

信頼 が生まれ、育つ

歯科 医療会話 の教科書

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エイチ・エムズコレクション
代表取締役社長



序

新卒の歯科衛生士として就職した直後、筆者が最初に学んだのは社会人マナーと歯科医療人としての接遇でした。

けれども、当時は“患者さんに寄り添う”“患者さんの立場に立つ”ことの意味さえ、理解できていませんでした。研修を終え臨床現場に立つようになって、一人ひとりの患者さんとのアポイント時間はそれなりにあったとしても“会話をする”“向き合う”時間はきわめて限られていることを知りました。しかも歯科衛生士業務では“患者さんは口を開けたままで会話ができない状況”にあるだけかなり苦戦しました。

さらに臨床を重ねていくうちに、患者さんの“大丈夫”は、実は“大丈夫ではない”ことに気づきました。“何か質問はありませんか？”“特にありません”という患者さんの回答は…突然聞かれても質問がすぐに浮かばないだけという事も臨床を重ねる中で学んでいきました。

筆者には、歯科衛生士人生で本格的にコミュニケーションスキルを学ぶ機会が5回ほどありました。

1回目：1991年の就職時に自費の患者さん対応のためのマジカルインストラクションを教わりました。
この時の学びのPOINT：「伝えた」ではなく、「伝わる」結果重視の会話術
例）薬の正しい飲み方・抜歯の日の注意事項の伝達 他

2回目：1994年、起業して関西で仕事をするようになり、社会人のコミュニケーションの研修を受けました。
この時の学びのPOINT：社会人として仕事を適切に行うための会話術
例）質の高い報告連絡相談 伝え方・話し方

3回目：1999年、訪問診療の立ちあげを支援する中で精神科医・産業医の奥田弘美（H.M's COLLECTION 副社長）が活用していたメディカルサポートコーチングを学びました。
この時の学びのPOINT：「何を伝えるか」「どう伝えるか」の会話術
例）セルフケアの方法を患者さんと家族に伝え、行動変容に導く

4回目：2014年、登録スタッフの人数が100名を超え自分向上のために全米NLP協会公認トレーナーライセンスの資格を取得
この時の学びのPOINT：神経言語プログラミング（NLP）を活用・意識と無意識の理解
例）会話術を学びたい人への指導方法・導き方など

5回目：2018年、医科の仕事も増えてきたため副社長・奥田弘美開発のメディカルサポートコーチングトレーナー取得と同時に商標登録
この時の学びのPOINT：医療現場で伝えた事が伝わり、相手が良い行動変容に対して自走していく技法を経営者視点で学ぶ

2005年より医療コミュニケーション・トリートメントコーディネーターを育成する研修の機会を通じて、多くの歯科医療人が【患者さんと自分】【スタッフと自分】【医師と自分】の会話について悩んでいることも痛感しました。

20年ほど前から続けている医療コンサルタントの立場では、ちょっとした伝え方や誤解から患者さんとの信頼関係が構築されていないがために生じる相談を多く経験してきました。

普通のおしゃべりと違い、コミュニケーションは技術です。

本書では人と人が会話を交わす時、双方に負担にならない【聴き方】【話し方】【伝え方】などの基本的コミュニケーションスキルから、患者さんの良い行動変容を促す関わり方について解説しています。

各スキルの習得の方法、実際に使用する時のコツも紹介しています。スキルを習得することは患者さんの理解を深め、信頼関係を構築するために不可欠です。意識しなくても必要な現場で必要なスキルを使っているという感覚を得れるようになることが大切です。

ここではあえてコミュニケーションを学ぶ時に必須な知識をコンパクトにまとめ、臨床現場や院内で使える会話を身につけることに焦点をあて整理しました。

本書を通じて医療現場で働く多くの人のコミュニケーション能力が向上し、誰もが意識しなくても使えている感覚を身につけ、結果、歯科医療人として思いやりのある優しい心が育つ一助となれば幸いです。

2025年6月

H.M's COLLECTION

代表 濱田 真理子

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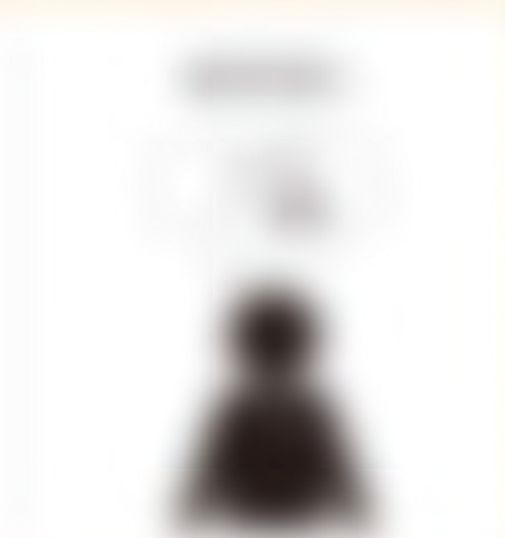


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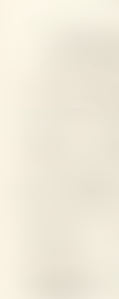
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1. **Introduction**
 2. **Methodology**
 3. **Results**



CONCLUSION

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STUDY GUIDE

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張其成編

北京大學出版社

THE UNIVERSITY OF CHICAGO
The University of Chicago Press
50 East Huron Street
Chicago, IL 60611

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1. The first step in the process of creating a business plan is to conduct a market research. This involves gathering information about the market, the competition, and the target audience. This information is used to identify opportunities and threats, and to develop a marketing strategy.

2. The second step is to develop a financial plan. This involves estimating the costs of the business and the revenue it will generate. This information is used to determine the break-even point and to develop a budget.

3. The third step is to develop an operational plan. This involves determining the resources needed to run the business and the processes for managing those resources. This information is used to develop a timeline and to identify potential risks.

4. The final step is to write the business plan. This involves putting all the information together in a clear and concise format. The business plan is then used to secure financing and to guide the business's operations.

5. The business plan is a living document that should be updated regularly as the business grows and changes. It is a key tool for managing the business and for communicating with investors and other stakeholders.

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1. **Introduction**

2. **Background**

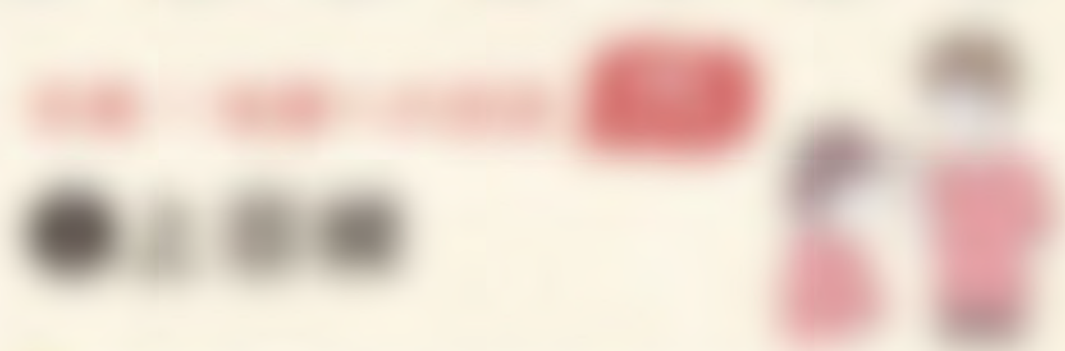
3. **Methodology**

4. **Results**



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圖書分類法

杜威十進分類法

第五版

編者：杜威

譯者：陳鳳梧、陳鳳梧、陳鳳梧



1. Introduction
2. Overview

3. Methodology
4. Results



5. Discussion
6. Conclusion

7. References
8. Appendix

9. Glossary
10. Index

11. Bibliography
12. Acknowledgments

13. Appendix
14. Glossary

15. Index
16. References

1. **Introduction**
The purpose of this study is to investigate the effects of the proposed system on the performance of the participants.

2. **Method**
The study was conducted using a between-subjects design. The participants were divided into two groups: the control group and the experimental group. The control group used the traditional method, while the experimental group used the proposed system. The data was collected over a period of four weeks.

3. **Results**
The results of the study showed that the proposed system significantly improved the performance of the participants compared to the traditional method. The improvement was statistically significant at the 0.05 level. The proposed system was found to be more effective in reducing the time taken to complete the tasks.

4. **Conclusion**
The study concluded that the proposed system is a viable alternative to the traditional method. It is recommended that the proposed system be implemented in the organization to improve the performance of the employees. Further research is needed to explore the long-term effects of the proposed system.

5. **References**
The following references were used in the study:
- Smith, J. (2010). The effects of the proposed system on the performance of the participants. *Journal of Management Science*, 15(2), 123-135.
- Jones, A. (2012). The proposed system and its impact on the performance of the participants. *International Journal of Management Science*, 20(1), 45-55.

1. Introduction

1.1. Background

The purpose of this study is to investigate the effects of the proposed system on the performance of the participants.

The study was conducted in a controlled environment with a sample of 30 participants.

The results of the study are presented in the following sections.

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The study was conducted in a controlled environment with a sample of 30 participants.

The results of the study are presented in the following sections.

2. Methodology

2.1. Participants

The study was conducted with a sample of 30 participants.

The participants were recruited from a local university.

The participants were divided into two groups: control and experimental.

The control group consisted of 15 participants.

The experimental group consisted of 15 participants.

The participants were trained for a period of 4 weeks.

The results of the study are presented in the following sections.

1. **Introduction**

2. **Background**

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1. Introduction

1.1. Overview of the project

1.2. Objectives of the project

1.3. Scope of the project

1.4. Methodology

1.5. Results and Discussion



Figure 1: Process Flow Diagram

2. Literature Review

2.1. Existing research on the topic

2.2. Gaps in the literature

2.3. Contribution of the current study

2.4. Summary of findings

2.5. Conclusion



Figure 2: Process Flow Diagram

2.6. References

1. Introduction
This document provides a comprehensive overview of the project's objectives, scope, and deliverables. It outlines the key milestones and the roles of the team members involved in the project.

2. Objectives
The primary objectives of this project are to develop a robust system that meets the requirements of the stakeholders and to ensure that the system is scalable and secure.

3. Scope
The project scope includes the development of the core system components, the integration of third-party services, and the implementation of user interface elements.

4. Deliverables
The project will deliver a fully functional system, comprehensive documentation, and a detailed report on the project's progress and outcomes.

5. Milestones
Key milestones in the project timeline include the completion of the system architecture, the development of the core components, and the final deployment of the system.

6. Roles and Responsibilities
The project team consists of several members, each with specific roles and responsibilities. The roles include the Project Manager, System Architect, Developer, Tester, and User Acceptance Tester.

7. Conclusion
The project is expected to be completed within the specified timeline and budget. The team is committed to delivering a high-quality system that meets the needs of the stakeholders.





Introduction



1. The first part of the course is devoted to the study of the basic concepts of the theory of functions of a real variable. This includes the study of the properties of the real numbers, the definition of a function, the continuity of a function, and the limits of a function.

2. The second part of the course is devoted to the study of the properties of the functions of a real variable. This includes the study of the monotonicity of a function, the boundedness of a function, and the intermediate value theorem.

3. The third part of the course is devoted to the study of the properties of the functions of a real variable. This includes the study of the differentiability of a function, the Taylor's theorem, and the applications of the differential calculus.

4. The fourth part of the course is devoted to the study of the properties of the functions of a real variable. This includes the study of the integration of a function, the Riemann integral, and the applications of the integral calculus.

1. The real numbers

The real numbers are the numbers that can be represented on a number line. They are the numbers that we use in everyday life, such as the numbers 1, 2, 3, ..., -1, -2, -3, ...

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著者プロフィール



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有限会社エイチ・エムズコレクション代表取締役／一般社団法人エムズワークス代表理事。歯科衛生士として現場からキャリアをスタートし、1994 年に起業。以来、医科・歯科・美容業界における人財育成、組織改革、スタッフ教育の仕組みづくりに 30 年近く携わる。

「人を責めず、仕組みを変える」を信条に、現場の声に寄り添ったコンサルティングや研修、講演活動を全国で展開。多忙な医療現場に“やさしく強いチーム”を育てる専門家として支持されている。

著書に『人材から人財へ育て上げる 36 の秘訣』『結果が出る! 歯科衛生士を院内で教育する仕組みづくり』（クインテッセンス出版）など多数。

信頼が生まれ、育つ 歯科医療会話の教科書

2025年6月29日 第1版第1刷発行

著 はまだ まりこ
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装丁・本文デザイン 岩木芙由子
発行所 インターアクション株式会社
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FAX 042-290-2927
web <http://interaction.jp>
印刷・製本 シナノ印刷株式会社

©2025 インターアクション株式会社
Printed in Japan
ISBN 978-4-909066-76-3 C3047

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