

# Small Smiles Dental Clinic



**MANUAL:  
POLICIES AND  
PROCEDURES**

5. Children dislike:
  - A. Gloomy surroundings
  - B. Unpleasant and medicinal room odors – air fresheners
  - C. White uniforms are frightening – wear colorful tops
  - D. Sound control is important
    - 1) Patient reception room can be readily upset by a crying child in the treatment room

#### VI. Parental Management

1. Parents inadvertently contribute to the development of the fear of dental treatment
  - A. A child has no natural fear of going to the dentist
2. It is common for parents to “over prepare” the child for their first visit
  - A. The intent is favorable, but the results are often negative
  - B. Dwelling on the appointment makes the child suspicious and sense he/she is being deceived
3. The child should be encouraged to ask the doctor questions about future appointments
4. The first dental appointment should be standardized so the parent knows what will be done: an orientation appointment can be beneficial
  - A. Instruct the parents not to limit what the doctor will be doing
    - 1) Do not say “The doctor is only going to do.....”
    - 2) The child will feel he was deceived by the doctor, not the parent
  - B. If the parent is unsure of what will be done, the child should be encouraged to ask
  - C. Should be a pleasant and enjoyable experience
5. Mothers are tempted to enter the operatory with the child, especially on the first visit
  - A. The operating team can handle a child more favorably without interference
  - B. Child should be the center of attention
  - C. Conversation should be directed towards the patient
  - D. Patient will accept directions from dentist
  - E. If the parent is in the room, it diverts the child’s attention from the dentist to the parent, and the child does not accept the doctor as the authority figure (also lessens the child’s confidence)
6. Exception to the rule of child-parent separation
  - A. Severely handicapped
  - B. Deaf children needing a translator for signing