

The National Society of Dental Practitioners and the Dentist's Advantage Insurance Program for Dentists

RISK MANAGEMENT ALERT

ADA Webinar: How to Resolve Delicate Patient Situations with Tact and Diplomacy

Regardless of your role on the dental team, you never know when you may find yourself in the midst of a delicate situation with a patient, such as a conflict regarding clinical care, financial issues, appointment scheduling, or staff concerns. Fortunately, communication skills can be improved at any age through education and practice.



The American Dental Association Council on Dental Practice is hosting a webinar on Tuesday, March 12 that will review recommendations for managing delicate patient situations, such as cancellations and no-shows, managing phone calls from prospective patients, and dismissing patients from your practice.

The free webinar, called “GPS Managing Patients Webinar: You Want Me to Say WHAT to a Patient?! How to Resolve Delicate Patient Situations with Tact and Diplomacy”, will take place from 12:00pm to 1:00pm Central Time.

Attendees may be eligible for one hour of continuing education credit through the ADA Continuing Education Recognition Program.

Click [here](#) for more information and to register for the event, or visit ada.org.

Visit www.dentists-advantage.com for additional risk management information on these topics and others.

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