

Dentistry: Personal and Professional

**DR JEAN PAUL DEMAJO
DISCUSSES THE TWIN ASPECTS
OF THE RELATIONSHIP BETWEEN
DENTIST AND PATIENT**

Treating patients is a professional affair, but there is still a very big personal touch, which is not taught in textbooks. When patients are about to embark on a big dental job, they tend to go down one of two roads. One road may lead the patient to the internet, forcing them to go on some Google marathon searching every detail available to help them make up their mind on how they would like their teeth to be fixed. Then, while comparing photos and quoting big treatments plans, they agree with the dentist on the plan. This is not the ideal way of doing things, but at times things still end up this way.

The second road is all about leaving it entirely in the hands of the professional. In this scenario the patient tells the practitioner what they have in mind and then, after having received the best treatment options from the dentist, they confirm which plan they wish to take on.

Either road leaves the patient determined, excited, worried, anxious and full of expectations. More often than not, the desire to correct one's teeth is associated with a milestone such as their children's wedding, their



A Case Scenario

A middle-aged, very smart-looking woman would like to work on her teeth. She takes good care of herself, always seeing to her hair, skin, nails and figure. Now, she wishes to rejuvenate her smile.

TREATMENT PLAN

1. Lengthy consultation involving photographs, study models, radiography and digital planning.
2. Gum treatment establishing healthy gums
3. Conservative tooth preparations taking good care of the teeth
4. Removal of old restorations, including heavily-filled teeth with amalgam, old crowns/bridges containing dark metal
5. Try-in of new restorations
6. Approval and subsequent cementation of new porcelain inlays/onlays/veneers/crowns/bridges.
7. Review and maintenance plan established

Once the treatment commences, all those emotions are left in the hands of the dentist to address and deal with while is in their dental chair. Communication and trust between the dentist and patient build up and a friendship is established. The relationship doesn't remain only professional, but also very personal, as the dentist would not want to displease or disappoint their patient. Plus, word of mouth is also the best form of advertising. Ask your dentist.



anniversary or retirement, and may often be attached to a financial commitment with the bank. This places the dentist in the position of having to tick all the boxes on the patient's list, delivering them on time and to the patient's liking – or sometimes, more importantly, the liking of their better half!

It is not easy to please all your clients. There is always someone who isn't happy with the end result and the only saving grace is to redo the teeth until the patient is happy – a costly affair! Certain programs, however, help in visualising the final result. For example, using certain smile design software, a close-

up photo of the old teeth is taken, and by modifying the colour, shape and character of the teeth, the patient is able to visualize the final result. This image may then be translated into a model, producing a temporary plastic mock-up to be fit onto the teeth for a few hours, allowing the patients to see the new teeth in situ. **C**

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