



Communication is the 'Linchpin' Between Dentist and Technician

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Abstract—The significance of unambiguous and transparent communication between the laboratory technician and the dentist in reducing errors and optimizing workflow. A more fruitful working relationship can be fostered through regular updates and discussions. Patient satisfaction is directly impacted by dentists and lab technicians having a good working relationship. When both sides collaborate well, patients are more likely to receive excellent care, which improves outcomes and boosts confidence in the dental team. It is imperative that technicians and dentists consistently pursue ongoing education. Maintaining current knowledge of novel materials, methodologies, and technological advancements can enhance their cooperation and elevate the standard of care. This linchpin review highlights the importance of communication between the dentist and the lab technician.

Index Terms— Dentist, Lab technician, Work authorization.

1. Introduction

The dental industry is undergoing a number of changes that will affect how dental laboratories and offices must collaborate with one another. Materials and processes are evolving at a very quick speed [1]. The patient's demands and level of understanding are also increasing concurrently. For the dental clinic and laboratory to successfully navigate these difficult seas, a cooperation and corroboration relationship must develop. It is best to think of the relationship between laboratories and dentists as an interactive system. This collaboration has the potential to grow to the mutual advantage of all parties involved with full engagement, improved education, and prudent information management [2]. There are increasing demands on the relationship between the laboratory and the profession, such as the use of more complex prosthetic services, the quick development of new materials, the rise in "educated" patients, the decrease in the number of laboratory training programs, the relatively shorter hours of traditional prosthodontics courses in dental schools, and the consolidation of the dental laboratory sector. In most clinics, restorative services are the highest cost/value centre. The American Dental Association's "Future of Dentistry Report" urges the dental profession to reclaim its "control" over this sector. Instead, it is suggested that the best approach to direct the developing field of restorative dentistry for the benefit of patients and all parties involved is through collaboration between the profession, laboratories, manufacturers, and educational institutions [3].

The effective provision of dental services depends on the

relationships between the members of the dental team, therefore any disruption is likely to have negative effects. Despite this, there is widespread recognition of the problem of miscommunication between dental doctors and laboratory technicians. arrival of new technologies and advancements in communication techniques. Furthermore, the nature of this complex relationship has been described using terms like "friends or enemies?" and "love hate relationship" [4]. According to a recent survey, hardly 31% of technicians believed they were essential to the creation of prostheses. In a different survey, one-third of dental technicians employed by commercial laboratories said they were not encouraged or welcomed to communicate with dentists [5]. Consequently, it is imperative to have a thorough grasp of the problems threatening this special interprofessional connection.

Remakes and the ensuing income loss, delays, and patient and dental team discontent are among the recorded effects of miscommunications between dental clinicians and laboratory personnel [6]. Ineffective communication between dental professionals and laboratory workers can result in inefficiencies at work, which could eventually affect the quality of care provided to patients. A wide range of activities in practice, organisation, and educational levels are included in interprofessional interventions [7].

From both viewpoints, the dental clinician-laboratory technician connection is influenced by five major factors: educational background, expectations alignment, communication channels, team dynamics, and operational management [8]. A comprehensive understanding of the problems that dental practitioners and laboratory technicians face on an individual, interpersonal, and organisational level was obtained by taking into account their points of view. This information may then be utilised to inform initiatives and action plans that are aimed at promoting harmonious relationships. Redesigning dentistry programs seems to be essential for implementing interpersonal education in light of the industry's rapid technological revolution.

2. The Type of Relationship the Dentist and the Dental Lab Technician Should Have

Delivering high-quality dental treatment and prosthetic devices depends on the working partnership between dentists

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and dental lab technicians. The following are essential components of the perfect relationship: [9]-[12].

1) *Collaboration and Communication*

Treatment planning, material selection, and technical specifications can only be understood by dentists and dental lab workers when there is effective communication between them.

2) *Professionalism and Respect for One Another*

Relevance: Respect-based professional relationships promote cooperation and trust. Dentists ought to respect technicians' clinical knowledge, and technicians ought to regard dentists' skills.

3) *Mutual Objectives and Recognition of Significance*

It is imperative that both sides acknowledge the mutual objective of delivering optimal patient care. Knowing one another's roles facilitates goal alignment.

4) *Feedback Mechanisms*

The significance of establishing a constructive feedback system is in its ability to detect problems at an early stage, hence resulting in better results and processes.

5) *The Value of Continuing Education and Training*

To stay current on developments in materials, methods, and technologies, lab technicians and dentists alike should participate in continuing education.

3. Benefits of a Positive Relationship Between a Lab Technician and a Dentist

There are many benefits to having a good working connection between dentists and dental lab technicians, and these benefits can greatly improve patient care and dental practice efficiency. The following are some main advantages: [13]-[20].

A. *Advantage of Improved Communication*

Open and transparent communication helps to better understand the needs of the case, which results in dental restorations that are more precise and unique.

B. *Higher Quality of Work Advantage*

A good collaborative connection allows for constructive feedback and shared expertise, which can boost the technical quality of prosthetic devices. Reduces the likelihood of misunderstandings and errors, leading to higher quality outcomes.

Impact: More functional and visually beautiful restorations are frequently the outcome, which increases patient satisfaction.

C. *Enhanced Efficiency Benefit*

By streamlining processes, a collaborative partnership can expedite the processing of dental appliances and restorations.

Impact: Reduced wait times for patients result from increased efficiency, which optimises the practice's schedule as a whole.

D. *Enhanced Advantage in Problem-Solving*

Collaborative connections encourage a team-based approach to problem-solving, allowing technicians and dentists to tackle obstacles together.

Impact: In the end, this may result in creative approaches to challenging situations, improving patient outcomes.

E. *A Deeper Comprehension of Materials and Methods*

Benefit: Close collaboration between dentists and lab technicians allows for the sharing of knowledge about cutting-edge materials and methods, which benefits both sides.

Impact: By sharing knowledge, innovative techniques and supplies may be used, enhancing patient care.

F. *Greater Professional Trust Benefit*

When relationships are strong, trust is developed, which enables people to depend on one another's knowledge and discernment.

Impact: Trust helps the dental team and the patient by easing fear and promoting clearer decision-making.

G. *Better Patient Outcomes Advantage*

A healthy partnership produces a synergy that directly affects the standard of treatment patients get.

Impact: Better treatment outcomes lead to higher patient satisfaction and loyalty. These outcomes are the consequence of improved communication, quality, and efficiency.

H. *Enhanced Job Satisfaction Benefit*

Dental professionals and lab technicians alike experience higher levels of job satisfaction in a polite and cooperative work environment.

A cohesive workplace with reduced employee turnover is achieved by contented team members who are more inclined to stay in their current roles.

4. The Disadvantages if the Relation Between Dentist and Lab Technician is Not Proper

Dental lab workers and dentists who don't get along well may suffer from a number of issues that have an adverse effect on workflow, patient care, and professional satisfaction. The following are some significant drawbacks, accompanied by relevant sources: [21]-[27].

A. *Miscommunication Drawback*

Poor communication might lead to misconceptions about the requirements of the case, which can result in mistakes when doing dental restorations.

B. *Lower Work Quality Drawback*

Ill-fitting partnerships might result in inadequate teamwork, which lowers the calibre of prosthetics and restorations.

C. *Delayed Delivery of Dental Appliances and Treatments*

Poor collaboration might cause workflow systems to sluggishly supply dental appliances and treatments.

D. *Increased Errors and Rework Drawback*

Miscommunication and a lack of teamwork might result in more errors, which means that fixing them will take more time and money.

E. *Negative Effect on Patient Satisfaction Drawback*

Ineffective teamwork can lead to lower-quality restorations, which can aggravate patients and possibly damage the dentist's reputation.

F. Decreased Job Satisfaction and Morale Drawback

A tense working relationship may result in a bad work atmosphere that lowers morale and job satisfaction for technicians as well as dentists.

G. Increased Stress and Frustration Drawback

When there is a lack of mutual respect and trust, tension and anxiety can arise for both sides, which can negatively impact their mental and professional health.

5. How the Authorisation for Lab Work Should Be

In order to ensure that dental lab technicians receive exact instructions for constructing dental restorations, laboratory work authorisation is an essential part of dental office administration. An organised authorisation procedure reduces mistakes and enhances lab technician and dentist communication. The following are the key components of a successful lab work authorisation system, along with sources to back up these guidelines: [28]-[34].

A. Standardised Authorisation Forms

Using these forms for authorisation of lab work ensures uniformity and lucidity in communication.

B. Detailed Guide Description

All relevant case information, such as materials, specifications, and any unique requests or considerations, should be included in the authorisation.

C. Unambiguous Lines of Communication

To resolve queries and concerns about authorisation, it is imperative that the dentist and lab technician establish open lines of communication.

D. Verification and Confirmation Description

Ensuring that technicians are aware of the requirements before starting work is facilitated by putting in place a system for confirming and verifying authorisation receipt.

E. Schedules and Due Dates

Clearly stating anticipated completion dates can assist in controlling the lab's workflow as well as the dentist's expectations.

F. Mechanisms for Review and Feedback

Creating a procedure for evaluating finished work and offering comments enhances the authorisation and results of subsequent lab work.

G. Legal and Ethical Considerations

Described below, lab work authorisations must abide by legal and ethical standards as well as the rules governing dental practices.

6. Conclusion

Stress the importance of good teamwork in obtaining superior patient outcomes. To make sure that the patient's requests are satisfied precisely and carefully, both parties should cooperate. Reiterate that delivering high-quality dental

treatment is a shared objective for lab workers and dentists. Better treatment planning and more successful restorations can result from a great relationship.

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