

Editor's Note



Dear Readers,

This issue is called *Communication Leads to Education*. Some of you may have thought, 'what does that mean?' . . . lol, so let me **COMMUNICATE** my thoughts 😊

You see if we take the time to understand the learning style of our patients, then we can effectively communicate with them and educate them on what is best for their ultimate health. Some patients like to read; others like to watch videos, others like to be shown an example or a demonstration of a procedure. One thing is for sure. . . If they have a full understanding of what is wrong, why it happened, and how things can be turned around and/or prevented. . . they will be all ears! It is easy to make a decision once you understand something!

If we use updated technologies that our patients can relate to: websites, social media, videos, interactive phone systems, intraoral scanners/cameras, iPad tutorials and diagrams, before and after photos. . . to name a few, we can share what is personally going on with their dental health. Together, we can move forward and establish a plan.

Of course communication goes both ways. We can learn an awful lot by observing, listening to, and conversing with our patients. I often find by just sitting and having a casual conversation with a patient that I find out more than by reading a boring medical history form! Patients tend to share many things when they have your undivided attention.

I hope the articles in here help you to change the ways you communicate with your clients. I hope by proper education you are able to help them move forward into dental treatment decisions that they understand and look forward to their healthy outcomes.

Enjoy. . .and let me know if you learned anything!

Heidi

Heidi Dickerson, DDS, LVIM, FIAPA
hdickerson@lviglobal.com
Editor in Chief