**PodCast Week of 7/23/17**

1. **Stuck with patients who want to ask too many questions? Maybe some of them want to feel in control, or maybe they’re afraid of the treatment. Some thoughts on how to handle that**.
2. Take charge of the conversation-Before you start the treatment, invest five to 10 minutes to sit with the person and explain the proposed or upcoming treatment. Important tip: State up front the available time and the reason for the meeting. You could say, “George, I have about five to 10 minutes here to explain your treatment today.”
3. Explain the format of your conversation- If the patient has questions, tell the person he or she can ask them during your treatment discussion or after the treatment. Your well-trained assistants can also field questions, or patients can email you and you can reply at your convenience.
4. After treatment, someone will explain the findings—Tell the patient someone will thoroughly explain what you found during treatment and how the person is to proceed after treatment. Ask the person if there’s anything he or she needs while simultaneously bringing in your assistant, who will have the conversation with the patient. You must keep other patients running on time, so move on to the next patient!
5. Provide necessary documents and information—Your assistant will provide the patient with home care instructions, your practice email, and more. It’s better, for your peace of mind, not to give the patient your private cell phone number, for obvious reasons: You do not want the patient calling you at crazy hours for unnecessary reasons, such as when is the appropriate time to eat his or her next meal.

More Information: <http://www.dentistryiq.com/articles/2017/05/thursday-troubleshooter-how-to-shush-dental-patients-who-have-too-many-questions.htm>

1. **Preloaded wireless headphones induce rhythmic entrainment to minimize dental patients' perception of pain**

### The music on the headphones can induce rhythmic entrainment to minimize dental patients' perception of pain, thereby reducing the need for anesthetic and premedication*.*

Surgical Serenity Solutions Inc. now offers wireless headphones preloaded with music to induce a state of “rhythmic entrainment,” which has been shown in medical studies to reduce patients' stress, as well as the amount of anesthetic and [**prescription drugs**](http://www.dentistryiq.com/articles/2017/04/4-ways-dentists-can-help-solve-the-national-opioid-epidemic.html) used before, during, and after treatment.

To minimize the perception of pain during and after operative or surgical procedures, this patent-based music playlist synchronizes respiratory and cardiac functions to the resting heart rate.

The units are offered individually or at a discount for quantities of 6 or 10. Two models are available: the take-home model can be resold to the patient, whereas the clinical model comes with disposable ear-pad covers for repeated use.

For more information, visit [**surgicalserenitysolutions.com/dental**](http://www.surgicalserenitysolutions.com/dental) or call (502) 419-1698.

1. **Stay calm, cool, and collected: How dental office managers can gain control in stressful situation.** In times of duress, one of the biggest challenges for an office manager is dealing with emotions, which, if not kept in check, can wreak havoc on the practice
2. **Empathy**—This is the ability to sense the feelings, needs, and views of others. The saying, “Put yourself in someone else’s shoes” is the basis of empathy.
3. **Self-awareness**—Just like empathy is the ability to sense the feelings of others, self-awareness is the ability to know oneself. A leader who is self-aware is attuned to his or her emotions and is aware of how these feelings will affect others. Being self-aware enables someone to keep negative emotions such as anger, jealousy, and resentment in check. Instead of letting them get out of hand, you can see what’s causing them and how to do something constructive about them. So next time you’re having a bad day, take a breath and leave those negative feelings behind. Your team looks up to you and your mood can have a tremendous affect on others.
4. **Presence**—Being present or “staying in the moment” ties in self-awareness and empathy. It also allows you to remain unbiased about a situation.
5. **Digital Shade Guide-** Shade matching of teeth is an art form more than an exact science. Variations in color are affected by office lighting such as fluorescent, LED, incandescent, natural light, and more. Also, wall colors and even lipstick colors enter in to the shade-match game. One simple idea is making sure that the lighting is uniform and correct. AdDent (addent.com) has the Rite-Lite 2 HI CRI Shade-Matching Unit, a device that “incorporates diffused LED technology to simulate various lighting conditions to aid in the matching of teeth.” A portable device, it illuminates the mouth with 3 lighting situations—5500°K, 3200°K, and 3900°K—that remove ambient light discrepancies. You simply shine the device on the area of interest and take the shade under these 3 lighting conditions with or without a polarizing filter

**More Information:** <http://www.dentistrytoday.com/news/technology-today/item/1744-matchmaker-matchmaker>

1. Six Powerful Ideas to Ramp Up Your Treatment Acceptance –
2. Catalog Your Insurance Company Contacts- Begin by cataloging every health plan you participate in. Then include the insurance company rep’s contact information for each plan; very often, you may have more than one rep for different functions such as credentialing and provider directory updates. Be sure the rep and his or her role is clearly distinguished to avoid wasting time reaching out to the wrong person. Lastly, include each provider that is associated with the plan.
3. Centralize and Standardize Communication- Designate a single, central location from which to manage communication with insurance companies. This will be the same place you keep the above information about health plans, plus all your provider enrollment, credentialing, and directory data. Note that once such capabilities are in place, dental practices no longer feel they have to save up batches of enrollment, credentialing, and provider directory tasks to process. This isn’t a recommended best practice, either. Insurance companies don’t want to process a bulky batch of requests any more than you want to tackle a separate new one every day.
4. Close the Loop- When you’ve completed a transaction, make sure both you and the insurance company consider it closed. This will be helpful on a couple of different levels. First, it will keep everyone in your dental practice or services organization on the same page about where your provider data activities stand with each insurance company. Second, it will serve as an evidence trail for proving that your organization did indeed complete or otherwise comply with an insurance company’s request
5. **9 Common Dental Negligence Lawsuits-** One of the most important defenses in a dental malpractice case is proper documentation. The patient’s dental record must contain a clear chronology of events, future treatment plans, and all the important communication between the dentist and patient. Comprehensive documentation also includes. A copy of the written informed consent for any procedures that were done, a clear record of the patient’s history,a clear treatment plan (including documentation explaining the reason for any treatment for which the patient has been billed), and notes were written at or near the time of the patient’s treatment.

Commonly dental malpractice lawsuits arise from the following:

**Negligence**#1: **Anesthesia Complications**

**Negligence**#2: **Failure to Diagnose Oral Diseases or Cancers**

**Negligence**#3: **Injuries to Oral Nerves**

**Negligence**#4: **Complications with Bridges and Crowns**

**Negligence**#5: **Tooth Extraction Problems**

**Negligence**#6: **Root Canal Injuries**

**Negligence**#7: **Complications from Novocain**

**Negligence**#8: **Infections**

**Negligence**#9: **Wrongful Death**

1. A dentist who practices in Avon has been arrested as part of a fraud investigation.According to the Livingston County District Attorney's Office, Dr. Michael Oros was charged Monday with Grand Larceny in the Third Degree and Aiding and Abetting the Unauthorized Practice. The charges allege that over the years Dr. Oros would order lower-cost dental crowns but then bill for and receive payment for higher-cost crowns. Oros is also alleged to have allowed an uncertified dental assistant to perform unauthorized treatment on patients. Dr. Oros appeared in Avon Village Court and entered a not guilty plea.
2. Dental Fun Facts
3. Coconuts are a natural anti-bacterial food and can help reduce the risk of developing gum disease and cavities.
4. Tooth decay is the second most common disease, second only to the common cold
5. 60% of people don't know that a sore jaw, when combined with chest pain, can signal a heart attack – especially in women.
6. 38.5 = the total days an average American spends brushing their teeth over a lifetime.
7. 73% of Americans would rather go grocery shopping than floss