

Sandra Petronio

Title:

“Process of Communicating with Patients: Revealing Problems and Working to Help Patients Disclose Issues”

Description:

Often dental patients may feel embarrassed or concerned about problems they have discovered. They may not tell the whole story to the dental professional. Patients also may minimize their pain concealing important information that may have an impact of the course of treatment. On the dental professional’s side, the doctor and team need useful communicative tools to address such issues as revealing critical medical problems signaled in an exam. From each side, patient and doctor communication especially involving disclosing sensitive but needed information can be problematic and difficult. This presentation aims to offer insights into how people can effectively manage sensitive information within a patient-doctor relationship using the program of Communication Privacy Management.

Educational Objectives:

- a. Learning to facilitate patient disclosures
- b. Learning ways to tell bad news
- c. Learning how patients manage private and sensitive information

Current Status:

Professor Department of Communication Studies, IU School of Liberal Arts & IU School of Medicine, Indiana University-Purdue University Indianapolis
Senior Affiliate Faculty & Charles W. Fairbanks Center for Medical Ethics, IU Health
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Founding Director IUPUI Campus Translating Research Into Practice Initiative and Center
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