

1. Record Nr.	UNINA9910555255403321
Autore	Graskemper Joseph P.
Titolo	Leadership and communication in dentistry : a practical guide to your practice, your patients, and your self // Joseph P. Graskemper
Pubbl/distr/stampa	Hoboken, NJ : , : Wiley Blackwell, , 2019
ISBN	1-119-55713-5 1-119-55712-7 1-119-55714-3
Descrizione fisica	1 online resource (173 pages)
Disciplina	617.60068
Soggetti	Dental offices - Management Communication in dentistry
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references and index.
Sommario/riassunto	"This book provides practical strategies for dentists to effectively and confidently communicate with many dental insurance issues, as well as with their patients and members of their staff. Providing real-world examples and sample letters, the book includes specific guidance on how to handle common communication scenarios to avoid being caught off-guard or unprepared. Leadership and Communication in Dentistry begins with a unique section discussing communications with insurance companies, including negotiations, PPO contract issues, appeals letters, and more. It then includes chapters on communicating with patients, addressing how to listen to their concerns and motivate them, and staff, emphasizing how to be a better leader and institute office policies. The final section explores how dentists can use leadership and communication skills to improve their practice of dentistry"--Provided by publisher.