

Dentistry's Dispute Resolution Program:

A Peer Review Process

"Peer review is a cost effective dispute resolution solution for both the patient and the dentist. Members of the peer review committee are objective professionals who work to achieve fair and reasonable results."

*- Chris Smiley
Grand Rapids, MI*

"I have seen our own peer review handled in a much more efficient and timely fashion because of the training we have received from the workshop program!"

*- Jack Mooney
Pocatello, ID*



The Dentist-Patient Relationship

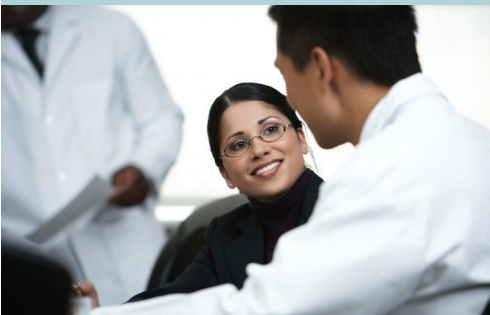
Mutual Trust. It is the heart of every successful relationship, from friendship and family life to business.

Trust is an important part of oral health care, too. The foundation of a good dentist-patient relationship, one that encourages and promotes good dental health, is good communication. A sincere effort on the part of the dentist and the patient to discuss the course and cost of treatment and the expectations of the outcome can go a long way toward establishing mutual trust.

An unasked question or unexpressed concern can undermine trust. A simple conversation almost always resolves doubts and answers questions.

In those instances where a problem or misunderstanding cannot be resolved, the peer review process is an available recourse.

For more information, please click on Peer Review Resources at ADA.org/peerreview or contact your local state society.



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