

## Ranking Question

### Scenario

A patient who you have had on your patient list for the last 5 years, has repeatedly failed to follow your advice and attend hygienist appointments for the treatment of their gum disease, including lifestyle changes. After examining them today, you can see that the patient's condition has worsened, and they now have several loose teeth. You are concerned that the patient will lose the affected teeth altogether if left untreated. When you explain this to the patient, they complain that you have not helped to prevent the gum disease at all.

**Rank in order** the following actions in response to this situation (1= Most appropriate; 5= Least appropriate).

A	Advise the patient to seek advice from a different dentist
B	Reiterate the importance of attending hygienist appointments and advised lifestyle changes
C	Offer treatment as a matter of urgency
D	Remind the patient of their right to complain
E	Explain care provided while advising the patient to follow your advice on lifestyle changes before seeking dental treatment

## Multiple Choice Question

### Scenario

You are reviewing the notes for your next patient. When the patient arrives, you begin discussing her treatment plan of having several cavities treated. The patient looks confused and says, "I didn't know I had any cavities" and you realise you have read the wrong patient notes. This could be because you have been very tired today. You explain your error to the patient, who is noticeable annoyed and requests to be seen by a different dentist "who is competent". You are aware that no other dentists are available today.

Choose the **THREE** most appropriate actions to take in this situation.

Option A	Inform the patient that no other dentists are available today
Option B	Apologise to the patient for your mistake
Option C	Ask the patient if she would like to speak with a senior colleague at a later date
Option D	Reassure the patient that you are competent, acknowledging you made an error
Option E	Inform the patient that you have been very tired today
Option F	Advise the patient about the complaints procedure
Option G	Advise the patient she may book appointment for another day with a different dentist
Option H	Ask the patient how you can make her comfortable with continuing to have you as her dentist