

## DOCTOR, I REFUSE...

- The patient says “DOCTOR, I don’t want XYZ...”
- Your job is to seek to understand the rational. Is it fear? Financial? Lack of understanding? In a hurry?

Some things are optional, and some things are not optional.

OPTIONAL	NOT OPTIONAL
Cosmetics (whitening, veneers)	Completed health history form
Tooth Replacement options: bridge, implant, partial, ortho	Allowing us to diagnose: -taking radiographs -perio charting -performing a cold test, EPT test, etc.
Crown Materials	Treating active infection: -caries -periodontal disease -pulpal/periapical conditions
Amalgam vs. Composite	
Replacing Amalgam if a cosmetic concern (warn of sensitivity, tooth fracture, need for additional tx such as rct/bu/crown/ext)	
Root canal treatment (if restorable) or extraction	
Fluoride varnish, Silver diamine fluoride	

If you treat someone in the **NOT OPTIONAL** category:

- You are providing substandard care
- This is considered supervised neglect
- Dismiss the patient

Useful one-liners:

- Without a proper diagnosis, I cannot treat you.
- Without taking radiographs, I am working in the dark.
- This is what I am willing to do.
- It sounds like I am not the right doctor for you.
- I will need you to sign the informed refusal form, and here is a list of local dental clinics you can try out to find a better fit.
- I recommend you consult with another dentist to see if they can meet your expectations.

[updated 12/31/23]