This evidence-based presentation will discuss the science behind the dentist/patient relationship, and what factors are most meaningful in fostering rapport leading to positive oral health outcomes. Evidence from the health professions literature will highlight the importance of trust, empathy, professionalism and communication in building a relationship with patients. Discussion will include a study of patient and dentist perceptions of qualities each consider important to the dentist/patient relationship and the impressions each has with respect to what constitutes a “good” dentist. The ultimate objective is achieving a win-win scenario for clinicians and patients, with each benefitting from the mutual respect and support they provide to each other.

**EDUCATIONAL OBJECTIVES**

- Identify the five principles important to building a relationship between dentists and their patients
- Differentiate the different types of trust and how they relate to the dentist/patient relationship
- Describe and appraise factors that contribute to building the dentist/patient relationship

**CLINICIAN**

**LAURA DEMPSTER, BSC, D (DH), MSC, PHD,** is a Professor at the Faculty of Dentistry, University of Toronto, and the inaugural holder of the Kamienski Professorship in Dental Education Research. She received her PhD from the Institute of Medical Science, University of Toronto; MSc from the Department of Clinical Epidemiology and Biostatistics, McMaster University; and BSc in Dentistry (Dental Hygiene) from the Faculty of Dentistry, University of Toronto. The Dental Research Institute at the Faculty of Dentistry recently established a new research theme: Education Research in Dental and Related Sciences, whose scope comprises interests on a broad range of topics that cross health disciplines. Laura is responsible for advancing this new theme and is looking forward to collaborating with members of the Wilson Centre and other interested scientists on issues related to health professions education. Her research interests lie in the relationship between patient and clinician variables in dental anxiety, the characterization of those variables in student clinicians, and the diversity between novice and expert clinicians in the diagnosis, management, and treatment of dental anxiety.

**CANCELLATION POLICY**

Cancellations received up to 72 hours prior to the course will receive a 50% refund. No refunds will be given for cancellations received within 72 hours of the course. Please note that Zoom will allow you to cancel out of a Zoom event at any time, however, all cancellations for this course must be made directly with UBC in accordance with this UBC CDE cancellation policy. Continuing Dental Education at The University of British Columbia reserves the right to cancel courses or switch instructors if deemed necessary by low enrolment, instructor cancellation or other unforeseen issues. In case of course cancellation by UBC CDE a full refund will be issued.