**SCENARIO\_ Hypersensitive Teeth**

Tim Li is 19 years old male who is visiting the dentist for teeth hypersensitivity in his teeth on consuming hot and cold food and drinks. He eats healthy food but likes to eat citric food and drinks.

He is a student living at campus. He does not smoke but enjoys alcohol over the weekend. He has a family history of diabetes.

Conversation Starts

**Dentist:** Good morning, I am Dr Sarah. How are you doing today?

**Patient:** Hi, uh! umm (looking nervous). I've been experiencing some sensitivity in my teeth and it’s making me anxious. **(Main Symptom)**

**Dentist:** I understand, it’s completely normal to feel anxious, but you’re in good hands. Let's get to the bottom of your sensitivity. Can you tell me a bit more about what you're experiencing?

**Patient:** Sure. For the past week, I've been having this sharp pain whenever I eat or drink something hot or cold. It's not constant, but it’s uncomfortable when it happens.

**Dentist:** That sounds unpleasant. I'm sorry to hear you're dealing with that. How often does this sensitivity occur, and is it affecting all your teeth or just certain ones?

**Patient:** It’s mostly my front teeth, and it happens every time I eat or drink something hot or cold. Sometimes even when I breathe in cold air.

(Dental History)

**Dentist:** I see. Have you noticed any changes in your diet or oral hygiene routine recently?

**Patient:** Not really. I eat healthy—lots of fruits and vegetables. I brush my teeth twice a day and floss regularly. I haven’t changed my toothpaste or anything like that either.

**Dentist:** That’s good to know. Have you experienced any other symptoms, like swelling, bleeding gums, or any discomfort when chewing?

**Patient:** No, just the sensitivity.

**Dentist:** Alright. You mentioned you have a healthy diet, which is great. Do you consume a lot of acidic foods or drinks, like citrus fruits, sodas, or sports drinks?

**Patient:** I do drink orange juice every morning, but I don’t like sports drinks. My favourite drink is lemon juice.

**Dentist:** I see! Acidic foods and drinks can erode the enamel, making your teeth more sensitive.

(Diet History)

**Dentist**: How about your brushing technique? Do you brush gently or use a lot of pressure?

**Patient:** I guess I might brush a bit hard. I just want to make sure my teeth are very clean.

**Dentist:** Brushing too hard can wear down the enamel and irritate your gums, leading to sensitivity. It’s important to use a soft-bristled toothbrush and gentle strokes.

**Patient:** I didn’t realize that. I’ll try to be gentle.

(Oral Hygiene)

**Dentist:** That’s a good start. Now, let's discuss your family history. You mentioned you have a family history of diabetes. Does anyone in your immediate family have it?

**Patient:** Yes, my dad has diabetes.

**Dentist:** Diabetes can affect oral health, including increased risk of gum disease, which can sometimes cause or worsen sensitivity.

(Family History)

**Dentist:** Great. For now, let’s look at your teeth and see if there are any signs of enamel erosion, gum recession, or any other issues that could be causing your sensitivity.

**(Dentist examines the patient’s teeth.)**

**(Examination)**

**Dentist:** I can see some areas where your enamel looks a bit thin, particularly on your front teeth. Your gums look healthy, which is good news. I think the sensitivity is likely due to enamel erosion and possibly brushing too hard.

(Diagnosis)

**Patient:** So, what can I do to fix it?

**Dentist:** First, I recommend switching to a toothpaste specifically for sensitive teeth. These contain ingredients that help block the sensation from reaching the nerve of the tooth. Also, be sure to brush gently with a soft-bristled toothbrush. Avoid acidic foods and drinks as much as possible, and if you do have them, rinse your mouth with water afterward.

**Patient:** Okay, I can do that. Is there anything else?

**Dentist:** If the sensitivity doesn’t improve in a few weeks, we might consider other treatments like fluoride varnishes, which can strengthen the enamel, or bonding agents to cover exposed dentin. But let’s start with these changes and see how you do.

**Patient:** Sounds good. I’ll try those things and see if it helps.

(Treatment)

**Dentist:** Excellent. If you have any more problems or the sensitivity worsens, don’t hesitate to call us. We’re here to help.

**Patient:** Thanks, I feel a bit better knowing what to do.

**Dentist:** I’m glad to hear that. We’ll follow up in a few weeks to check on your progress. Take care and try to relax. We’ll get this sorted out.

**Patient:** Thank you so much. See you soon.

**Dentist:** You’re welcome. Have a great day!

(Follow up)

Conversation Ends

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