

## **Hypersensitivity After Resin Restoration: The Restoration is Complete, But the Case is not**

Dr. Chang Hoon Lee

**Purpose :** Resin restoration is widely performed in clinical dentistry for its aesthetic and functional advantages. However, patient dissatisfaction may arise even after technically successful restorations, primarily due to aesthetic concerns regarding shade or morphology, or a discrepancy between preoperative expectations and postoperative outcomes. This presentation aims to provide a clinical framework for understanding and managing such subjective patient responses following resin restoration.

**Methods :** Patient dissatisfaction after resin restoration was categorized into two main types: aesthetic complaints and unmet expectations. The clinical characteristics of each type were reviewed, and a stepwise management protocol was developed based on three key strategies: patient communication, restorative re-treatment, and preventive approaches.

**Results :** A substantial proportion of patient dissatisfaction was found to be preventable through adequate preoperative information and expectation management. When dissatisfaction occurred, differential assessment of the underlying cause followed by shared decision-making regarding re-treatment proved to be an effective approach in restoring patient confidence.

**Conclusion :** The success of resin restoration cannot be defined by technical outcomes alone; a comprehensive perspective that incorporates patient-centered satisfaction is essential. Clinicians are encouraged to minimize dissatisfaction through proactive communication and prevention, and to manage complaints systematically when they arise in order to maintain a trusting therapeutic relationship.

### Learning Objectives

- \* Course-takers will learn that patient dissatisfaction following resin restoration often stems from unmet expectations or aesthetic concerns rather than technical failure, and requires a distinct clinical approach.
- \* Course-takers will learn that proactive preoperative communication and expectation management are the most effective strategies for preventing patient complaints after resin restoration.
- \* Course-takers will learn that a systematic, cause-specific management protocol – incorporating shared decision-making and selective re-treatment – can restore patient confidence and maintain the therapeutic relationship.

### Profile

- \* D.D.S, Seoul National University School of Dentistry
- \* M.S. Seoul National University School of Dentistry
- \* Board Member, Korean Academy of Adhesive Dentistry
- \* Board Member, Korean Academy of Esthetic Dentistry
- \* Present, Principal Dentist, Inter Seoul Dentistry