mind as well as more time and energy for your next patient!

In the next issue of roots magazine, I will present to you the third part of this unique new series of communication concepts that will teach you with 7 simple steps how to attract, communicate and retain millennial patients—who are our present and future patients. Until then, remember that you are not only the dentist of your clinic, but also the manager and the leader. You can always send me your questions and request for more information and guidance at dba@yiannikosdental.com or via our website www.dbamastership.com. Looking forward to our next trip of business growth and educational development!

contact

Dr Anna Maria Yiannikos
Adjunct Faculty Member of AALZ
at RWTH Aachen
University Campus, Germany
DDS, LSO, MSc, MBA
dba@yiannikosdental.com
www.dbamastership.com
Easy to learn, easy to use

Strength and flexibility with a silky-smooth feel

Japanese manufacturer MANI, specialising in surgical and dental instruments, recently introduced the MANI Silk nickel-titanium endodontic instrumentation system. MANI Silk is anatomy-based, tactile and smooth, and provides efficient and safe canal shaping with a minimal number of instruments. Owing to the unique cross-sectional tear-drop design, the screwing-in effect common with many other systems is eliminated and the files cut exceptionally well and resist fracture, while removing debris effectively and reducing instrument stress. Moreover, the groundbreaking proprietary heat treatment of the files provides excellent flexibility without sacrificing efficiency or safety.

Easy to work with

MANI recommends single use of MANI Silk files with any motor that provides 500 rpm with an automatic reverse torque. Moreover, MANI Silk files can be used in reciprocal motion on any clockwise-cutting reciprocating motor.

Using the Standard Pack as an example, after creating straight-line access, removing the cervical dentinal triangle (using the 0.08/25 orifice opener—the file on the left side of the pack) and preparing a glide path, MANI Silk files are used from left to right in the pack (from 0.06/20 to 0.06/25) until the 0.06/25 reaches the true working length.

More information, as well as a demonstration video, is available on the manufacturer’s website.


Greater safety with a new tool

Rooter S: Cordless endodontic motor

FKG Dentaire presents its new Rooter S endodontic motor. The outstanding feature of this new instrument is its ability to be used both on its own and in combination with the new apex locator from FKG, S-Apex. Rooter S has various automatic controls that guarantee greater safety for the user.

Convincing functions in practice

With its modular capabilities, the new endodontic motor from FKG provides users with maximum flexibility during treatment. Weighing only 103 g, the elegant endodontic motor can be used without fatigue. In addition, the contra angle can rotate 290° to ensure optimum visibility in all quadrants. This is assisted above all in the molar region by the extremely small head, which has an integrated file electrode. With speeds of 50–1,000 rpm, users have a choice of 11 speed settings to suit their individual needs.

The user can adjust all of the functions at the push of a button and store six combinations of settings. The easy-to-read colour display shows all of the relevant information and settings and can be rotated 180° for left-handed users. Acoustic signals further assist in root canal preparation, as the user does not have to keep looking at the instrument’s display.

Rooter S and S-Apex combination

Rooter S combined with S-Apex offers an additional safety function: “Auto Apical Slow-down”, which reduces the rotational speed automatically as soon as the file tip approaches the reference point. This means that the instrument can guarantee the highest possible safety for both user and patient because it prevents the critical point in the apical area from being exceeded.

S-Apex carries out an exact length measurement during treatment so that the user can prepare the root canal safely. This is particularly important in order to prevent any later complications.

Rooter S can also be connected to the apex locator by a data transfer cable in order to provide additional functions, such as “Auto Start/Stop” or automatic stop once the file has reached the reference point (“Auto Apical Stop”).

www.fkg.ch
Strengthened composition and rounded cross section

**GL153 Safe10 series: Stay true to form**

An unavoidable truth of endodontics is that the root canal is a complex space to work in. Shaping root canals helps to make navigation easier, but the files used in this process can be prone to fracture as a result of cyclic or torsional fatigue. META BIOMED’s new GL153 Safe10 series is a set of instruments with exceptional resistance to fatigue, allowing you to navigate and clean long, tapered and complex canals more easily than ever before.

The GL153 files undergo a proprietary thermomechanical treatment that gives them a much greater resistance to fatigue. The controlled memory wire used in their manufacture has been verified by an independent scientific study to significantly increase the number of cycles before failure compared with other files on the market.

The strengthened composition and rounded cross section of the GL153 work to create a smooth, efficient path, shaping the root canal and preserving the surrounding tooth structure without risk of file separation.

META BIOMED’s standing as one of the dental industry’s primary innovators ensures that the GL153 is optimally designed for the practitioner’s and patient’s safety and comfort. The flute design of the files reduces the screw effect, greatly decreasing the likelihood of over-instrumentation. In addition, no elastic limits are exceeded, and there is no risk of taper lock when used in the recommended reciprocating motion with a constant downwards pressure.

XP-endo Shaper Plus sequence

A new generation of Swiss-made instruments enables safer and more effective root canal therapy, owing to its unique 3-D extension capabilities. The XP-endo Shaper Plus sequence, launched by leading Swiss endodontic company FKG Dentaire, solves a common problem for dentists: how to treat complex root canal systems without causing damage to the dentinal structure. Combining exceptional adaptive core technology with 3-D design, FKG has created instruments that can easily adapt to the canal anatomy to clean areas that were once impossible to reach. The result is enhanced debris removal and irrigation for a more gentle, conservative treatment compared with instrumentation using conventional nickel-titanium files.

FKG’s patented MaxWire alloy from which the files are made reacts to the body’s temperature, making the tools highly flexible compared with instruments of the same final size. A small, free-floating adaptive core designed in 3-D allows the instruments to expand and progress with agility along the canal while resisting cyclic fatigue.

The main problem with conventional files is their lack of flexibility, which means that dentists can’t remove all the debris, but sometimes end up taking off too much healthy dentine,” explained FKG Dentaire CEO Thierry Rouiller, “but that all changes with this XP-endo generation of instruments.”

In the XP-endo Shaper Plus sequence, the dentist uses a size 10 K-type file and size 15 K-type file for glide path creation. The XP-endo Shaper then performs 3-D debridement of the canal while respecting its natural shape. Finally, the XP-endo Finisher achieves 3-D cleaning and biofilm removal, including in areas impossible to reach with conventional files.

“The main problem with conventional files is their lack of flexibility, which means that dentists can’t remove all the debris, but sometimes end up taking off too much healthy dentine,” explained FKG Dentaire CEO Thierry Rouiller, “but that all changes with this XP-endo generation of instruments.”

The instruments are delivered in a sterile blister pack designed for single-patient use, thus maximising safety.

**www.fkg.ch**

Strengthened composition and rounded cross section

**XP-endo Shaper Plus sequence**

With its unlimited flexibility and excellent resistance to fracture, the GL153 Safe10 series represents our commitment to providing high-quality solutions for everyday dental procedures at a low cost,” said Ian Yun, Managing Director at META BIOMED.

**www.meta-biomed.com**