

Title: Destress with Better Consent Communications and Clinical Records

Date: Sat, 9 Mar 2019

Type of Education: Workshop Face to face

Location: Brisbane

Complaints and notifications by patients create a great deal of stress for dental practitioners and their staff. Responding to complaints is expensive time consuming and expensive.

Dentists can reduce complaint likelihood by having proper Consent Communication and Clinical Records processes.

WHO WILL TEACH THE WORKSHOP

Brad Wright - dentist and barrister has over 36 years experience as a dentist and 12 years as a lawyer. His honours thesis in 1998 was about consent in dentistry. He has worked for the last 18 years as a consultant and lawyer specialising in dental practice.

WHO SHOULD ATTEND

- Dentists, Dental Therapists, Dental Prosthetists Hygienists and their staff.
- Dental Practice Teams.

WHAT WILL BE LEARNED

- How to obtain valid (informed) consent;
- How to communicate to patients about treatment effectively to reduce misunderstandings and complaint;
- How to support these processes with clinical records.

This workshop will address all these non-clinical aspects of preventing complaints and making responses to complaints effectively through these processes.

If you can make these changes you will save time money and stress in your practice.

Registrants will receive theory documents a week before the workshop to read and make the day more effective for the dentists and team.

The programme will be in six parts.

- pre-reading of some theory- short video and documentation (One Hour)
- a presentation on the basics of these three areas (90 minutes)
- practical examples discussed of each of the three areas (90 Minutes)
- workshops on actual and simulated patient presentations (90 minutes)
- bringing it all together (90 minutes)
- an optional multiple choice examination (30 minutes)

Certificate for Attendance and completion of pre-reading and optional examination will be 9 hours in Scientific (Audit and Compliance) Stream.