

Dentistry Patient Management Techniques



It is our intent that all professional care delivered in our dental operations shall be of the best possible quality we can provide for each child. Providing high quality of care can sometimes be made very difficult, or even impossible, because of the lack of cooperation of some child patients. Among the behaviors that can interfere with the proper provision of quality dental care are: hyperactivity, resistive movements, refusing to open mouth or keep mouth open long enough to perform the necessary dental treatment, and even aggressive and/or physical resistance to treatment, such as kicking, screaming and grabbing at the dentist's hand or the sharp dental instruments.

All efforts will be made to obtain the cooperation of child dental patients by using warmth, friendliness, persuasion, humor, charm, gentleness, kindness and understanding.

Methods used:

1. **Tell-Show-Do:** The dentist or assistant explains to the child what is to be done using simple terminology and repetition, and then shows the child what is to be done by demonstrating with instruments on a model or the child's or dentist's finger. The procedure is then performed in the child's mouth as described. Praise is used to reinforce cooperative behavior.
2. **Positive Reinforcement:** This technique rewards the child who displays any behavior which is desirable. Rewards include compliments, praise, a pat on the back, a hug or a prize.
3. **Voice Control:** The attention of a disruptive child is gained by changing the tone or increasing the volume of the dentist's voice. Content of the conversation is less important than the abrupt or sudden nature of the command.
4. **Mouth Props:** A rubber or plastic device is placed in the child's mouth to prevent closing when a child refuses or has difficulty maintaining an open mouth.
5. **Physical Restraint by the Dentist:** The dentist restrains the child from movement by holding down the child's hands or upper body, stabilizing the child's head between the dentist's arm and body or positioning the child firmly in the dental chair.
6. **Physical Restraint by the Assistant:** The assistant restrains the child from movement by holding the child's hands, stabilizing the head and/or controlling leg movements.
7. **Nitrous Oxide:** Nitrous Oxide may be provided for your child - this is an inhaled gas, intended to decrease patient anxiety, making it easier for them to cooperate. The patient does not become unconscious.

Note: If you do not agree with the above methods, please let us know so we may talk with you about them. Please realize it may not be possible to complete any dental work unless your child is in a safe environment.

Parent/Guardian Signature

Date