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E-mails and messaging
10 Dental Terminology; Dental charting; Glossary; Section 3: Planning and Managing Dental Services; 11 Managing People; The tactical management process; Motivation; Leadership; Staff selection; New staff inductions; Staff appraisals; 12 Planning and Managing Dental Services; Policy development; Marketing dental services; Risk management; Financial management; The business plan; General Bibliography; Websites; Index

Sommario/riassunto

Dental Reception and Practice Management is the dental office administrator's essential companion to all aspects of reception work and practice management duties. The book covers vital interpersonal skills and the important aspects of business management and marketing relevant to dentistry. In addition it explains the development of dental care and the range of available treatments, enhancing the reader's understanding and awareness of the necessary clinical aspects of dentistry. Dental reception and Practice Management covers a range of key skills and knowledge within three sections: '
