

CHAIRSIDE MANNER

READ AND LISTEN TO THE ARTICLE, THEN ANSWER THE QUESTIONS



How to Improve Your Chairside Manner

Dental visits make many patients nervous. Working on your chairside manner can help them.

Good **communication** is vital. Always make **eye contact** with patients. Ask them **open-ended questions** about their health. Then really **listen** to their answers. Do not **interrupt** them. Let your patients **explain** their **concerns**. Then **sympathize** with those worries. Patients appreciate this and you gain more information. Better communication allows you to customize examinations.

Patients want a dentist who **cares**. Pay attention to both **verbal** and **nonverbal** cues. Patients may not admit to being scared. Nonverbal cues tell you when to provide **reassurance**.

Remember that you want patients to feel comfortable.

1 What is the purpose of the article?

- A to analyze nonverbal body language
- B to explain common patient concerns
- C to help dentists improve their people skills
- D to describe different dental chairs available

2 Which of the following should dentists NOT do?

- A listen to patients
- B ask open-ended questions
- C interrupt patients
- D offer reassurance

3 Read the sentence pairs. Choose which word best fits each blank.

1 interrupt / sympathize

- A) When you a patient, it sends a message that you do not value what they say.
- B) When patients share something personal, often they just want you to with them.

2 care / listen

- A) If you to a patient's concerns you can customize your examination.
- B) Simple actions can let a patient know that you about their well being.

3 concerns / communication

- A) While dental abilities are vital, so too are good skills.
- B) Asking open-ended questions can encourage a patient to share .

4 Fill in the blanks with the correct words or phrases:

explain, eye contact, nonverbal, open-ended questions, reassurance, verbal

- 1 Try and maintain with a patient to establish a connection.
- 2 Some patients are very and will provide information easily.
- 3 Other patients are reluctant to talk and you may need to look for cues.
- 4 Patients like to know what is going on so be sure to each step of a procedure.
- 5 Often, scared patients just need some that the procedure will not hurt.
- 6 Using encourages patients to share more information with you.