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Patients react positively to a friendly, caring and welcoming environment. And working in this type of environment also can ease your stress. Rapport is a key factor in the process of building and maintaining relationships of mutual trust, harmony and understanding and is achieved when two people see the other's point of view and appreciate their feelings. Your practice's success is built on your ability to build relationships through communication and rapport with your patients, team, colleagues and community. And the added benefit to you is that having positive relationships makes it less likely you will suffer from depression, anxiety and other types of stress-related illness.

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DIVERSITY IN DENTISTRY: Techniques for Managing Your Changing Patient Base



The ADA, in collaboration with the National Dental Association, Hispanic Dental Association and the Indian Dental Association, U.S. A., will present a series of multicultural regional workshops to help dentists and dental team members better understand and provide care to a more diverse patient population. The workshops are in Washington, D.C., on October 26; Los Angeles on November 6; and Orlando, FL., on February 10, 2006.

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What do YOU think?



Approximately how much time do you spend talking with your patients during an appointment?

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DRUG USE Talking with Your Patients



Hot Button Info

Dentists often struggle with asking patients about their drug and alcohol use. Some feel uncomfortable about prying into what they perceive as a patient's personal business when they may not see a direct connection to the dental treatment being provided. Sometimes dentists don't want to ask about illegal drug use because they are unsure how to respond to an affirmative answer. And other times dentists don't ask because it doesn't occur to them that their patients would be using "those" drugs.

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DO YOU MEASURE PATIENT SATISFACTION?



Measuring how well your patients' expectations are being met can be one of your most important marketing activities to maintain high patient satisfaction and a thriving dental practice. Remember, word-of-mouth referral is the most popular source for finding a dentist. The objective of most patient satisfaction surveys is to obtain input from enough recent patients to gather results that are representative of your entire patient base. Depending on your objectives, you may want to consider one of the following survey methods.

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