

**FREE REGISTRATION!**  
SDA Member &  
DPL Member!

Dental  
Protection



## Dental Protection and SDA Event: Consent and Communication – Managing your Patients’ Day to Day with Examples and Case Discussions

<b>Date</b>	:	Sunday, 27th November 2022
<b>Time</b>	:	9.00am to 12.00pm (Registration starts at 8.30am)
<b>Venue</b>	:	Event Hall 2-1 @ Level 2 Lifelong Learning Institute – Paya Lebar Central 11 Eunos Road 8, Singapore 408601 <a href="#">Click here for directions to Lifelong Learning Institute</a>
<b>Speakers</b>	:	Drs James Foster, Goh Siew Hor & Mr Charles Lin
<b>Credit</b>	:	3 CPE Points (non-core)

### Overview

Suitable for all Dental practitioners, this event will explore the key issues of patient autonomy and obtaining valid consent, and the importance of good communication with your patients.

The session will establish the importance of keeping up to date with contemporary aspects of consent as well as describing the process of obtaining and recording valid consent, and the benefits of doing so which can enhance both the individual clinician and the clinics reputation as well as providing the basis for a robust defence should a claim arise.

Communication is key before, during and after treatment and this session will explore risks arising from communication and how to recover situations when they arise.

### Register to Learn, latest by Wednesday, 23rd November 2022

SDA Member / DPL Member: Free Registration

Non-SDA Member / Non-DPL Member: S\$ 120.00

### [Click here for online registration & payment](#)

Registration fee is inclusive of GST. Payment can be by cash, cheque, fund transfer or PayNow. Confirmation of registration only upon receipt of payment & will be sent by email. Registration is subject to **availability of seats and is on a first-come-first-served basis**. There will be **NO REFUND** of registration fee. A S\$ 40.00 last-minute no-show fee will be levied.

## Agenda

### 9.00am - 9.50am: Consent Taking & Documentation

*Speakers: Dr James Foster & Mr Charles Lin*

- Are universal forms acceptable legally?
- In this session, we will explore what the law says on how to effectively take consent and properly document it.
- Define valid consent and how it relates to patient care in the Dental Practice.
- We will explore real cases to establish best practice in managing dentolegal risk with an emphasis on meeting the required standards.

### 9.50am - 10.40am: Communication - When Things Go Bad

*Speakers: Drs James Foster, Goh Siew Hor & Mr Charles Lin*

- How do we demonstrate empathy when complications arise without creating added liabilities?
- What cases arise from poor communication & how do we manage these situations.
- We will explore some communication models and its application in everyday practice.

### 10.40am - 11.00am: Tea Break

### 11.00am - 12.00pm: Case Discussion & Audience Participation for Q&A

*Speakers: Drs James Foster, Goh Siew Hor, Mr Charles Lin and an invited guest panellist (to be confirmed)*

- Members are invited to submit cases, scenarios or situations that they wish to discuss by writing in to [cde@sda.org.sg](mailto:cde@sda.org.sg) latest by **Monday, 21st November 2022**. All cases will be anonymised during the discussion.
- We will cover case studies from DPL and selected cases submitted by members.

## Speakers' Profiles



**Dr James Foster**

*Head of Dental Services, Asia & Australasia @Dental Protection*

After qualifying from Newcastle Dental School in 1990, James spent sixteen years in general practice where he ran two practices in Northumberland. James has held various roles with the Northern Deanery, including VT Adviser (latterly as a GPT Scheme Adviser), Workforce Adviser, Dental Tutor and a PCD Tutor. He has also worked as a Clinical Supervisor in Prosthodontics at Newcastle Dental Hospital. James obtained a master's degree in Medical Law in 2005 and holds the MFGDP(UK) and a Certificate in Clinical Education. James is also a trained mentor. After joining Dental Protection in 2004 as a local adviser, James was appointed associate dentolegal adviser before becoming a full-time dentolegal adviser in March 2008. He handled cases from several jurisdictions and in 2014 was appointed Head of Dental Services for Australia and New Zealand – a role that now also includes Asia, and the Caribbean and Bermuda.



**Dr Goh Siew Hor**

*Director of Clinical Services, NTUC Health Co-operative Ltd  
Immediate Past President, SDA*

Dr Goh Siew Hor is presently the Director of Clinical Services at NTUC Health where he heads the Dental, Family Medicine, Residential Care and Allied Health services. He is currently the Immediate Past President of the Singapore Dental Association, President of the Singapore Dental Health Foundation. In 2018, he was awarded the Singapore Patient Advocacy Award for his contributions to dental care in the nursing home.



**Mr Charles Lin**

*Managing Director*

Charles heads two teams of lawyers specialized and dedicated to medicolegal defence work at Charles Lin LLC. The firm is also one of two firms in Singapore actively involved in defending Traditional Chinese Medicine Practitioners at disciplinary inquiries and against civil claims. With nearly 30 years of experience under his belt, Charles has been widely regarded in the medicolegal industry for his experience and knowledge. In 2018, Charles was invited by the Law Society of Singapore to provide valued opinion and responses to legislative changes to the High Court and State Courts' Protocol on medicolegal claims.

Charles is one of the very few lawyers in Singapore who has successfully obtained acquittals at Singapore Medical Council Inquiries. He has also been involved in landmark medical cases in the Court of Three Judges of the High Court of Singapore.

Charles is an Advocate & Solicitor of the High Court in Singapore, and a Barrister-at-Law of the Middle Temple. Charles is also a Notary Public and a Commissioner for Oaths accredited by the Singapore Academy of Law. He is an Independent Director of a dental group in China listed on the Stock Exchange of Singapore.