

How to meet and approach patients with disabilities

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I can not say I'm **50+** any more.
100 - is closer to the truth.





A project was born



Sällsynta diagnoser



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Aim:

To describe the difficulties that patients with disabilities experience in a dental care situation.

Our observations and knowledge should form a basis for an information campaign directed towards the dental profession.

Dialogue meetings

- persons with disabilities and their family members or personal assistants

- - dental staff from a chosen number of public dental health clinics across the country

Open question at the dialogue meetings

Treatment - Disability - Dental care

(Bemötande - Funktionshinder - Tandvård)

What do you, as a patient/professional, think of?

Talk about situations that you experienced or possibly someone else described.

Reference group



Bo Alborn (NFH)

Jan Andersson-Norinder (MHC)

Ingela Andersson (FUB)

We wanted to avoid pointers and emphasize the human

How dental professionals should approach and meet their patients with disabilities

Lilla Bemötande boken

Hej och Välkommen!



Om bemötande av patienter med funktionshinder i tandvården



Illustrations: Gunilla Dahlgren



The patient should always be the centre of attention

"All meetings are important - we also wish to be met with respect by the dental professions. "

Nice to see you again Charlie.
Have you done anything special since last we met?

*Trevligt att se dig igen Kalle.
Har du gjort något roligt
sedan vi sågs förra gången?*



Show an understanding for the patient's particular everyday situation

"A knowledge of the patient's daily living situation will make it easier to understand his special needs."

Hello Kalle, we are all looking forward to see you here today and we hope you can come.

Hej Kalle jag vill bara höra om du kommer idag. Vi väntar på dig och tycker att det ska bli trevligt när du kommer.



Let's try to avoid making anyone feel that he or she is a burden

"It's nice to feel welcome even if I feel that I am a bit of a burden."

No problem. I'm here to help.



Speak directly to the patient and not past him or her

"People mostly address the accompanying person and not the person concerned."

No one ever asks me, when they want to know something about you.

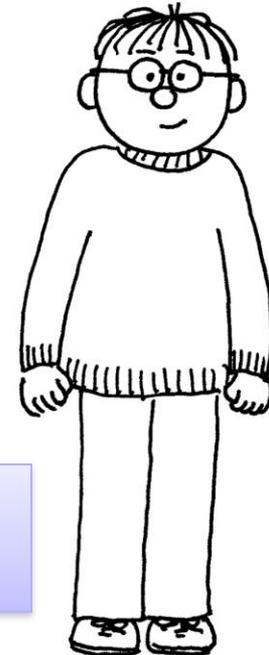


Be brave, ask questions

"As a mother I appreciate when the parents and the dental staff are using their different competences in harmony and not competing with each other."

The experts of my problems are me and my mom.

De som är specialister på mina problem är jag och min mamma.



Knowledge gives security

"As a parent to a child with a disability, I very much appreciate when the dental team is prepared for our visit."

To be kind is not enough,
one also needs to be
professional

*Det räcker inte att bara
vara snäll, man måste
också vara professionell.*



Adjust the treatment to suit the patient's condition

"Let's see what the particular patient can manage rather than looking at what's impossible."

It's the treatment that really matters, not the dental chair



Don't be scared

"People respond differently to persons with a disability, sometimes with fear and even dislike at times."

There are patients who are afraid of the dentist, but there are also dentists who are afraid of the patient

Det finns patienter med tandläkarsträck, men det finns också tandläkare med patientskräck.



Accessibility to the dental clinic is a great help

" I was unable to gain access through the main entrance and had to enter through a back door. Since I wanted to have good relations with the person who was trying to help, I didn't mention my hurt feelings about this. I didn't want to be considered a cranky patient."

We don't have any special facility for wheel-chairs. We usually bring them in through the back-entrance.

It works fine for us.



Let's give the patients the time they need

"Working is a sphere where high returns and effectiveness are key words. That makes it difficult to slow down and suit the needs of a patient with disability."

I am a world-champion at being humble and I'm very patient as long as things move quickly



