



“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

Name: _____ Degree: _____ Date: _____

Office Phone: _____ Email Address: _____

Office Name: _____ AGD Number: _____
(Write none if you don't have an AGD Number)

Office Street Address: _____

Office City: _____ Office State: _____ Office Zip: _____

Please email your completed test to 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.