Dentists must learn variety of people skills

There is also a need for the clinician to examine the circumstances that may have contributed to a patient’s behavior, including medical, mental and other factors. Intervention or other strategies should be considered that provide realistic solutions and options for both patients and staff and, if at all possible, reduce the potential for violent or abusive incidents, when they occur.

While both patients and our staff may have recourse to legal actions, my heart also subject you to liability. As I stated earlier, that looking back, I am well equipped to respond to violent or abusive incidents, when they occur.

Regarding the fundamental importance of access to treatment, we must also be cognisant of the personal strain placed on the dentist, the staff and the financial consequences of treating violent or abusive patients.

With these thoughts, each one of us can certainly help ourselves to avoid and steer clear of bringing on more problems upon our shoulders than we need. Translated, this means... take enough time to evaluate a prospective patient, try to consider treating and dealing with them for the next two or three years before accepting them into your practice. This will be well worth your time and effort and will be one of the keys to your future success.

Please feel free to write in and share your thoughts, or secrets, for defusing hostility, coaxing compliance, and allaying anger in our patient relationships.

References:
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