



Dr. Matt Allen Presentation Post-PCC Test Questions

1. According to a 2012 study in BMC Health Services Research, patients wanted dentists who:
 - a. Help them take control of their own oral health
 - b. Explain how to fix their problems
 - c. Offer them services at a price they could afford
 - d. Refer them to another office if they couldn't help them
2. A good first step to start with the style and strategies of patient-centered communication is to _____.
 - a. Tell the patient why you're an expert
 - b. Ask permission
 - c. Explain procedures in detail
 - d. Let the patient have a media device so they can tune you out
3. An example of an engaging question is _____.
 - a. When is the last time you saw a dentist?
 - b. Do you brush your teeth two times every day?
 - c. What kind of treatment can you afford?
 - d. What are your goals for your oral health?
4. What kind of questions help a caries risk assessment feel less like a test and more like a conversation?
 - a. Close-ended questions
 - b. Leading questions
 - c. Personal questions
 - d. Open-ended questions
5. Helping patients choose their own goals leads to a _____ level of achievement of those goals.
 - a. Lower
 - b. Equal
 - c. Higher
 - d. Guaranteed
6. Assessing risk for patients is done primarily to _____.
 - a. Input the correct CDT code into the chart
 - b. Help the provider decide on what type of treatment is best for the patient
 - c. Help the patient and provider identify ways to help reduce their risk
 - d. Give the patient a reason for coming back for treatment
7. Using a menu to help patients set goals can be valuable because it allows _____
 - a. Patients to see what specific options could help them achieve their goals
 - b. Providers to have a visual aid to guide the conversation
 - c. Patients to decide what is most important to them
 - d. All of the above



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8. If a patient is at extreme risk for caries, using the style and strategies of patient centered communication is not important.
 - a. True - it just matters that we tell them what they can do to reduce their risk
 - b. True - extreme risk is an emergency situation
 - c. True – it’s actually never important
 - d. False – Communicating with patients in a way that helps them implement behavior changes is important regardless of the patient’s risk level
9. If a patient has active caries, understanding the _____ can be helpful in helping the patient decide on a plan for treatment.
 - a. Patient’s values and preferences
 - b. Provider’s current loan debt
 - c. Provider’s comfort level with technology
 - d. Provider’s most recent CE course
10. Providers can’t do anything to influence preventive behaviors besides giving patients advice.
 - a. True - information is all people need to change behaviors
 - b. True - it’s the patient’s disease after all
 - c. False – Using the style and strategies of patient-centered communication can have a significant influence on patient preventive behaviors
 - d. False - providers can’t do anything to influence preventive behaviors

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Please email your completed test to customerservice@elevateoralcare.com for grading and recording.

An AGD PACE Completion Certificate, or corrections to the answers are needed to obtain a passing score of 80%, will be emailed to your address above within three weeks for one continuing education hour. Please call us at 877-866-9113 for any questions.