1. Record Nr. UNINA9910825877203321 Autore Graskemper Joseph P. Titolo Leadership and communication in dentistry: a practical guide to your practice, your patients, and your self // Joseph P. Graskemper Hoboken, NJ:,: Wiley Blackwell,, 2019 Pubbl/distr/stampa **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 Monografia Livello bibliografico Nota di bibliografia Includes bibliographical references and index. "This book provides practical strategies for dentists to effectively and Sommario/riassunto 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.