

the field of: establishing satisfying relationship with a patient, knowing the techniques how to deal with crisis situations with patients, work with patients with fear of medical interventions, developing effective communication skills and knowledge of anti-stress techniques.

How medical dentists perceive important skills, factors that “perfect dentist” shall have in terms of communication with patients? In the area of what communication competences distinguish a perfect medical dentist in treatment and establishing satisfying relationship with a patient, a lot of dentists expressed importance of ability to build a patients’ trust to a dentist (average 18,5 % of respondents, with 30% in Greece and minimum 11% in Austria). Also important for dentists is taking care about patients’ comfort and reducing pain that they feel (average 16 %), credentials and experience of a dentist (13 % average), also ability to calm patients with fear/stress. Last but not least, essential is polite service and good contact between a medical dentist and a patient and listening to patients, their needs and expectations.



Importance of the training on the issue of communication with the patient was also confirmed as the main subject (apart from the medical aspect), in which dentists would like to be trained more, especially at the beginning of their practice, stated by most of interviewed dentists in all countries.

The only one answer for the question which varies from country to country was expression, which may have a different meaning between countries was “to know who the patient is”. Only all the doctors from Greece answered that they need to know who the patient is, many of them in order to build relationship, some of them only for medical interview. 6% of doctors from Romania, 7 % from Austria and 38% from Poland answered that they do not need to know who the patient is – thinking probably of their professional and social status which might not interfere with the understanding of medical relation.

In all countries for dental doctors issue of interpersonal communication with patients is very important and dentists would like to gain more knowledge in this field, especially in building relationship with patients, communication with patients in crisis situations, working with patients with fear. They would like to be educated preferably in the form of classical interactive training or workshop.

The analysis was conducted in four European countries by KIKO Business Solutions from Poland, Mind Master Creative from Romania, SYNOLIC Ltd from Greece and ÖTZ-NLP & NLPt from Austria. The European Union selected the team of expert Institutions (specialised in communication, psychology, education and with international dimension) to conduct the trans-European analysis for developing and enhancing the communication skills of medical dentists.

The international analysis is a part of the innovative project co-funded by the European Union titled “Developing communication competences among medical doctors with specialization in dentistry” (with acronym COMDENT).

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