



## “Bring Your Patients Back: Reducing Fear of Dentistry and COVID-19” Post-Webinar Test Questions

- In the presentation, the relationship between pre-existing dental fears and COVID-19 fears and anxieties was described. This relationship is best described as:
  - Additive or synergistic – They combine together to produce even higher levels of fear than either alone.
  - Competitive or subtractive – They compete with one another, and so there is less fear overall.
  - Only slightly related – What is greatest cause for concern is the patients’ pre-existing dental fears.
  - Unrelated – These fears are so different that they likely have no effect on one another.
- When someone is upset, it is always best to provide them with reassurance.
  - True
  - False
- Which recall strategy will lead to most patient returns to dental practice?
  - Send the recommended ADA letter with information about patient safety.
  - Recall patients using the telephone to inform patients about opening and safety.
  - Multiple contacts demonstrating empathy with patients and their concerns.
- What are the two most important reasons for dispensing high strength fluoride gels/toothpastes during the period of the virus pandemic?
  - It is a source of income for the practice and is ethical.
  - It helps keep the patient healthy and reduces fears of having to go to the pharmacy during the crisis period.
  - It reduces the risk of fluoride overdose and is an ethical source of income.
- Communication among the dental team is key to bringing patients back and reducing the fear of dentistry and COVID-19. Strategies for effective communication include which of the following:
  - Promote open, direct, affirming communication.
  - Use “I” statements.
  - Express appreciation for shared thoughts and opinions, including worries and concerns.
  - All of the above

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Please email your completed test to [customerservice@elevateoralcare.com](mailto:customerservice@elevateoralcare.com) for grading and recording. An AGD PACE Completion Certificate, or corrections to the answers, is needed to obtain a passing score of 80%. This certificate 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.