ADAQ CPD & Training Centre

Presented by Prof Ian Meyers, Brad Wright, Dr Ken Douglas-Savage, Paul Andrews & Lyn Hunt

Effective Communication in Dental Practice
Lecture presentation on the importance of effective communication. Issues to be addressed include:
• Communication with patients and others,
• Building trust in the dentist-patient relationship,
• Understanding and dealing with cultural differences,
• Confidentiality and privacy,
• Consent, informed consent, financial consent,
• Open disclosure,
• Dealing with patient complaints.

Clinical Record Keeping
Lecture presentation on general legal and related requirements of dental record keeping including:
• ‘The Dental Board of Australia – Guidelines on dental records’,
• ADA Policy Statement 5.17 – Dental Records,
• Current operational record keeping guidelines, including Medicare – Administrative record keeping and CDBS requirements,
• Privacy issues and dental records,
• De-identified case examples of record keeping and their relevance to matters such as patient complaints and insurance claims,
• Tutorial and discussion of ‘The Dental Board of Australia - Guidelines on dental records’. The guidelines will be used as a “Check List” to ensure coverage of all relevant aspects of detailed and accurate dental record keeping.

Professional Boundaries and Professional Conduct
Lecture presentation on professional boundaries and professional conduct including:
• Professional values and qualities,
• Working with patients,
• Professional behaviour and ethical conduct,
• Maintaining professional performance,
• Working with other practitioners.

Tutorial and discussion of Dental Board of Australia – Code of Conduct with particular emphasis on understanding boundaries and professional behaviour.

Patients with Additional Needs
• ensuring advocacy for all patients
• recognising carers, family members or guardians
• acknowledging the risks these patients may encounter