

More Tough Topics in Dentistry

Thompson Okanagan Dental Society's Annual Meeting | Friday, 21 October 2016

Tough Topic 1: Informed Consent

Informed consent is a process, not an event. Criteria for informed consent:

- 1 Competence to understand and decide
- 2 Autonomy of choice
- 3 Presentation of Treatment Options
- 4 Recommendation of a Plan
- 5 Comprehension of 3 and 4
- 6 Decision in favour of a plan
- 7 Authorization to initiate the plan

In summary:

- Establish a complete understanding of the patient's needs
- Address concerns and answer questions
- Test comprehension
- Provide written documentation (if appropriate)
- Assess and manage patient expectations

NOTES:

Tough Topic 2: Interpersonal Difficulties



Colleague



Principal Dentist



Associate Dentist



CDA



Office Staff

Difficulties can occur between all players in the dental office.



Strategies for success in balancing relationships between key players in the dental office:

- Clear policies
- Business/employment contracts
- Open communication
- Avoid accusations
- Put yourself in their position
- Maintain professionalism

How to make difficult conversations easier

1. See the situation clearly
2. Identify your intent
3. Put yourself in the other person's shoes
4. Prepare for the conversation
5. Choose the right time and place
6. Bring empathy to the conversation
7. Don't be defensive

NOTES:

Tough Topic 3: Fraud

Ethics: The moral principles governing or influencing conduct

Integrity: Soundness of moral character

Acting ethically and with integrity is within your control. Why act with integrity?

To preserve:

- Personal reputation
- Public safety
- Integrity of the profession
- Self-regulation



Strategies:

- Know your rights and responsibilities (CDSBC’s Standards & Guidelines, *Code of Ethics*, and Bylaws)
- Understand the consequences (personal and to the professional as a whole)
- Maintain strong relationships with colleagues and organized dentistry (study groups, conferences, newsletters)

NOTES:

Tough Topic 4: Health & Wellness

The role of the College is protection of the public, but we stand by CDSBC registrants suffering from a health and wellness issue as they proceed through the pathway back to practice.



The recovery pathway:

1. Withdrawal from practice
2. Assessment
3. Treatment
4. Recovery (post-treatment assessment)
5. Formal agreement for return to practice
6. Monitoring

Available support for CDSBC registrants suffering from a health and wellness issue:

CDSPI	CDSBC
<p>Member Assistance Program</p> <p>1-844-578-4040</p> <p>Workhealthlife.com</p> <p>(enter CDSPI as your organization)</p>	<p>If you are (or know of) a CDSBC registrant suffering from a health and wellness issue:</p> <p>Dr. Cathy McGregor</p> <p>604-714-5310 / cmcgregor@cdsbc.org</p>

NOTES:

For course slides visit: www.cdsbc.org/course-slides