

ASSESSMENT OF DENTAL CLINICAL COMMUNICATION SKILLS FOR COURSE MATERIAL DESIGN



My poster is focused on a practical approach to course material design.

I outline the process of identifying the types of interactions between dentists and patients, and the communication skills required for these situations.

Three sources were reviewed to determine the needs:

- **Informal data collection from practicing dentists**
- **OSCE (Objective Structured Clinical Examination) and USMLE (United States Medical Licensing Examination) materials**
- **Guidelines for informed consent**

Sample tasks are also included to show how these situations and communication skills can be integrated into the teaching material.

- Greeting the patient, introducing yourself and the dental nurse, describing your roles
- Confirm the patient's name and date of birth
- Small talk
- History taking
- Explaining what is going to happen next
- Instructions to the patient on physical examination
- Reassuring the patient during the treatment, checking if the patient is well
- Explaining the diagnosis
- Breaking bad news
- Describing treatment options
- Explaining the expected outcome of the treatment
- Explaining risks and benefits
- Outlining the treatment plan
- Prescribing medications, explaining administration
- Explaining home care
- Giving advice
- Oral hygiene education
- Describing the cost of the treatment, possible extra charges
- Explaining guarantee
- Referring the patient for further investigations
- Arranging follow-up appointment

SITUATIONS IN THE DENTAL OFFICE REQUIRING COMMUNICATION BETWEEN THE DENTIST AND THE PATIENT

- Using appropriate question types (mainly open questions)
- Summarising
- Using signposting
- Asking for clarification
- Demonstrating active listening skills
- Identifying the patient's desires, taking into account the patient's needs
- Reacting to the patient's concerns
- Using courteous language
- Giving clear explanations
- Using plain language and lay terms
- Expressing empathy and demonstrating concern and understanding
- Being honest and trustworthy about findings
- Giving advice
- Reassuring the patient
- Obtaining consent
- Checking the patient's understanding
- Eliciting questions, ideas, concerns
- Respect the patient's beliefs.
- Thanking the patient

COMMUNICATION SKILLS TO BE DEMONSTRATED AT OSCES AND USMLE

Informed consent in healthcare involves providing relevant information by the healthcare specialist about diagnosis and treatment to the patient so that they can make a decision to undergo or refuse care.

Information to be included:

- **the diagnosis**
- **the nature and purpose of the proposed treatment**
- **the potential benefits and risks associated with that treatment**
- **alternative treatments, including no treatment and its risks**

INFORMED CONSENT IN HEALTHCARE

Additional details to be discussed:

- The expected outcome
- Preparation (if required)
- Aftercare and follow-up
- Drug therapy (if needed)
- Warning signs of complications
- How to contact the dentist
- Cost of treatment
- Guarantee
- Review appointments
- Patient's concerns, feelings

INFORMED CONSENT IN HEALTHCARE

Complete the table.

Medical English	General English expression or explanation
caries	
plaque	
bacteria	
demineralization	
cavity	
fluoridation	
fissure sealing	

SAMPLE TASK 1

Inform your patient about pre-extraction preparation.

- X-ray
- Full medical and dental history
- List of medications (prescription, OTC), vitamins, supplements
- Anaesthesia

Communication task:

Explain to your patient what preparation for extraction involves using the following structures.

- ***I suggest taking an X-ray to see***
- ***I'd like to ask a few questions about ...***
- ***I'd like you to list all medications you take on a regular basis.***
- ***I'm going to apply local anaesthesia which means that ...***

SAMPLE TASK 2

Study the expressions for giving advice and do task B:

- ▶ You could / might / can ...
- ▶ Do you think you could ...
- ▶ You may find it helpful to ...
- ▶ might help.
- ▶ Other things might help, too. For example, ...
- ▶ It would be good for you to ...
- ▶ You could try ...
- ▶ You might like to try
- ▶ I suggest that you
- ▶ Try to avoid ...
- ▶ I'd like you to ...
- ▶ Why don't you try and ...

SAMPLE TASK 3 / A

Use the prompts below to advise your patient on healthy eating habits and a balanced diet.

- pay attention to your eating habits – to reduce the risk of developing caries
- avoid frequent snacking or sipping on sugar-containing beverages (soda, juices, sports drinks, flavored waters) – creates an environment for decay, exposes your teeth repeatedly to acid attacks
- keep an eye on the amount of sugar in the diet, limit foods with added sugar
- eat sweets as part of a meal rather than as a separate snack – saliva helps weaken cavity-causing acids and rinses food particles from the mouth
- chew sugarless gum for 20 minutes after meals – chewing gum stimulates salivary flow which adds calcium and phosphate to the saliva. It can strengthen tooth enamel.
- a balanced diet is important – to maintain your overall health

SAMPLE TASK 3 / B

- First aid for the USMLE Step 2 CS, Tao Le, McGraw Hill Medical, 2014, ISBN: 978-0-07-180933-7
- OSCES For Dentistry, Kathleen FM Fan, Judith Jones, PasTest LTD, 2013, ISBN: 1905635842
- <https://www.cdcaexams.org/test-prep-2/>
- <https://geekymedics.com/taking-a-dental-history-osce-guide/>
- <https://www.ama-assn.org/delivering-care/ethics/informed-consent>
- https://www.aapd.org/globalassets/media/policies_guidelines/bp_informedconsent.pdf
- <https://www.nhs.uk/conditions/consent-to-treatment/>
- <https://www.health.nsw.gov.au/policies/manuals/Documents/consent-section-4.pdf>
- <https://www.docseducation.com/blog/7-steps-effective-informed-consent-treatment>

LIST OF REFERENCES

Éva Major

Teacher of English for Specific Purposes

Department of Medical Communication and Translation Studies

Albert Szent-Györgyi Medical School, University of Szeged

major.eva@med.u-szeged.hu

CONTACT DETAILS

A decorative graphic consisting of several parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.