

## Treating Patients With Dental Phobia



### Treating nervous, anxious and dental-phobic patients

At Arnica we understand that dental phobia, or the fear of any number of factors associated with visiting the dentist, is complex and varies from patient to patient.

As Cheltenham's Dental Sedation Centre we have invested in research, training, technology and technique to offer nervous or anxious patients the best possible care to manage their phobia.

Addressing dental phobia is very important as neglecting teeth and gums as a result of not visiting the dentist can have harmful lasting effects on your oral health. Indeed, it can often result in severe last-minute surgery which can be expensive and painful.

Over 100 regional dentists refer nervous, anxious and dental-phobic patients to Arnica for treatment requiring sedation.

### Dental phobia and dental sedation

Arnica Dental Care is Cheltenham's only Dental Sedation Centre providing nervous or anxious patients who suffer from dental phobia with various sedation options that put them into a relaxed, dreamlike state during surgery.

Sedation dentistry minimises the stress and anxiety that patients with dental phobia experience prior to and during their visit to the dentist. When a patient is relaxed it makes surgery much easier to perform, resulting in fewer sessions needed to carry out a course of treatment.

### Dental phobia and gentle dentistry

At Arnica we believe that how we treat our patients is as important as our level of technical ability. Our philosophy of 'gentle dentistry' is about continually refining our approach to reduce the level of stress or anxiety a nervous or anxious patient experiences.



## Minimising dental phobia with qualified skilled staff

All our dentists are qualified and experienced to administer IV (intravenous) and IS (inhalation) sedation.

Our dentists and nurses undergo training and CPD (Continuous Professional Development) specific to treating anxious and dental-phobic patients.

Our dentists and nurses are:

- sensitive to the various forms that dental phobia takes
- sensitive to how patients are feeling
- conversant with sophisticated behavioural management techniques which help patients to relax
- able to adjust their approach to suit individual patients' needs and put them at their ease.



## Minimising dental phobia with technology

New technology is specifically designed to make dentistry easier and more comfortable for patients. For example, The Wand, numbing gel and air abrasion techniques are designed to help dental-phobic patients enjoy a less intimidating dental experience.

Arnica is constantly reviewing its methods, materials and technology to provide the best treatment possible for nervous or anxious patients.



## Minimising dental phobia with technique

Our dentists are excellent at establishing a rapport with their patients and fully discussing their treatment (and their fears) whilst building a stronger patient-dentist relationship.

Rather than rushing the treatment, we allow our patients to fully relax before explaining the procedure in detail. We explain the implications of the treatment, how he or she will feel and how and why they should feel confident, relaxed and in very safe hands.



## Injection in the gum (local anaesthetic)

This is the de facto method for most patients. Topical anaesthetic is always used prior to a local anaesthetic making it much more comfortable. This ensures that the patient feels no pain at all during the treatment of that tooth (or teeth).



## Oral sedation

Oral sedatives are taken in the mouth in the form of liquids, capsules or tablets. Oral sedatives can be used to help patients relax before they arrive at Arnica or can be taken on arrival to help them relax whilst they are having treatment.

## Inhalation sedation (IS)

Inhalation sedation, otherwise known as gas and air, is a mixture of nitrous oxide and oxygen that patients breathe in with the help of a mask. Gas and air is very safe, very quick and is an ideal sedation for anxious children.

## Intravenous sedation (IV)

Arnica is one of the few dental practices in Cheltenham qualified to administer intravenous sedation, where sedatives are administered by an injection into a vein in your arm or back of your hand. Intravenous sedation is quick and very precise. This technique involves conscious sedation where patients are able to still chat with their dentist but may well remember very little about the operation. Recovery time for intravenous sedation is slow, therefore patients will need to be accompanied by a responsible and physically capable adult.

## Minimising dental phobia with excellent customer experience

**Our location:** Arnica Dental Care is situated in the beautiful tree-lined area of Leckhampton which is easy to get to from all directions and where parking is easy.

**The environment:** We have recently expanded to create, what is arguably, one of the most beautiful, comfortable and relaxing dental practice environments in the region. Our facilities include a rest and relaxation room, seating in the garden with a playhouse for children, and artwork on loan from a reputable gallery in Cornwall adorning the walls.

**The staff:** Patients are welcomed by our lovely reception team Hester, Margie and Karen who are all very experienced, friendly and sensitive to how the patient is feeling.

**Taking time to look after you properly:** The dentists and their nurses also place great importance on spending enough time with their patients to discover exactly how they want to be treated and to ensure that they feel comfortable before and during treatment as well as discussing the treatment in detail.

