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Communication video assignment

This was an excellent appointment with a new patient to record the communication video. From the start of the appointment there were new experiences and numerous opportunities to learn new information. I obtained very knowledgeable experience about treatment during pregnancy, medical consult protocols, and even local anesthesia. Eye contact was maintained throughout the appointment and body language looked receptive, there were a few times I turned towards the computer and closed myself off to the patient so that is something I can work on changing. Overall ergonomics looked acceptable. The area that I need to work on most is not looking forward with my neck. Instead I could move to a different position as a whole or ask the patient to turn their head instead for better accessibility. I continuously monitored the patient's body language as well to gauge how she was feeling. There were certain times when I asked her how she was doing, if she had any questions, or if she needed breaks frequently due to her being pregnant. I made sure to properly introduce my patient and the doctor but I did forget when my faculty came over. This seems to be something I am forgetting often and I will get better at this by doing introductions as soon as they walk over. The appointment followed the sequence for the JCCC protocol with the exception of taking radiographs after the periodontal and deposit findings. This adjustment was made so that the timing would work out to have faculty help me with a full mouth series since this patient did have a sensitive gag reflex which made it more difficult and techniques for certain areas. I built rapport with my patient by asking questions about her pregnancy and showing her my excitement and happiness for her. I could have more personal conversations during the appointment to get to know my patient than just having small

talk. Getting to know your patients makes it more comfortable for them and in the end they will be more receptive to us as clinicians.

Every step of the appointment I fully explained to the patient before starting so she understood before we went ahead with it. During patient education I did not start off motivational interviewing by asking permission. I asked her what kind of toothbrush she is using and that led us to talking about brushing technique. Instead of just talking about it next time I would show the patient with a mirror and have them demonstrate it back to me. During motivational interviewing I need to ask questions that are relevant to the patients needs instead of just talking at them. Since I saw the patient had a sensitive gag reflex I was able to personalize the education topic for her and advised her how to effectively clean the posterior teeth in a way that would be more comfortable for her while still removing any plaque.

When I was exploring for deposits I explained how the deposits are building up in those areas and that I was finding those deposits below and above the gum line. As I was working on the gingival conditions worksheet I informed my patient about the signs of inflammation and told her that she had redness and swelling mostly in the lingual areas on the mandible. I failed to mention to the patient what pocket depths I was finding. However I did mention to her that she did not have many bleeding points and that was healthy because we do not want our gums to bleed.

When my patient had questions or was explaining her oral hygiene care I was attentive and listening to her. Unfortunately I did not clarify what she was saying by paraphrasing. I gave attention to her questions and tried to fully answer them to the best of my ability and made sure that it was answering her question correctly. During this appointment the strength that I used was consistency. I used this to prepare before my appointment by writing down steps on a sticky note

to assure that I did not leave out a step. I want to be consistent so that I am giving every patient the same level of care and also help me get used to consistently filling out the same forms so hopefully I will remember and not have to write as much down. This sets me up for success and allows me to be prepared for my checks and get as much done as possible so I do not have to revisit things I might have done earlier in the appointment making it more efficient.

If I could redo this video I would spend more time on patient education. Throughout the appointment I was continuously providing the patient with little pieces of education which seemed like I did not dedicate one larger portion for demonstrations. I will improve this by doing patient education as early as possible so I am not waiting till the end and possibly feeling rushed because that is not fair to the patient to not receive adequate time for education.

Practicing this on every patient will also help me improve by figuring out what sequence works best for me even though it might have to be adjusted for all different circumstances that may be experienced with all different patients. Watching this video back I learned a lot of areas that I need to work on. I was surprised because I thought there were going to be quite a few things I did not remember throughout the appointment but I surprised myself and noticed that everyday in clinic it is building it into my memory and I am learning more with every experience. I learned that there are always changes being made but the biggest thing I took away from the assignment is that it is important to practice efficiency while also being thorough. A majority of the video was spent in perio charting or taking radiographs. A positive to that was my readings were accurate and I had minimal retakes but I think I can challenge myself a little more to improve those areas.