

## **Record Keeping**

- Record Content
- Documenting Examinations & Observations
- Documenting Unusual Occurrences & Legal Information
- Documenting Conversations with Patients and Families
- Accurate Word Usage

## **Appearing Negligent**

- Violating a Duty
- Documenting an Error
- Documenting Blame

## **Credibility of the Records**

- Unprofessional Comments
- Altering or Losing Records

## **Communicating**

- Surprising the Patient (Lack of Informed Consent)
- Unreasonable Patient Expectations
- Unanticipated Inconveniences

## **Undermining Confidence**

- Giving an Uncaring Impression
- Giving Conflicting Messages
- Appearing Inadequate
- Criticizing Conduct or Qualifications

## **Appearing Negligent**

- Maintaining Contact
- Explaining a Complication
- Blaming Others
- When There is An Obvious Error or Negligence

## **Risk Management**

- Risk Management in Patient Care
- Preventive Actions
- Coordinating the Dental Care Team
- Risk Documentation and Litigation Prevention