

Preferred Terminology

If you were a patient, knowing little about dentistry, which would sound better?

SAY	INSTEAD OF
Primary Teeth	Baby Teeth
Statement	Bill
Necessary X-rays	Bite wings
Schedule is filled	Booked up
Confirm or verify	Call to remind
Change in schedule	Cancellation
Consultation or discussion about your care	Case presentation
Fee	Charge
Examination	Check up
Reserved late morning for you	Come at 11AM
Restoration or rehabilitation	Completely rework
Agreement	Contract
Invest	Cost
Bookkeeper's courtesy	Discount
Doctor is with a patient	Doctor is busy
Prepare	Drill
Inform	Educate patient
Restorations	Fillings
Payment arrangements or payment schedule	Financial policy
Paperwork	Forms
Necessary X-rays	Full mouth x-rays
Reshape or re-contour	Grind
The assistants or coordinators	The girls
Improved	New
"Our financial coordinator handles our payment schedule"	"No problems. We can arrange something," says Dr. Doe.
Former patient/patient of record	Old patient
Cash basis with our laboratory	One half down
Treatment room	Operatory
Dentures	Plates
Discomfort	Pain
Take care of	Pay for
Fees	Prices
Removed	Pulled
Hygiene appointment; recare	Recall
Complete dentistry	Reconstruction
Interrupted schedule	Running late
Try in	Seating
Approve, authorize, OK	Sign
Empty your mouth	Spit
Diagnostic models	Study models
Recommend	Suggest
Sedative dressing	Temporary filling
Reception room	Waiting room
Could you please hold?	Wait a minute
Do you prefer Monday at 10 or Wednesday at 3:00?	When would you like to come?
How may I help you?	Who's calling?
Dental care; treatment	Work