## Contents

Cha	apter 1 Medical and Dental Basics	1			
1.1	The Head and the Face	2			
1.2	The Muscles of the Head				
1.3	The Body				
1.4	The Skeleton				
1.5	The Oral Cavity				
1.6	The Structure of a Tooth	8			
1.7	Vocabulary on the Oral Cavity and Teeth	10			
Cha	apter 2 Diseases and Disorders of the Oral Cavit	y 13			
2.1	Types of Diseases and Disorders of the Oral Cavity	14			
2.2	Toothache	16			
	2.2.1 All about Toothache	16			
	2.2.2 Types of Toothache	18			
	2.2.3 Understanding Pain	19			
	2.2.4 Treatment for Toothache	20			
	2.2.5 Vocabulary Training	22			
2.3	Dental Caries	23			
	2.3.1 What are Dental Caries?	23			
	2.3.2 The Nature of Tooth Decay				
2.4	Gum Disease	25			
	2.4.1 All about Gum Disease	25			
2.5	Malocclusion	26			
2.6	Vocabulary	28			
2.7	Helpful Sentences	30			
Cha	apter 3 The Dental Office	31			
3.1	The Team	32			
3.2	Dental Experts and their Tasks	34			
3.3	·				
3.4	Instruments and Materials				
3.5	Equipment in the Treatment Room	39			
3.6	Emergencies in the Dental Office				
	3.6.1 Management of Emergencies	40			
	3.6.2 The Emergency Kit	42			
	3.6.3 Handling Emergencies in your Dental Office	44			
	3.6.4 Helpful Sentences	46			



3.7	The A	ppointment Schedule – Dates, Times, and Opening Hours	48		
	3.7.1	The Appointment	48		
	3.7.2	Opening Hours	53		
	3.7.3	Helpful Sentences	54		
3.8	Invoicing and Healthcare Insurance				
	3.8.1	Invoicing	55		
	3.8.2	Dental Payment Options and Insurance	56		
	3.8.3	Talking to the Patient	58		
	3.8.4	Dental Practice Payment Policy	60		
	3.8.5	Helpful Sentences	62		
3.9	Vocab	ulary .	64		
Cha	apter 4	4 The Dental Laboratory	67		
4.1	The To	eam	68		
4.2	Denta	l Lab Work	70		
4.3	Denta	l Lab Products and Services	72		
4.4	Fabric	ation of a Denture	73		
4.5					
4.6	Helpfu	ul Sentences	77		
4.7	Vocab	ulary	78		
Cha	apter !	5 At the Reception	81		
5.1	Under	rstanding the International Patient	82		
	5.1.1	Please, Thank You, Excuse Me, and i'm Sorry	83		
	5.1.2	Giving Instructions Politely	85		
	5.1.3	Small Talk – Keeping a Conversation Going	87		
	5.1.4	Small Talk – Avoiding Awkward Silences	88		
	5.1.5	Small Talk – What to Talk About			
			89		
5.2	5.1.6	False Friends			
5.2		False Friends e Telephone	89		
5.2			89 91		
5.2	On th	e Telephone	89 91 93		
5.2	On th 5.2.1	e Telephone Telephone Call Guidelines	89 91 93 93		
5.2	On th 5.2.1 5.2.2	e Telephone Telephone Call Guidelines Telephone Skills	89 91 93 93 94		
<ul><li>5.2</li><li>5.3</li></ul>	On th 5.2.1 5.2.2 5.2.3 5.2.4	e Telephone Telephone Call Guidelines Telephone Skills What to Say on the Telephone – Part 1	89 91 93 93 94 96		
	On th 5.2.1 5.2.2 5.2.3 5.2.4	e Telephone Telephone Call Guidelines Telephone Skills What to Say on the Telephone – Part 1 What to Say on the Telephone – Part 2	89 91 93 93 94 96		
	On th 5.2.1 5.2.2 5.2.3 5.2.4 Welco	e Telephone Telephone Call Guidelines Telephone Skills What to Say on the Telephone – Part 1 What to Say on the Telephone – Part 2 ming the Patient Instructions at the Reception	89 91 93 93 94 96 97		
	On th 5.2.1 5.2.2 5.2.3 5.2.4 Welco 5.3.1	e Telephone Telephone Call Guidelines Telephone Skills What to Say on the Telephone – Part 1 What to Say on the Telephone – Part 2 ming the Patient Instructions at the Reception Dialog – Appointment for a Check-up	89 91 93 93 94 96 97 98		
	On th 5.2.1 5.2.2 5.2.3 5.2.4 Welco 5.3.1 5.3.2	e Telephone Telephone Call Guidelines Telephone Skills What to Say on the Telephone – Part 1 What to Say on the Telephone – Part 2 ming the Patient Instructions at the Reception	89 91 93 93 94 96 97 98 98		
	On th 5.2.1 5.2.2 5.2.3 5.2.4 Welco 5.3.1 5.3.2 5.3.3	e Telephone Telephone Call Guidelines Telephone Skills What to Say on the Telephone – Part 1 What to Say on the Telephone – Part 2 ming the Patient Instructions at the Reception Dialog – Appointment for a Check-up Dialog – Guidelines and Checklist for Making Appointments	89 91 93 94 96 97 98 98 100		

5.4	Recall	– Making sure the Patient Returns for Professional Care	112
	5.4.1	Preventive Care Appointments: Recall or Recare? Part 1	112
	5.4.2	Preventive Care Appointments: Recall or Recare? Part 2	114
	5.4.3	Preventive Care Appointments: Recall or Recare? Part 3	116
	5.4.4	Preventive Care Appointments: Recall or Recare? Part 4	118
5.5	Writin	g a Prescription	120
	5.5.1	Medicine, Drugs, and Pharmacology – Basics	120
	5.5.2	Prescriptions and the Pharmacy	122
	5.5.3	The Prescription	123
	5.5.4	How to Take Medicine	124
5.6	Helpfu	ul Sentences	125
Cha	ipter d	6 Dentistry	127
6.1	Consu	llting the Patient	128
	6.1.1	Dental Specializations	128
	6.1.2	Overview of Fields of Dentistry, Dental Technology, and	
		Related Subjects	129
	6.1.3	Advantages of Digital Radiographs	130
	6.1.4	Taking Radiographs	132
	6.1.5	Consulting the Patient – Part 1	134
	6.1.6	Consulting the Patient – Part 2	136
	6.1.7	A Check-up	138
	6.1.8	Never at a Loss for Words: Before, During, and After	
		the Examination	140
	6.1.9 Vocabulary		142 143
6.2.	Anesthesia		
	6.2.1.	General Anesthesia	143
	6.2.2	General Anesthesia in Children	146
	6.2.3	Vocabulary	147 148
6.3	Prophylaxis		
	6.3.1	Explaining Tooth Decay	148
	6.3.2	Finding Words for a Professional Tooth Cleaning	150
	6.3.3	Patient Dialog on Professional Tooth Cleaning	152
	6.3.4.	Instructions for Brushing your Teeth Properly	154
	6.3.5	Instructions for Correct Flossing	155
	6.3.6	Fissure Sealing	156
	6.3.7	Nutrition for Healthy Teeth	157
	6.3.8	Vocabulary	159
6.4		rative Dentistry	160
	6.4.1	Basics: Restorative Dentistry – Part 1	160
	6.4.2	Basics: Restorative Dentistry – Part 2	161

	6.4.3	Explaining Tooth Fillings	162
	6.4.4	Vocabulary	164
6.5	Perioc	dontics	165
	6.5.1	The Basics	165
	6.5.2	Explaining a Gum Treatment	168
	6.5.3	Vocabulary	169
6.6	Endod	dontics	171
	6.6.1	Finding Words for Root Canal Treatment	171
	6.6.2	Explaining Root Canal Treatment – Part 1	172
	6.6.3	Explaining Root Canal Treatment – Part 2	173
	6.6.4	Instruments for a Root Canal Treatment	176
	6.6.5	Vocabulary	177
6.7	Denta	l Implantology	178
	6.7.1	Advantages of Dental Implants	178
	6.7.2	The Implantation	180
	6.7.3	A Tooth Extraction	181
	6.7.4	Pre-operative Instructions	182
	6.7.5	Aftercare Instructions	183
	6.7.6	Vocabulary	185
6.8		cic Dentistry and Prosthetics	186
	6.8.1	Materials and Methods	186
	6.8.2	Esthetic Dentistry – Basic Understanding	188
	6.8.3	In-office Vital Tooth Bleaching	190
	6.8.4	Patient Dialog on Bleaching	191
	6.8.5	Treatment Options and Their Benefits	193
	6.8.6	Restoration and Replacement of Teeth – Some Notes	195
	6.8.7	Vocabulary	196
6.9		cric Dentistry	197
	6.9.1	An Emergency – Knocked-out Tooth	197
	6.9.2	Tips on Proper Tooth Brushing	199
	6.9.3	Floss is Boss	201
	6.9.4	Dental Instruments	202
	6.9.5	Vocabulary	203
6.10		dontics	204
	6.10.1	Malocclusions – Part 1	204
	6.10.2		206
	6.10.3	,	208
	6.10.4	11,7,8	210
		Vocabulary	211
6.11		I Phobia	212
	6.11.1	Helping Patients with Dental Phobia	212
	6.11.2	8 8 8	213
	6.11.3	Vocabulary	214