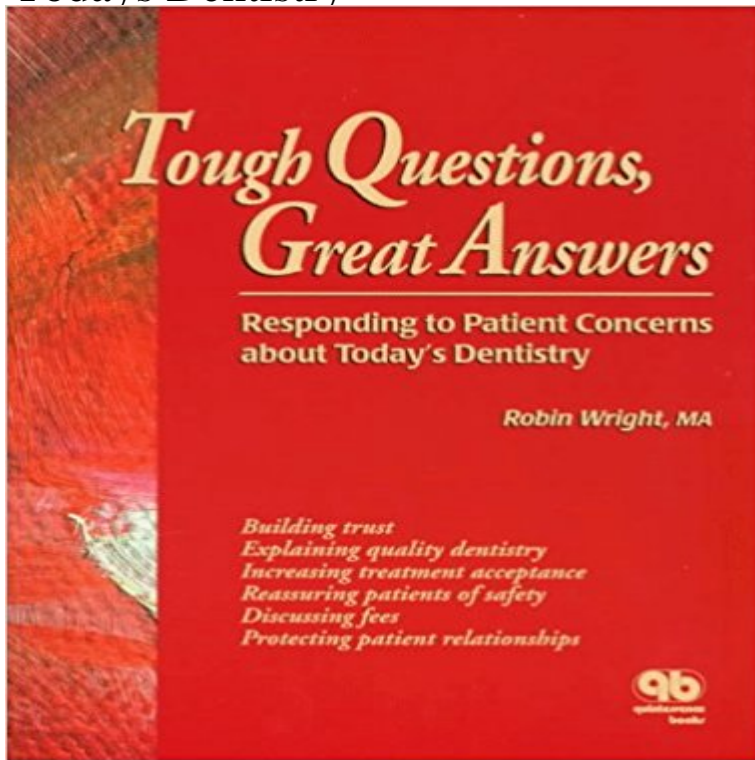


Tough Questions, Great Answers: Responding to Patient Concerns about Today's Dentistry



This work offers specific guidance for difficult patient questions, such as: do you guarantee your work? Do you treat AIDS patients? Why does my insurance company say you're too expensive? This work shows how to provide trust-building responses. The format includes questions and answers, with explanations of what works, what doesn't, and why.

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