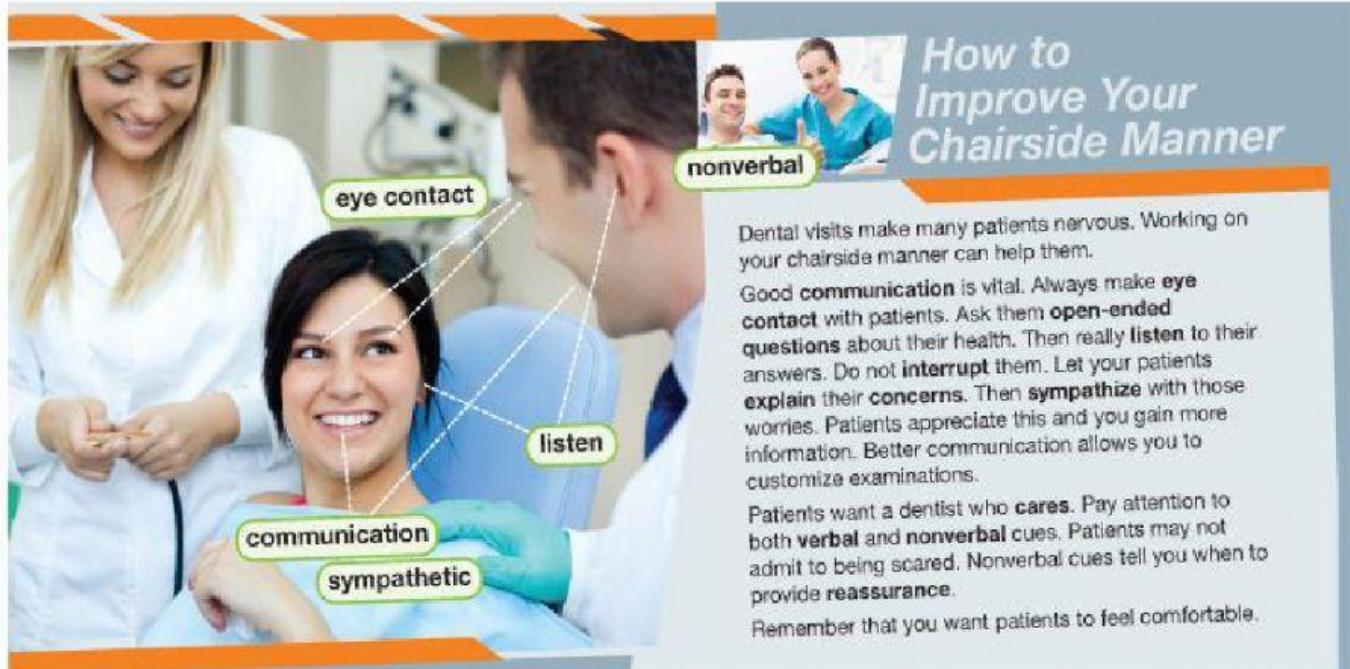


# CHAIRSIDE MANNER

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.