

Tips for Avoiding Grievances

The vast majority of grievances we encounter are a result of simple miscommunication. Studies show that someone who has a good experience will tell two people, and someone who has a negative experience will tell ten people. This can be extended even further with the visibility of online reviews.

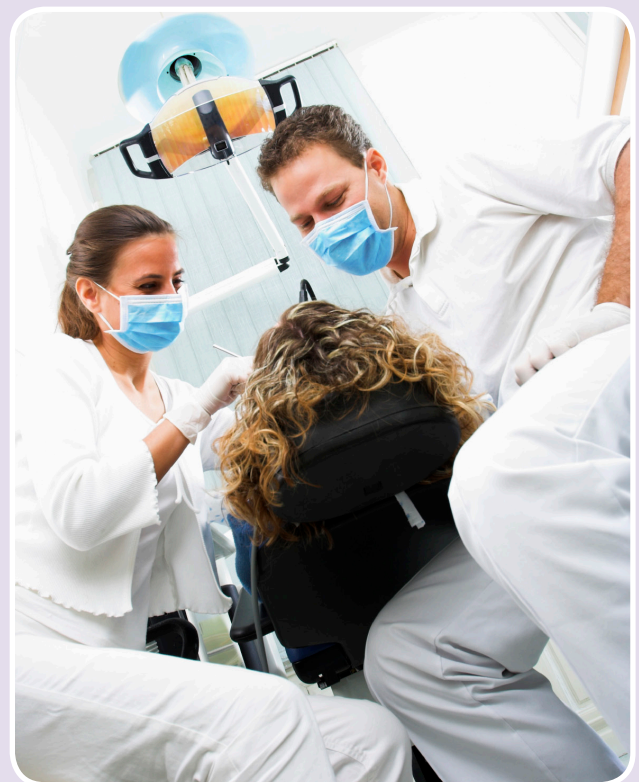
Since most grievances are miscommunication, you can take steps to avoid someone having a negative experience in your office by following these simple steps.

1. Present all treatment options, confirm understanding & document agreement.

When you are composing a treatment plan for a patient, be sure you present all options available and the consequences of each choice (including foregoing treatment). Talk about which treatment options would be covered by the patient's plan benefits, and ask the patient if they understand their choices. This method puts the patient in control and greatly reduces the likelihood of the patient feeling wronged or mistreated. It's a good practice to document when a patient agrees to receive treatment from you.

2. Deal with all issues promptly and ensure member satisfaction.

If someone is unhappy with the treatment they received, ask questions until they have fully expressed their issue. If you presented all options and they remain unsatisfied, calmly explain the course of treatment, the options discussed, and the way the patient made their decision.



3. Consider how you could prevent an issue from happening again.

It's possible that an issue you have experienced is indicative of a procedural issue in your delivery of care. Always consider if the patient's issue could be related to how you have explained their treatment options, including how much a particular treatment will cost your patient. 🌍

DocTalk

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A Periodic Newsletter for Participating Dentists and Their Staff

We're Expanding Into Oregon!

Dental Health Services is growing! We are expanding into Oregon after more than 35 years of helping quality-focused dentists in California and Washington grow their practice.

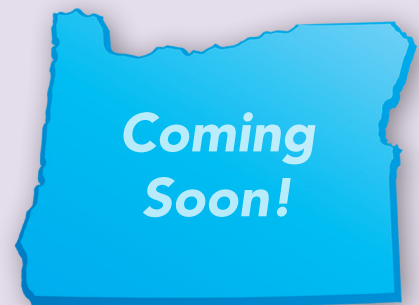
This strategic expansion will allow Dental Health Services to broaden its presence throughout the West Coast, providing quality, affordable dental benefit solutions to thousands more members needing care.

We are currently seeking a limited number of dentists for an exclusive network in Oregon. If you have colleagues who share our commitment to quality, preven-

tive care and patient satisfaction, you are encouraged to send your referrals to us.

For more information on how to participate, you may contact your

Professional Service Specialist at 800-400-0347. We are happy to answer your questions. 🌈



Get the Most from Your Online Account

The Dental Health Services website allows you to retrieve a lot of the information you need to administer benefits to your Dental Health Services members. By logging in, you can view information about administering Dental Health Services plans as well as update your profile to give potential members a picture of what your practice is like.

For plan information, you can get instant, current eligibility, copayment schedules with capitation and supplemental information, the specialist referral form and specialist directory, and the supply request form.

You can also customize your profile with a photo of your office, writing a short biography about yourself and your practice and update your hours, location and contact information.

If you need any assistance accessing our website resources or updating your profile, please contact us and we will be happy to help you. 🌈



Dental Health Services

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