

# Wilmington Dental Care

## General Dentistry for Youth

first tooth through age 20

### Wilmington Dental Care Behavior Management Techniques

Working with younger children can be very different from working with teens and adults. Young children pose unique challenges which may make rendering treatment in a safe environment difficult. Our goal is to provide our patients with the highest quality dental care while insuring a good overall experience in the safest environment possible. Lack of cooperation (from younger children in particular) may stifle our efforts. To help achieve our goal, we may utilize the following "Behavior Management Techniques" as recognized by the American Academy of Pediatric Dentistry.

First, all efforts will be made to obtain the cooperation of dental patients by using a caring attitude, charm, warmth, humor, friendliness, and understanding.

Other methods:

1. Tell, Show, Do: We explain what will be done. We demonstrate what will be done. We then perform the action as demonstrated.
2. Positive Reinforcement: We praise and reward children for following directions and cooperating! Rewards might include - verbal praise, a pat on the back, a hug, a sticker or toy.
3. Voice Control: Voice control is modulation of one's voice to regain the attention of a child. Voice Modulation may range from a playful to a firm tone. Voice control is not to be confused with yelling at a child which is unacceptable.
4. Mouth Props: Mouth props are safety devices used to stabilize the mouth in an open position. They help prevent a child from biting on sharp instruments.
5. Physical Restraint by the Dentist or Auxiliary: During treatment, physical movements (expected or otherwise) can be dangerous for your child. A staff member may restrain parts of the body which are moving. If an uncooperative child requires more pressure from restraint than a firm handshake, protective immobilization may be required.
6. Protective Immobilization and/or Nitrous Oxide: These techniques are more advanced and require individual consent for their use. If these techniques are deemed necessary a provider will speak with you.

### Wilmington Dental Care Policies

1. Your child will enter the treatment areas alone as we find this generally allows for the highest levels of cooperation. We understand you may have reservations with this policy; however our expertly trained staff of professionals will do everything to insure your child's safety and well being. Our team of professionals will personally speak with you regarding your child's care prior to and upon completion of treatment.
2. Please remain IN THE BUILDING while your child receives their quality dental care. In the unlikely event of an emergency we would like to locate you immediately.
3. We will do everything within our power to keep timely appointments. Please be spent as sometimes unforeseen circumstances such as dental emergencies may redirect our attention.
4. Appointment mes may vary for reasons such as difficulty of treatment being rendered and level of child cooperation. Your patience is appreciated.
5. Please have your current enrollment card(s) available.
6. Payment is due when services are rendered.
7. We strive for a family oriented environment. Please be respectful of others and your surroundings. Avoid the use of profanity, and maintain control of your children.
8. Photos are often obtained for diagnostic purposes. I authorize Wilmington Dental Care to utilize these photos for teaching purposes.

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Signature of Parent/Legal Guardian

Rafael Rivera, Jr., DDS, PLLC