

IMPROVING PATIENT CARE THROUGH CULTURAL AWARENESS



Dr. Ivan Vázquez
Speaker



Dr. Emma Guzman
Speaker



Dr. Vera Tang
Speaker



Dr. Fabiola Milord
Moderator

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FREE WEBINAR

Wednesday, Jan 14, 2026
7:00 PM – 8:30 PM

Platform: Zoom 

1.5 Clinical CE Credits

LEARNING OBJECTIVES

- **Describe** how cultural and linguistic factors influence diagnostic interviews, symptom reporting, pain expression, and treatment decision-making in dental care.
- **Identify** clinical risks associated with communication barriers—such as inaccurate medical histories, compromised informed consent, anesthesia complications, and poor postoperative compliance.
- **Apply** evidence-based communication techniques to improve the accuracy of clinical assessments, enhance procedural explanations, and support adherence to treatment protocols.
- **Analyze** real-world case scenarios where cultural misunderstandings resulted in diagnostic errors or treatment complications, and determine corrective strategies.
- **Develop** at least three clinical workflow modifications (assessment tools, consent enhancements, risk-mitigation protocols) to improve patient safety and treatment outcomes across diverse populations.

AGENDA

7:00 – 7:05 PM | Welcome & Course Overview
Speaker: Ioanna Mentzelopoulou, DDS – NYSDA D&I Chair

7:05 – 7:10 PM | Program Orientation
Moderator: Fabiola Milord, DDS

7:10 – 7:30 PM | Clinical Narrative: Communication Across Cultures
Speaker: Ivan Vázquez, DDS

7:30 – 7:50 PM | Clinical Narrative: Cultural Factors in Patient Care
Speaker: Emma Guzman, DDS

7:50 – 8:10 PM | Clinical Narrative: Periodontal Diagnosis & Culturally Responsive Care
Speaker: Vera Tang, DDS

8:10 – 8:20 PM | Panel + Interactive Case Discussion
Moderator: Fabiola Milord, DDS | Panelists: Drs. Vázquez, Guzman, Tang

8:20 – 8:30 PM | Clinical Q&A