

What makes a truly great dentist? - Smile Solutions

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partial denture in years and many of her cosmetically driven patients are currently having Invisalign and teeth whitening instead of porcelain veneers. Now, as a practice owner, I wonder which of these clinicians you would like to have working for you? As a dental assistant or practice manager, which of these clinicians would you rather work for? And as a patient, who would you rather have treating you? I can hear the cogs in your brains working overtime. Of course you are all thinking “I’d prefer whichever one is the better dentist, not the better salesperson”. But stop there; hold back with the belief systems. If you’re fair dinkum about preferring the better dentist, let’s delve deeper into what makes either candidate just that: the better dentist. Dr Closer is always improving her overall conversion rates on various parameters from the moment a patient seeking comprehensive care picks up the telephone to schedule an appointment... Mentoring all ancillary staff in communication skills; Installation of sound practice-management systems; First impressions of practice, ancillaries and primary carer; Listening skills and tuning into patients’ motivations and expectations; Discussing treatment options, managing the budgetary concerns, allaying various fears – all leading to modality choices consistent with good or preferably ideal medicine; High standard of clinical competence resulting in sound dentistry within the framework of a strong and empathic relationship; and Ongoing self-assessment of success rates of various non-financial parameters to keep improving. Dr Closer will argue that her drive and motivation in wanting to improve her overall levels of patient acceptance and various conversion rates are threefold. Firstly In most instances, when there is a choice between a favourable treatment modality and an unfavourable one, the clinician plays a critical role and in fact has a duty of care or an onus of obligation in directing, inspiring and motivating a patient to choose what is accepted universally as better oral health. Examples of this include, but are certainly not limited to endodontics over extraction of salvageable teeth; dental implants over dentures or missing teeth; orthodontics over invasive cosmetic dentistry; porcelain over resin; regular hygiene over complacency; and restoration over piecemeal rehabilitation over degradation. Secondly Every patient that is lost at any stage in the process is now potentially exposed to harm. This harm may be by way of further self-neglect or at the hands of a clinician Dr Closer would consider clinically inferior to herself. Thirdly The path of good medicine is always better both physically and financially for the patient in the long-term, but unfortunately it is often more expensive in the short-term. The benefit this additional expense brings is the injection of additional funds into the business. This can be in the form of better skilled ancillaries, improved equipment, enhanced technology and an overall better dental practice. At least in Dr Closer’s case, the all-ceramic crowns and single visit porcelain inlays Johnny is paying for will be making for a better dental practice from which Johnny, his wife and two kids will benefit for many years to come. Still unsure as to who is the better dentist? It has always been my opinion that dentists have an unwritten obligation to their patients to improve their communication skills, maintain their passion for good medicine and place focus on their various conversion rate indicators to keep improving as an overall care provider. Dr Closer, as a good salesperson and advocate of ideal dental care, is a flag-bearer among dentists in providing good medicine, just like Dr Decent. It’s just that Dr Closer will inspire more patients to want it. I want Dr Closer in my team and as my personal and family dentist! Articles from Dr Kia Pajouhesh View Blogs Specialist Care Dr Kia Pajouhesh 18 Aug 2026 Complex Dental Cases: What Happens When Multiple Specialists Need to Collaborate Read More General Dr Kia Pajouhesh 20 Jul 2026 TMD vs TMJ vs Bruxism: Understanding What’s Actually Wrong with Your Jaw Read More Cosmetic Dr Kia Pajouhesh 20 Jul 2026 The Mock-Up Reveal: Why You Should See Your New Smile Before Any Treatment Begins Read More Specialist Care Dr Kia Pajouhesh 18 Aug 2026 Complex Dental Cases: What Happens When Multiple Specialists Need to Collaborate Read More General Dr Kia Pajouhesh 20 Jul 2026 TMD vs TMJ vs Bruxism: Understanding What’s Actually Wrong with Your Jaw Read More Cosmetic Dr Kia Pajouhesh 20 Jul 2026 The Mock-Up Reveal: Why You Should See Your New Smile Before Any Treatment Begins Read More View Blog Call Us 13 13 96 Location Level 1, 220 Collins Street Manchester Unity Building, Melbourne VIC 3000 Hours Of Service Monday – Friday: 8.00am – 6.00pm Saturday: 8.30am – 1.30pm Sunday: By Appointment Our Services

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