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Connection

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*Metamorphosis in
Communications...*



**New Year...
New Look...**

Apr / May / June - 2017

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Explore the new **FREE CE Programs** and register for any event online at www.tcds.org or call (951) 787-9700

Upcoming events



What’s Happening at Tri–County?

DAY/DATE	EVENT DETAILS
Thurs. – Sat. May 4-6	TCDS Hospitality Suite at CDA Presents Anaheim Anaheim Hilton – Palisades Room – 4th floor Thursday 5/4 – 10 AM – 4:00 PM Friday 5/5 – 10 AM – 4:00 PM Saturday 5/6 – 10 AM – 4:00 PM
Wed. May 10	Board of Directors Meeting TCDS Office 6:45 PM
Fri. May 12	Continuing Education Meeting TCDS Office Registration and Breakfast: 7:00 AM Seminar: 8:00 AM – 4:30 PM (Includes Lunch) “When Esthetic & Other Treatment Goes Oops! Prevention & Resolution” Dr. Bruce Crispin 8 CEU’s – Seating is Limited TCDS Members - \$ 190
Fri. May 19	SHREDDING EVENT TCDS Office Parking Lot 1:00 – 4:00 PM (Includes Refreshments) Must be registered in advance! Call Shehara at (951) 787-9700 FREE to TCDS Members
Thurs. June 8	Continuing Education Meeting TCDS Office Social Hour: 5:30 PM Seminar: 6:15 – 8:30 PM “Implant Impressions for the Fabrication of Various Types of Prosthesis & Immediate Provisionalization of a Single Implant (HANDS-ON COURSE)” Dr. Alfredo Paredes 2 CEU’s – Seating is Limited FREE to TCDS Members - \$50 refundable deposit required
Thurs. Jul. 13	Continuing Education Meeting TCDS Office Social Hour: 5:30 PM Seminar: 6:15 – 8:30 PM “CPR and AED” Mr. Jim Rybicki 2 CEU’s – Seating is Limited FREE to TCDS Members - \$50 refundable deposit required

Mission Statement

It is the Mission of TCDS to be the recognized source for serving the needs of its members and the dental community.

Did You Know?



JUDY WIPF, DDS

Do you know what you don't know? What an unusual question! But if you ask friends or co-workers to describe everyday things such as a zipper or computer app some will have unexpected gaps in knowledge on what they supposedly understood. Many become puzzled when something so familiar suddenly becomes difficult to explain, according to Art Markman, PhD, Professor of Psychology at the University of Texas.

In January, Gary Dougan, DDS, MPH, spoke to more than 100 TCDS members on Dealing with Third Party Payers. The seminar, delivered with flair and insight, was packed with great information and attendees walked away with more knowledge than expected. The remarks upon leaving the course were "Now I know what I didn't know." Through this collaborative interactive program, TCDS dentists learned about the support and help provided to member dentists by the

California Dental Association (CDA). Attendees learned that member dentists have access to knowledgeable staff with online resources that can help answer questions about business, explain difficult insurance language, and provide support regarding issues with insurance providers.

Dental benefit specialist Greg Alterton is one of several CDA Practice Support analysts who are available to assist members on issues of dental benefits. He has worked extensively in government relations as a legislative analyst and policy director for two insurance companies. In addition, CDA specialists Michelle Corbo, Denise Martinez, and Teresa Pichay provide a broad range of practice support to member dentists concerning regulatory compliance, employment practices, and practice management. Make sure to download an excellent online resource the Dental Benefit Plan Handbook at <http://www.cda.org/member-resources/practice-support/dental-benefit-plan-handbook>.

To speak to a CDA analyst call 1.800.232.7645, or log on to cda.org and click on the Practice Support link to get information or to ask a question via email. This service is free to all member dentists!

Getting back to the January CE program, it brought in the largest TCDS member attendance in years, confirming this is a very important topic. Staff had to close the session at slightly over 100 attendees due to lack of space. The good news is Dr. Dougan returned and repeated the program in March to accommodate increased interest from our members.

So, do you know what has changed this year at TCDS? It is making great strides to reach members with CE courses and topics that pertain to the business of dentistry. Our dental society is now offering a new schedule that includes 12 programs in 2017, one scheduled for each month, and eight of the programs offered FREE to TCDS members. The other four courses will be special programs: two by Leslie Canham, RDA, on Infection Control and The Dental Act (both the 4-hour version and the 8-hour version, which has a hands-on clinical component) and two all-day programs by well-known speakers Dr. Bruce Crispin and Dr. Ray Bertolotti, which will include breakfast and lunch. 2017 is on its way to being a year designed to meet the needs of our member dentists.

If you want to know more about the exciting changes coming your way, stop by the TCDS hospitality suite at CDA Presents on May 4th and 5th. The hospitality suite is a place to connect with your

peers and get to know the staff and leadership at TCDS. Breakfast and lunch are provided free of charge to members of the TCDS dental society.

Many times we think we know even what we don't know, so it is time to get in the know and attend one of these free programs offered by your local dental society. Great benefits are coming your way as members of TCDS.



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Metamorphosis in Dentistry



Dan Jenkins DDS, CDE-AADEJ

It's been said that "The only people who really like 'change' are babies with wet diapers." The Tri-County Dental Society newsletter as part of its re-design has changed its appearance and – its name. The TCDS newsletter for members

to be easier to read. By going to digital publishing, you can access the TCDS Connection anywhere you have Internet access. With the digital format we have added active links to other sites for you to access additional information. We endeavored through these changes to provide a connection between our TCDS members and all of dentistry. This is also an invitation for all members to make suggestions, critiques, or even write articles for future editions of the Connection.



do the same.

When I first started working in health care, the term "Doctor's Orders" was used to practically force the patient to accept treatment. Things have certainly changed to the extent that the doctor is now expected to completely give a patient a short course in dentistry with all the options and side effects (good and bad) of the treatment and outcome. But, this time consuming information is to be done at no additional cost. Now, we are concerned with over diagnosing and treatment, as well

may have been sufficient. People would talk about the various practitioners in town and the reputation was established – one way or the other. The benefit of this for the dentist was that in a small town, the reputation of the patient was known as well. Financing of dental care was by the dentist, not the bank. If the patient did not pay their payments Their reputation was tarnished. Perhaps today the Internet system of evaluating dentists is similar but, the dentist may well get into legal problems if they defend themselves on line.

Changes have happened in the dental office as well. Traditionally, the typical dentist had one dental office. Or, they might travel in a buggy from town to town taking their "office" with them. Today, many dentists are concerned with non-dentist owned offices setting up franchises which seem to be more interested in profit than patient care – like a nail salon. Some large group practices are owned by dentists who want to still provide the best dental care but have difficulty in competing while maintaining quality.

Change happens, to some extent and in varying degrees, frequently. Cardinal Newman once wrote, "To live is to change, and to be perfect is to have

changed often." My goal, as TCDS Editor, is to help all TCDS members connect to the many changes happening in dentistry. I would also hope that all members will get to know each other better so we can all work together to continue to improve our chosen profession and the care we provide to the Inland Empire community.

pire community.

I hope you like the metamorphosis of our newsletter and that, as the change we see on this cover, TCDS can continue to take wing and fly onward and upward toward perfection.

**To live is to change, and to be perfect is to have changed often.
Cardinal Newman.**

is now the TCDS Connection. These changes have come about from discussions among the Communications Committee members. It is our intent to make our publication more appealing, easier and more convenient to read, and provide more information to the members of TCDS.

We aim to keep the covers and layout designs more appealing to provide a message of what is inside. We have enlarged the font size and have utilized the newest style of lettering that is intended

Making these changes has not been an easy one. Not changing becomes too comfortable for making progress. The future of changes will cover many areas of dentistry. When we look back we all can see the many changes in dentistry over the years. One of dentistry's main goals has been to alleviate pain – even during procedures. Yet, with the Opioid abuse crisis in America there is talk of changes to where some pain is to be expected and tolerated. Some states are now requiring CE on the Opioid abuse epidemic and most likely California will eventually

as under diagnosing and treatment. The difficulty might be in being a dentist that lacks no knowledge of everything in dentistry which includes all the various treatment philosophies available.

There has also been changes in marketing in dentistry. Marketing used to be limited to 3 inch lettering on your door or window and having only your name, address, and phone number in the local phone book. But, in many smaller towns where people all knew each other, this



Reflecting On My Two-Year Anniversary As Your Executive Director



John C. Fields

They say, "Time flies, when you're having fun!" ...Or, as the frogs put it, "time is fun, when you're having flies!"

At any rate, I'm clearly having fun, because the time has really flown by. Can it already be two years? Wow! In this short time, there's been quite a bit of activity and I'm happy to report that we've accomplished a substantial amount of important projects.

Just some of the highlights have included:

- Coordination of the organization's first financial audit.
- Implementation of the first "communications" audit, (which has resulted in a complete re-design of this publication and the upcoming re-design of the website). Welcome to the new CONNECTION publication!

- Coordination of a strategic planning retreat.
- Creation of a significantly expanded and enhanced continuing education program.

- Establishment of expanded Dental Student /New Dentist programs, providing regionalized events.

- Improvement of the peer review function and interaction with the peer review committee.

- Conversion of the QuickBooks accounting system from a PC-based version to an online version, providing improved access, accountability, and transparency to board members.

- Coordination of the 2016 All Component Caucus.

- Coordination of a special presentation for CDA President Dr. Ehrler at the 2016 House of Delegates.

- Increased interaction with other components and ethnic dental associations.

I am very grateful for the time and effort put in by our Board of Directors and our various committees. It has been through

their leadership, direction and guidance that we've been able to make meaningful progress in many areas.

Finally, where the rubber really meets the road, is through my exceptional staff. Many thanks to, both, Shehara Gunasekera and Alexandra Hernandez, for turning vision into reality.

2017 has already proven to be an interesting and exciting year, especially in the realm of our Continuing Education programs. Our TCDS is now offering its members at least one continuing education course every month. And that's not all... Of those 12 CE programs scheduled for 2017, eight are FREE to TCDS members! That's a value of approx. \$600.00.

PLEASE NOTE and SAVE THE DATES...



Two of those twelve CE programs are very special 8-hour sessions!

#1. Dr. Bruce Crispin will be speaking

about Esthetic Dentistry on Fri., May 12, 2017 – Breakfast & Registration is at 7:00 AM and the course takes place from 8:00 AM to 4:00 PM at the First Christian Church of Riverside, 4055 Jurupa Avenue, Riverside, CA 92506. BREAKFAST & LUNCH INCLUDED!

#2. Dr. Raymond Bertolotti will be speaking about Adhesion Dentistry Incorporating Biomimetics on Fri., Oct. 27, 2017 – Breakfast & Registration is at 7:00 AM and the course takes place from 8:00 AM to 4:00 PM at the Sheraton Fairplex Hotel, 601 West McKinley Avenue, Pomona, CA 91768. BREAKFAST & LUNCH INCLUDED!

Each of these courses will earn the attendees 8 CEU's and the single course price is: \$ 190.00

HERE'S THE GREAT NEWS: If both courses are purchased together, the total combined price will be \$323.00, instead of \$380.00. This represents a savings of 15%!

To sign up for one or both of these programs, please visit our website at www.tcds.org or call Alexandra at (951) 787-9700. Hurry, as we anticipate that both these programs will sell out! And I'm still not finished sharing all the

good news about TCDS and Continuing Education...

Tri-County Dental Society is proud to announce an exciting new partnership with the Western University of Health Sciences - College of Dental Medicine. They have developed a unique tool to assist with your CE requirements. As you know, a dentist needs to complete 50 hours of CE every two years and 25 hours of that may be taken online.

In general, a dentist usually pays about \$50 per CE hour, whether a course is taken in the classroom or online. What if I told you that, as a TCDS member, you can now access 100's of hours of high quality online courses, featuring a wide variety of popular topics, presented

by some of the leading dentists around the world, WOULD YOU BE INTERESTED?

Best of all, you can obtain full access as an Exclusive TCDS Subscriber for only \$49 per year! Once you're an annual subscriber, each course will cost you only 70% of the non-TCDS member price.

For example, let's say you'd like to take the six-hour introduction course in Ortho., entitled "Getting It Straight - Chap. 1," for which you'll receive 6 CEU's. The normal price is \$150 (already a bargain at just \$25/CEU), but the TCDS Member rate is only 70% of that, just \$105, a terrific saving at just \$17.50 / CEU!

For more information and the opportunity to sign up today, please follow this

Continued on pg 24





By
Ginny Hegarty, SPHR

Employee Engagement Isn't For Sale

Employees want 4 things: • Care about me as a person. • Talk to me about our goals and hold me accountable. • Recognize my contribution. • Celebrate our wins.

cation skills or replace team training. Back at the office, and once the work stressors return, all that bonding at the local pub goes out the window. If you want to create true happiness at work, you must focus on both values -- such as engagement and integrity -- and systems that will restore order and predictability. It's this combination of values and systems that create a practice culture that supports happiness at work.

self trying to find the time in your busy schedule. A proactive practice leadership approach has you getting out in front of issues to create the change you want to see. You take positive steps rather than putting out fires -- that actually never should have gotten started in the first place. Proactive leadership sets you and your team up for success by helping you support your team in just the way they wish to be supported.

our target goals for new patients & I'd like to have your insights. Collection numbers are in and you're doing a fabulous job. I want to hear about your success.

Recognize my contributions - I'm so impressed with the way you're running our huddles, well done. Thank you! Your skill in helping that patient feel relaxed and comfortable was a joy to watch. Thank you! Our new patient told me you were so exceptionally friendly and helpful on the phone. Thank you! These temporaries are so beautiful it will be a challenge to make the final restoration shine!

Celebrate our wins - On-time starts every day this week, woohoo! I'll bring the breakfast burritos tomorrow morning! Have you seen the fabulous reviews that were just posted on Facebook -- let me share them! We drastically improved that

patient's life & it was a fabulous team effort. Tell me something good about yesterday. It can be about a patient, a coworker, a service, let's celebrate all that is good.

Best of all, these top four ways to engage your team can be done simply, easily and can be planned around your schedule. The bonus is that these conversations are also most often fun and very rewarding. Making a pivot to proactive leadership will engage your team while reducing your stress and increasing your joy!

Engaging intrinsic motivation has its own rewards. It sets the team up to ac-

tively engage in creating the systems processes that will create greater success, sustainability and YES, profitability. Engaged heads, hands & heart -- The Triple Win!

Ginny Hegarty, SPHR is a practice management speaker, consultant and author who specializes in practice leadership and communication skills to support dentists and teams to their next level of success.

For more information contact: ginny@ginnyhegarty.com #justdothedentistry.com

Make your people happy and they'll become engaged and productive, right?

Unfortunately, that's not the case. However, it's this belief that has led many businesses to attempt to manufacture happiness through engagement surveys, bonus programs, social activities, and gifts. I don't believe that people want to be manipulated by these tactics, even if they are well-intentioned and meant to motivate.

While a team activity or happy hour can build relationships, social bonding alone cannot produce meaningful communi-

The truth is you can't buy, sell, or manage engagement. Much like motivation, engagement is something that people are inspired to do. Once inspired, they do it willingly. I believe people bring their own personal motivation, that is and should be self-directed. Once at work, people want to be inspired.

Inspired team members:

1. Freely engage offering their heads, hands, and hearts to have a positive impact on the team, for the patients and for the practice.
2. Can become your top performers and earn both your appreciation and a higher level of compensation.

How Can You Inspire Your Team?

This is precisely the point where practice leadership can start to feel heavy and time-consuming as you imagine your-

Doctors and practice administrators are always surprised when they learn what most employees really want from their employer. It's as simple as these four things:

Care about me as a person - Be sure you know your team members last name, their spouse & children's names. What's important to them? Want time with family? Do they follow sports? Make a point to say good morning, happy Monday, how was your weekend? How's the family? How was the soccer game?

Talk to me and hold me accountable - Let's plan a coffee this week so I can catch up on your department goals and progress. I have the new KPI (key practice indicator) report, let's plan to meet and discuss on Friday. We're not hitting





From ADA:

Registration For ADA 2017 Is Just Around The Corner.

The ADA News (2/14) reports that registration will open May 10 for ADA 2017 – America's Dental Meeting in Atlanta. Taking place Oct. 19-23. [Visit ADA.org/meeting](http://www.ADA.org/meeting).

Some Parents Banking Baby Teeth In Hopes Dental Stem Cells May Be Used For Future Treatments.

ADA Morning Huddle: Fox News: <http://mailview.bulletinhealthcare.com/mailview.aspx?m=2017021301ada&r=6964571-096a&l=003-5a3&t=c>

ADA Spokesperson Says Dental Etiquette Includes Being Honest, Asking Questions.

ADA Morning Huddle: A consumer-directed article in Reader's Digest (2/3) focuses on dental etiquette and features advice from American Dental Association spokesperson Dr. Ada Cooper.

ADA News, Feb 6, 2017, Says to Check and Update Information:

The first stage of the ADA initiative to connect potential patients to members has begun. Go to ADA.org and sign in with your member information. Then click on "My ADA" and you will be taken to your personal information page. www.ADA.org

From CDA:

CDA Presents: May 4-6, 2017 Anaheim Convention Center

Register:

<http://www.cdapresents.com/Anaheim2017.aspx>

02/07/2017

Requirements for maintaining dental water lines

The ordered closure in mid-December of a children's dental clinic in Southern California reminds dental practices of the importance of **cleaning and maintaining dental unit water lines** for the safety of patients. <http://www.cda.org/news-events/maintain-dental-water-quality-100316>

02/09/2017

App helps dental teams monitor infection prevention efforts

A **new mobile app** released in mid-January by the Centers for Disease Control and Prevention can assist dental facilities in monitoring their compliance with recommended infection control practices. Download CDC DentalCheck through the iTunes App Store or view it on any IOS-enabled mobile device. [Learn more about the app's features on the CDC website.](#)

Ride to benefit CDA Foundation

Save the date: The 9th Annual Ken Sanford, DDS, Memorial Motorcycle/Bicycle Ride to benefit two CDA Foundation programs will take place April 27-30 in San

Clemente. For more information: [contact Ron Mead, DDS](#).

OTHER NEWS:

Bacterial testing as a risk assessment tool for periodontal disease

Dr. Richard H. Nagelberg using salivary testing as a risk assessment and prevention strategy to control specific bacteria before clinical evidence of periodontal disease occurs. [Read more](#)

Mobile app helps dentists measure sound levels in the office.

[ada.org](#): The Sound Level Meter App measures sound levels in the workplace and provides a readout of the sound level using a phone's built-in microphone, according to the Centers for Disease Control and Prevention website. [Read more](#)

FDA confirms elevated levels of belladonna in certain homeopathic teething products.

[fda.gov](#): The agency recommends parents and caregivers not give these homeopathic teething tablets to children and seek advice from their health care professional for safe alternatives. [Read more](#)



By
Daryn Lu, DDS

Dr. Daryn Lu found the perfect fit with his dentist partner, Dr. Robert Simpson.

The Perfect Partnership

dentistry. My greatest success will be when you succeed." Cue the feels! It may feel like a rarity these days when I've seen so many failures, but a great partnership is what everyone should strive for. We recently attended a CE workshop presented by Drs. Mark Hodge and TJ Sprague called "It's a Marriage: The Multi-Doctor Practice." Here are my top three takeaways of a successful partnership:

again as questions, concerns and difficult situations arise. Will you say one thing while your partner says another? This can become a recipe for disaster when a partnership falls out of alignment. Deciding how to manage conflict is an important skill to hone because every story is a half-story. Be intentional and carve time out of your schedule for just you and your partner. Think of it as setting aside time for date night. This is

Following dental school, we search high and low for the perfect fit. No matter the practice setting, chances are you'll be working alongside another dentist. I've been blessed to work with an incredible mentor for the past 1.5 years.

From the moment I met him right before graduating dental school, he's been there to support me clinically with complex cases, emotionally on the days when dentistry has kicked my butt and through leadership challenges when I've struggled with the team. We recently sat down for a meeting where he shared with me, "I'm happy where I am with

Build trust and respect
For many young dentists, building leadership and clinical confidence can be a top priority. I recently heard about a multi-doctor practice where the senior doctor had his routine exam and fillings done by a new associate. Can you imagine the confidence booster this gave the new associate and the team? Think how powerful it is when the senior doctor could say to his patients, "Let me introduce you to my dentist." For a young doctor to be successful, they must be fully embraced by the team. Doubts in leadership or clinical skills can cause team synergy to suffer. "A rising tide lifts all boats."

Present a unified leadership front
As the leaders of your practice, your team will turn to you time and time

an absolute must. This gives you opportunities to address issues together, share your expectations and better understand how to help one another accomplish your goals.

Communicate expectations
I had a very open and earnest conversation with my partner, Dr. Robert Simpson, before I joined the practice. I shared



Continued for page 14



Using stock photos

I saw a patient with new dentures the other day. They had been made recently by another dentist and the patient was having many difficulties – and frustrations. She said she “Likes to eat” but could not when it hurt to chew. After listening to her list of issues I inserted the offending dentures to see if I could figure out what the problems were. After adjusting the uppers she stated she felt pretty sure they would be OK now. She said the lowers seemed OK but I suggested I should check them out just in case. I noticed the buccal flange rose up when I

pulled on her cheek so I adjusted that until it was more stable. I then asked her to raise her tongue up to see if there was the same condition on the lingual. It was stable. Then, I asked her to stick her tongue out and the lower denture moved. She said she was fine with it that way. I told her that the problem would be that if she got upset with someone she would be afraid to stick her tongue out at them. She responded with a devilish grin on her face, “That’s OK – I still have my hands for that!”

Continued from page 13

with him my clinical strengths and weaknesses as well as my personal and professional goals. We had a great rapport and laid the foundation for a successful working relationship. A year and a half later, we still strive to better our communication and mutual engagement. Having one or two great conversations doesn’t equate to a lifetime of synergy. Talking to one another on a regular basis about what actions and behaviors build and/or detract from our partnership is imperative. Time becomes your worst enemy once you graduate. As your day goes by and your schedule gets busier, things fall by the wayside. Be different. Be intentional and know where you strive to be.

Having so many practice opportunities can feel overwhelming but always remember, finding a great partnership is absolutely possible. No matter what the practice setting, do your due diligence and find a great fit but maybe, more importantly, work to make sure it stays a

great fit. Consistency and intention will become your greatest allies as you continue your journey within dentistry. Dr. Daryn Lu, general dentist in Shawnee, Okla. December 19, 2016

About Daryn Lu

A 2015 graduate of the University of Oklahoma, College of Dentistry, Daryn’s passion for his profession shows through his journey within organized dentistry. From an eager pre-dental member of the American Student Dental Association (ASDA) to a passionate local, district, and national volunteer leader — the depth of his experiences has shaped him as a dental professional and lifelong learner. He serves the boards of the Oklahoma County Dental Society and the Academy of General Dentistry Oklahoma chapter, and is a guest writer for the ADA New Dentist Now and igniteDDS blog. In his spare time, Daryn is an avid traveler, self-proclaimed foodie, and social media junkie. He lives to travel, travels to eat, and shares foodie pictures on your news-

feed. He now practices as a Heartland Dental-supported general dentist in Shawnee, Okla.

This article originally ran on ASDA’s blog, Mouthing Off, on Dec. 19, 2016, and is reprinted with permission from the American Student Dental Association.

Ready-Made Versus Custom-Made Mandibular Repositioning Devices in Sleep Apnea: A Randomized Clinical Trial

Ama Johal, PhD1; Priya Haria, MClintDent, et al, J Clin Sleep Med. 2017; 13(2):175–182.

<http://dx.doi.org/10.5664/jcsm.6440>

Objective was to compare the effectiveness of a custom-made versus ready-made mandibular repositioning devices in the management of obstructive sleep apnea (OSA).

A randomized crossover trial on 25 patients with mild OSA. A statistically significant improvement was observed in quality of life scales following the custom device therapy only.

www.aasmnet.org/jcsm/ViewAbstract.aspx?pid=30939

Inflammatory response of human dental pulp to at-home and in-office tooth bleaching.

Vaz MM, Lopes LG, Cardoso PC, et al, J Appl Oral Sci. 2016 Sep-Oct;24(5):509–517. doi: 10.1590/1678-775720160137.

This study evaluated the inflammatory responses of human dental pulp after the use of two bleaching techniques.

In-office bleaching with 38% hydrogen peroxide resulted in more intense inflammation, higher macrophages migration, and greater pulp damage than at-home bleaching with 15% carbamide peroxide, however, these bleaching techniques did not induce migration of mast cells and increased the number of blood vessels. www.ncbi.nlm.nih.gov/pubmed/27812622

Porosity of temporary denture soft liners containing antifungal agents.

Lima JF, Maciel JG, Hotta J, et al, J Appl Oral Sci. 2016 Sep-Oct;24(5):453–461. doi: 10.1590/1678-775720160092.

Study was to evaluate the porosity of a tissue conditioner



(Softone) and a temporary resilient liner (Trusoft) modified by minimum inhibitory concentrations (MICs) of antifungal agents for Candida albicans biofilm. Conclusion: The addition of antifungals resulted in no harmful effects for the porosity of both temporary soft liners in

different periods of water immersion, except for Chx and Ny in Softone and Chx in Trusoft at 14 days. No deleterious effect was observed for the porosity of both soft liners modified by the drugs at MICs over 14 days of S50 immersion. www.ncbi.nlm.nih.gov/pubmed/27812615

Relationship between Child and Parental Dental Anxiety with Child's Psychological Functioning and Behavior during the Administration of Local Anesthesia.

Vasiliki B, Konstantinos A, Nikolaos K, et al, J Clin Pediatr Dent. 2016;40(6):431–437.

The aims of this study were to determine: 1) the relationship between children's psychological functioning, dental anxiety and cooperative behavior before and during local anesthesia, 2) the relationship of parental dental anxiety with all the above child characteristics.

There was no correlation between parents' and their children's dental anxiety, psychological functioning and behavior. Child psychological functioning was related to dental anxiety and behavior during dental appointment involving local anesthesia. www.ncbi.nlm.nih.gov/pubmed/27805892

Effects of Two Different Anesthetic Solutions on Injection Pain, Efficacy, and Duration of Soft-Tissue Anesthesia with Inferior Alveolar Nerve Block for Primary Molars.

Elbay ÜŞ, Elbay M, Kaya E, Yıldırım S. J Clin Pediatr Dent. 2016;40(6):456–463.

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By
Robert Kiger, DDS

Why Be Ethical?

form? Why do some dentists present treatment plans that oversell the need for treatment? Why do some dentists advertise their services in a way that misleads the public with respect to their qualifications? Why do some dentists refuse to abide by Peer Review Committee decisions? Are such activities truly unethical? In order for that question to be fully answered, perhaps we need to find a way to determine what constitutes ethical and unethical behavior. What

endeavors -- while deception, lying, and coercion are inherently unethical. If so, then it would seem to follow that practicing honesty, truthfulness, and respect will enhance our relationships with others while, engaging in deception, lying, and coercion will undermine those relationships

I believe that as dentists, what we consider as ethical and unethical behavior is largely defined within the context of our

tract between the profession of Dentistry and society as a whole. That contract affirms that we as dentists have the right to practice our art, set our fees, establish our office hours, choose our practice location, and hire employees that will represent us to the public. In exchange, we understand that we have an obligation to provide society and its members with dental care that alleviates pain and suffering, maintains oral function, and educates patients regarding how to maintain dental health. Incorporated into this contract as its foundation is the principle of altruism, or the commitment to place the needs of our patients ahead of our own self-interest. Our ability to place the needs and interests of our patients ahead of our own needs and interests is the most accurate and the most visible measure of our ethical stature. When dentists give proper respect to the principle of altruism, and when they demonstrate this principle in their relationships with their patients, the esteem and regard for the profession is enhanced. This in turn enhances the public's trust in the profession as a whole.

The other reason that I believe we should be ethical is because it is good for our individual practices. I have suggested that it is necessary for the profession to demonstrate that the interests of our patients supersede our personal interests. I believe that the principle of

altruism is the yardstick by which our professional ethic is measured. And it is important to understand that each of our patients measures us with this yardstick. Just as it is important for society to trust the profession to work for its best interests, it is important on an individual level for each patient to trust their dentist to work in their best interests. When a patient doesn't trust their dentist, they become more demanding, more skeptical, more critical of their care and ultimately more likely to publicly or legally seek corrective action for any perceived wrong or poor outcome. When the individual patient understands that their dentist is first and foremost interested in their dental

health and welfare, then the trust that is the foundation for the dentist-patient relationship is nurtured. Most of us have experienced interactions with patients who have trusted us, and we have also had experiences with patients that have not trusted us. It should be self-evident as to which type of relationship is more desirable or more rewarding. We must clearly demonstrate our personal and professional integrity to our patients in order to establish this trust and to develop and maintain the best possible working relationship with them.

So why be ethical? I think it is all about trust! What do you think?

Dr. Kiger is Chair of the Ethics Committee for the Tri-County Dental Society.

Is there an advantage for the dentist to be ethical? What do you think?

standard can we apply that will differentiate between actions that are considered acceptable or unacceptable in a moral sense?

Many ethicists subscribe to the idea that morality is tied to a number of virtues, such as honesty, truthfulness, concern for others, and fidelity in our personal relationships. These philosophers argue that our lives and the society in which we live are better when we live in harmony with these generally accepted virtues. In a professional context, it can also be argued that our profession and our professional lives are also better when we incorporate those virtues into our practice and into our relationships with our patients. Society generally accepts the premise that honesty, truthfulness, and respect are ethical

relationships with our patients. We believe that professional relationships that are defined by honesty, truthfulness, respect for autonomy, and service are better than professional relationships which involve deception, lying, and engaging in coercive actions that result in our taking advantage of our patients. It would then follow that honesty, truthfulness, and respect would be considered ethical activities, while lying, deceit, and coercion would be considered unethical forms of behavior.

If we agree with that argument, then we can proceed further into the discussion of why we need to be ethical. I would suggest that there are two reasons why as professionals we should be ethical. The first reason is because it is good for our profession. There is an implied con-

At first glance, it doesn't seem as though we would need to linger long on this question. Being ethical is a lot like endorsing motherhood and liking apple pie: it would seem to be something that would be self-evident. How many of us as dental professionals would ever take the position that it was acceptable to be unethical?

So, why is it that we find members of our profession occasionally engage in behavior we consider to be unethical? Why do some dentists ask their dental assistants to perform procedures that they are not allowed -- by law -- to per-





By
Austine Etcheverry

Here are 10 ways you can help protect your online image and ensure the information out there on the web accurately represents you and your practice.

Protect Your Online Reputation

you and your practice.

If a third-party person manages your accounts, make sure you still have access to the information. Often times once a dentist finds a third-party person to manage their online accounts such as Facebook, Instagram, and LinkedIn, the company will take over the passwords and post or monitor all of the informa-

formation from patients. This not only helps keep you relevant in their feeds, it shows you care about them as people.

What to do if something is posted about you that is untrue? If you are scrolling through your social media and you find there is information that is posted about you that misrepresents who you are, it is important to change that perception.

to fix the problem. While the patient who posted the negative review may decide not to come back to your office, this type of reaching out shows your patients and potential patients that you are interested and want to take time to help patients. It also demonstrates to people you want to make things better. A simple, "I apologize that you experienced that problem in my office. Please get in touch with us in order to resolve the problem," is simple, clear, and concise. This type of statement further gives an opportunity for the individual to reach

out to your office and resolve the problem.

If you decide to respond to the problem in another way, remember, keep it simple. Be careful to not make a statement where the patient may feel they are being blamed for the problem. Social media does not have emotion and it is easy for a patient to misunderstand what you wrote. Keep things light, but let them know you care about resolving the problem. If you find you have responded once and they respond again

with a negative or miss representation of the facts, you may want to consider deleting the comment altogether. It is never a good idea to get into a verbal argument online with a patient.

Always respond in a positive manner. The patient does not need to feel put down or that you are not hearing what their concern is. Not only does this create a potential problem for your patient but it also can create a negative vibe for any potential patients. Taking the time to respond in a positive and caring way can help keep the relationship on a positive note and send the message to everyone who reads the post that what happens on social media is important to you and so are your patients.

Set notifications on your social media. While it can feel disruptive to receive notifications on your phone all day long by having the information set to notify you of new posts, this ensures not only that you see what is being posted, but if it is a third party who posts for you, this allows you to catch problems faster. Every time someone or something is posted on one of your pages, a notification pops up to let you know this has occurred. This keeps you in the know and allows you to respond quickly to any problems that popup.

Notifications also allow you to see when a new patient has begun to follow you

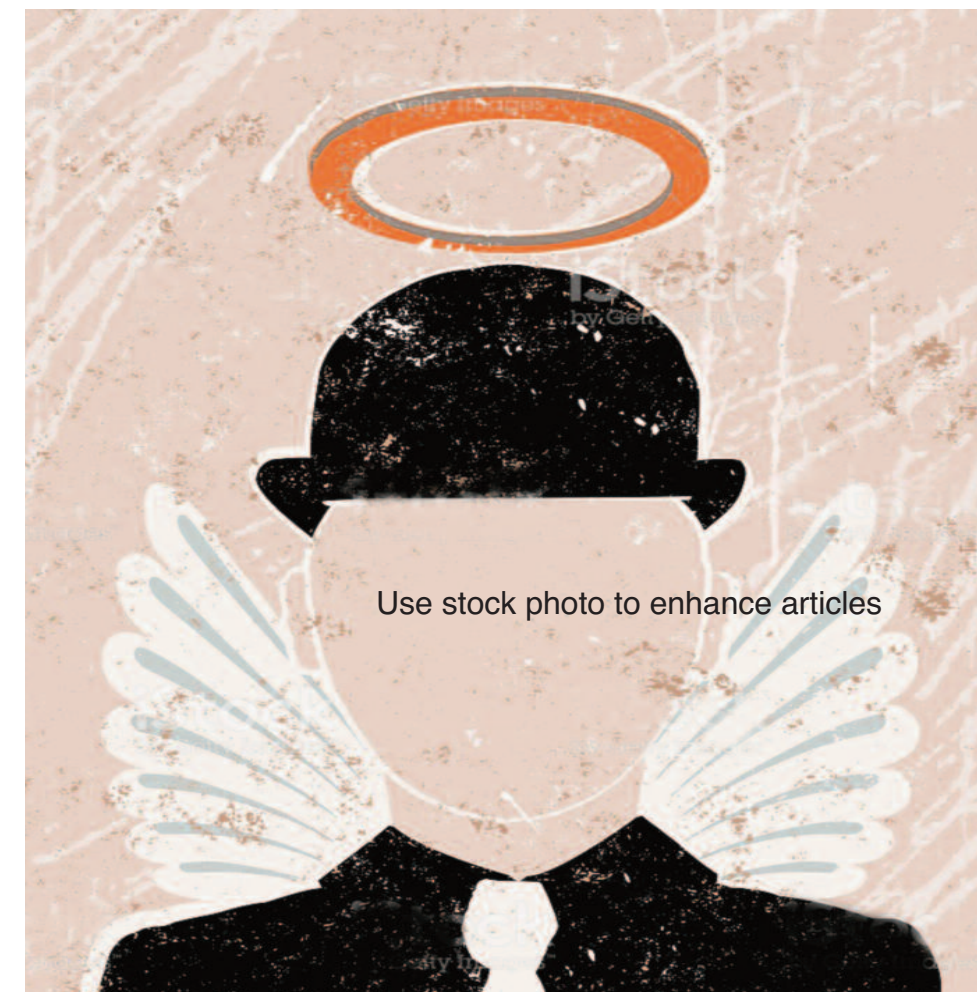
tion. It is advantageous for you, however, to retain some control over your sites and ensure you have your passwords and can easily log on to see what is being posted.

Check your information regularly. It may not be clear how disgruntled an employee or patient is until it is too late. Take time to log onto your sites and evaluate what has been posted about you recently. It is easy to log on to your Facebook page during a break between patients or download the app on your phone and scroll through the information while you are at home for a few minutes. This will also allow you to determine if there are posts or information you need to respond to. It is not unusual for a patient to ask you a quick question or ask you for information on one of your social media sites. This also is a great time to like, share, and comment on in-

This can include, deleting the comment if you are logged into Facebook or Twitter. The positive thing about having access to all of your accounts is that you can easily control the information that is posted on there.

You may also want to unfollow or block that individual. If you are looking at Twitter, you can simply unfollow that individual and block them similar to Facebook, which will exclude them from the privilege of posting items and information on your page. If you monitor your site and the information that is inappropriate, or wrong, comes up again, you can choose to report the person who is posting the information.

Some information that a patient shares could be a legitimate problem in your office. This also gives you an opportunity



Use stock photo to enhance articles

The worldwide web is full of information about you and your practice. There are good things, maybe not such good reviews, and there may even be information that misrepresents your practice. It can be stressful in trying to manage the amount of information that is floating around about you and your practice because millions of people have access to information about you as a dentist. At the click of a button, they can share their thoughts, facts, or misinformation about your practice. It is not hopeless. Here are 10 ways you can help protect your online image and ensure the information out there on the web accurately represents



Be Sure to also visit Classified Ads on the TCDS web page at www.tcds.org

Upland Practice For Sale - Ideal location on a main avenue, with a beautiful view of Mt. Baldy. Long established. 2,395 Sq. Ft. Five operatories, Two digital X-ray units, Two Bathrooms, Two offices, Large Front Office work space, Lab with work area. Please call Arce Ramos at 909-816-7642.

CEREC Omnicam, MCXL mill, Programat CS Oven - CEREC 2013 Omnicam SW 4.4, 2012 MCXL mill, 2012 Ivoclar Programat CS Oven. Excellent working condition. Supported and transferable Patterson Service Club Membership. Please email Daniel at danieltdn@yahoo.com for details and make best offer.

Dental Assistant Needed - (PDR) Preferred - A Pedodontist office in San Bernardino seeks a Dental Assistant. Pedo office and managerial experience desirable. Ability to speak Spanish, also desirable. Fax Resume to: 909-891-1132.

Dentist Needed - Child-friendly Dentist needed for Pedo office. PT/FT. Email resume for an interview to: officemanager.drko@gmail.com.

Share a space - Modern 6 operatory dental office in Redlands, available to share. Panorex, small lab, sterilization area. Ample convenient parking. Please make inquiries by calling Dr. Sharlyn Ziprick at 909-793-6700 or 909-557-4232, or via email at skiprickdds@gmail.com

RDA back office Children's Dental Office - This is a pediatric dental office looking for a highly motivated and enthusiastic registered dental assistant for the back office to work Mondays, Wednesdays and Fridays 8-5. RDA certificate is a requirement for this position. This is a new, upscale PPO-only dental of-

fice in beautiful Rancho Cucamonga. This is a dream job for the right candidate. Email your resume. to: contactchildrensdentistry@gmail.com

Office For Rent - Dental office for rent in Riverside. Plumbed for 5 operatories. Second office plumbed for 3 operatories. Prime Location. Well maintained. Excellent parking. Call Mina Boyd for more information. (909) 241-8907.

Prosthodontist Associate in Multi-Specialty Office California (Palm)
A terrific opportunity for a skilled prosthodontist associate. Preferably board-certified, with strong communication skills. Needed in established multi-specialty Palm Desert, CA office established in 1992. High income potential for only working one day per week. Please email cover letter and CV to golfinthedesert@gmail.com.

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TCDS Nominating Committee Selects The 2017 Delegates & Alternates And the 2018 Board of Directors

The Nominating Committee met in February and nominated the following members to serve as delegates and alternates to the CDA House of Delegates, November 17-19, 2017, in Sacramento

Delegates (alphabetically):

Michael J. Clapper
Katherine J. Cooke
Joan E. Dendinger
Mauricio DosSantos
Todd Ehrler
Arthur D. Gage
Deborah M. Hutton
Daniel N. Jenkins
Hemant N. Joshi
Jeffrey D. Lloyd
Michael Mashni
Gerald M. Middleton
Wayne S. Nakamura
Evangelos T. Rossopoulos
Paul C. Simeteys
Judy Wipf

Alternate Delegates alphabetically):

Wade Banner
Jay I. Bhatt
Vijaya Cherukuri
Melissa Chun
Hal Deisem
Anne Le
W. James Leichty
Tobias Maynard
Debra A. Meadows
Isabella Piedra
Leonard J. Raimondo
Denine T. Rice
Archana A. Sheth
Robert D. Stevenson

Additional nominations for delegates and alternate delegates to the California Dental Association, may be made by an active, dual or life member of the Society, provided such nomination is supported by the endorsing signatures of 15 active, dual or life members and received in the TCDS office by June 10.

Candidates nominated for an office, delegates and alternate delegates, if unopposed, shall be declared elected at the close of the 30-day nominating period. In contested elections, voting will be held by mail ballot.

The Nominating Committee is also presenting its recommendations for the officers to serve on the board of directors for 2018. The committee presents the following slate:

President:	Wayne S. Nakamura
President-Elect:	Michael Mashni
Vice President:	Katherine J. Cooke
Secretary-Treasurer:	Hemant N. Joshi
Director:	Joan E. Dendinger
Director:	Mauricio DosSantos
Director at Large:	Michael J. Clapper

Other board members who will remain on the board in 2018 include:

Judy Wipf, Immediate Past President	Oariona Lowe, CDA Trustee
Paul C. Simeteys, Director	Kenneth Harrison, CDA Trustee
Deborah M. Hutton, Director	

Additional nominations for officers and directors may be made by an active, dual or life member of the Society, provided such nomination is supported by the endorsing signatures of 15 active, dual or life members and received in the TCDS office by August 10.

Candidates nominated for an office or to serve as a director, if unopposed, shall be declared elected at the close of the 30-day nominating period and will take office on January 1, 2018. In contested elections, voting will be held by mail ballot.



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Leila Adab, DDS
General Practitioner

Wesley Arnold, DDS
General Practitioner

Marco Castellanos, DDS
General Practitioner

Hyunjin Choi, DDS
General Practitioner

Jennifer Clarke, DDS
General Practitioner

Sassan Dadseresht, DDS
General Practitioner

Marianne Demirdji, DDS
Orthodontics Resident

Abraham Deza Rolando, DDS
General Practitioner

Anne Doan Van, DDS
General Practitioner

Derek Enciso-Ng, DDS
General Practitioner

Ona Erdt, DMD
General Practitioner

James Fedusenko, DDS
General Practitioner

Manuel Figueroa, DDS
General Practitioner

Steven Gold, DDS
General Practitioner

Anupama Grandhi, DDS
Oral Pathology

Manar Jamal, DDS
General Practitioner

Min Jo, DDS
General Practitioner

Bijal Joshi, DDS
General Practitioner

Arthur Kalfus, DDS
General Practitioner

Shahbaz Katebzadeh, DMD
General Practitioner
Donghan Kim, DDS
General Practitioner

Jonathan Kim, DDS
General Practitioner

Mostafa Koperly, DDS
General Practitioner

Eger Korolevsky, DDS
General Practitioner

Henry Kwon, DDS
General Practitioner

Ryan Lange, DDS
General Practitioner

Jared Lee, DDS
General Practitioner

Winifred Lee, DDS
General Practitioner

Sky Martin, DDS
General Practitioner

Mistina Massey, DDS
General Practitioner

Michaela Miller, DDS
General Practitioner

Ronald Moore, DDS
General Practitioner

John Nguyen, DMD
General Practitioner

Nhu-Nguyen Nguyen, DMD
General Practitioner

Theresa Nguyen, DDS
Orthodontics Resident

Omonlegbo Ovbude, DDS
General Practitioner
Brian Park, DDS
General Practitioner

Kiddee Poomprakobsri, DDS
General Practitioner

Amanda Rafi, DDS
General Practitioner

Andrew Rastegar, DDS
General Practitioner

Jorge Alberto Rocha Palafox, DDS
General Practitioner

Fahtema Sadat, DDS
General Practitioner

Sharon Sandhu, DDS
General Practitioner

Sukhpreet Sandhu, DDS
General Practitioner

Tory Silvestrin, DDS
General Practitioner

Sooyeol Sohn, DDS
General Practitioner

Esther Song, DDS
General Practitioner

Gaetan Tchamba, DDS
General Practitioner

David Toksoy, DMD
General Practitioner

Sylvia Tozbikian, DDS
General Practitioner

Minh Truong, DMD
General Practitioner

Elizabeth Vargas Fraile, DDS
General Practitioner

Melanie Villalobos, DMD
General Practitioner

Matthew Wasemiller, DDS
General Practitioner

Seongro Yoon, DDS
General Practitioner

Minh-Ky Young, DDS
Pediatric Dentist



By
Wayne Nakamura, DDS

ASD – San Francisco, California
June 22 through the 24th 2017.

Academy for Sports Dentistry meeting in San Francisco

the responsibilities of the dentist as a member of the medical service team. Upon completion the dentist will receive Team Dentist certification from the Academy for Sports Dentistry.

Friday and Saturday will provide lectures emphasizing both Proactive and Reactive aspects of Sports Dentistry with lectures and discussions on subject matter pertaining to trauma prevention, current

will be a special appearance by Dr. Ben-net Omalu, the physician who was the first to discover and publish findings of chronic traumatic encephalopathy (CTE) in American football players, and was portrayed by Will Smith in the movie "Concussion." Dr. Omalu will be receiving a special recognition award for his contributions from the Academy. For more information you can search Academy-forSportsDentistry.org.

For those TCDS member dentists interested in becoming more knowledgeable about Sports Dentistry and becoming a "team dentist", I would like to invite you to the Academy for Sports Dentistry's 35th annual symposium to be held in San Francisco, California at the Westin St. Francis Hotel from June 22 through the 24th 2017. This year's meeting titled "Proactive and Reactive, A necessary balance in Sports Dentistry" will begin Thursday June 22 with a full day "Team Dentist" Certification course that will provide basic information necessary for dentists to perform the duties of a team dentist in a sports related environment, along with

research updates on mouth guard studies from Japan and the United States, evidence based nutritional information contributing to optimum athletic performances, managing trauma via adhesion repairs, bone bioengineering, and modern concussion management for young athletes; in addition to suturing and custom mouth guard fabrication workshops.

Academy Affiliate guests and lecturers will also be present to provide information and updates regarding, the United States Olympic Committee, Special Olympics Special Smiles, the National Athletic Trainers Association, and SuperChefs. In addition, there



Continued from pg 15

The purpose of the study was to compare the efficacy, injection pain, duration of soft tissue anesthesia, and postoperative complications of two different anesthetics (2% lidocaine with 1:80,000 epinephrine and 3% plain mepivacaine) in pediatric patients in inferior alveolar nerve block (IANB) administered by a computer-controlled delivery system (CCDS).

Plain mepivacaine and 2% lidocaine were similarly effective in pulpotomy and the extraction of primary mandibular molars. www.ncbi.nlm.nih.gov/pubmed/27805885

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Continued from page 9

link to a document that will get you started: [CLICK HERE](#)

... And there are more benefits to being a TCDS member than just GREAT C.E. programs...

2017 will see TCDS doing more for and with Dental Students and New Dentists than ever before.

Four of the new "Dine & Learn" Networking events have been planned for 2017 and best of all, they have all been "regionalized." One took place in Temecula, another took place in Pomona, a third will take place in Palm Springs, and the fourth will be in Redlands.

Our TCDS Membership Committee is exploring a wide variety of new activities, including: Concerts, Sporting events, Theatrical events, A Day at the Races (Santa Anita Race Track) and an Evening Picnic Concert in the Arboretum.

Our regular annual events including two shredding days and a Family Fun Day will be returning by popular demand.

Somewhat less visible, but certainly no less important, are the critical efforts of our Community Health programs and our Peer Review activity.

Through our community health outreach, we provide or

Continued from page 19

or likes something you have posted. This is the perfect opportunity for you to thank them for coming to your office. Letting the new patient and other patients know you will take the time to welcome someone to your practice helps to build the relationship with your patients. A review is also the best endorsement a dentist can have. The more endorsements from patients that are authentically posted on your page, the more it lets your patients know you are someone they want to schedule their next appointment with.

Be careful who you follow and who you let be your friend on social media. It can be easy to want every patient to like and follow your page. This is important, but you will want to be somewhat selective on which people you allow to be your friends. Their information will show up on your business feed if you accept them as friends. What they post can now be shared with all of your patients. Taking time to evaluate what information they are posting prior to accepting their friend request can help you to see their information or the information they post. There is also an option to accept a friend request, but not follow them. This accepts your patient's friend request but does not have their information show up on your page.

Great social media takes effort. Take time to work on your practice regularly to build quality communication and

Continued on pg 26



By
Shauna Vollmer King
President and Founder,
International
Medical Relief

Volunteer dentistry is an opportunity for an experience you will never forget - no matter where it is!

Two years ago I was introduced to the Special Smiles Special Olympics Healthy Athletes concept at the World Games in Los Angeles. I had the opportunity to meet the global director of Special Smiles and founder of the Healthy Athletes initiative, Dr. Steve Perlman. I found Dr. Perlman to be one of the most compassionate and motivating individuals who has inspired me to become more involved with the Special Smiles program.

A brief background about Special Smiles. It was founded in 1996 by Dr. Perlman and is now a component of the Special Olympics Healthy Athletes initia-

A Wonderful Opportunity to Give Back

tive. This program, Healthy Athletes, with several additional health disciplines "was designed to help athletes improve their health and fitness and improve their ability to train and compete in Special Olympics as well as life." Special Smiles through standardized screenings helped identify significant disparities in oral health care for the intellectually disabled persons and along with the other health disciplines of healthy athletes,

has been responsible for improvements for both children and adults with intellectual disabilities by leading to United States Senate hearings, a United States Surgeon General conference for health disparities and mental retardation, and a resultant report providing a "Blueprint to improve the Health of Persons with Mental Retardation." Special Smiles and Healthy Athletes has helped to improve these participants of Special Olympics and has also shed a light on a segment of our population that had been neglected - and in some cases ostracized. While there have been improvements in their care, the work is ongoing to help ideally all be able to achieve ideal health and fitness.

As part of this ongoing work, the collection of standardized data from our Spe-

cial Smiles screenings enables specific information and usage by advocacy groups to help improve access to dental care for people with special needs.

Recently I was honored to be selected to receive the training and the knowledge to serve as a local Special Smiles clinical director. As one of my functions is to coordinate and schedule Special Smiles screenings for Regional Special Olympics Athletic events. I will be actively recruiting volunteer dentists, dental hygienists, dental students, dental assistants, both front and back office personnel, and any others interested in sharing their time, to help conduct standardized oral health screenings, provide oral hygiene instructions, (in some locations providing and fitting mouth guards upon request from athletes) and handing out oral health goodie bags. I hope you will join me in such a rewarding and worthy cause.

Continued from pg 24

strengthen your results. For more information and to read other articles, please visit clickbitscreativemedia.com.

Austine Etcheverry is a positive, dedicated professional with over 10 years of experience in the dental field. Austine has a keen eye for designing websites and blogs. She has experience in social media and search engine optimization.

Continued from pg 24

assist with a large number of free clinics each year. These provide families and especially children with free dental services.

Peer Review continues to be an important benefit for our members and volunteers with a special appreciation and recognition event. I'm happy to report that the CDA's new mediation stage has streamlined and simplified what had been a somewhat lengthy and laborious process.

So, in conclusion... All is well at TCDS and we are all making great progress. Have an idea or a suggestion for some new project or event you'd like to see TCDS consider? Please let us know...

Once again, thank you for the opportunity to serve as your executive director. I look forward to many more years as we work together to make TCDS great! Take care,
John



TCDS Membership Status Report

Active/Recent	1440
Life Active	104Z
Retired	29
Life Retired	158
Post Grad	13
Faculty	42
Disabled	7
Military/Public Health	4
Provisional	66
Hardship	3
Pending Applications	12
TOTAL	1878

Toll-Free Numbers

ADA.....	(800) 621-8099
CDA.....	(800) 736-8702
CDA Member Contact Center.....	(800) CDA-SMILE
	(800) 232-7645
Practice Support Center.....	866) 232-6362
TDIC.....	(800) 733-0634
TDICIS.....	(800) 733-0633
TCDS.....	(800) 287-8237
Denti-Cal Referral.....	(800) 322-6384

Contact Your Dental Society Staff

(951) 787-9700 or (800) 287-8237

John C. Fields, Executive Director

Administration • Operations
Governance/Ethics • Advertising
Accounting • Publications
Extension 23 – John@tcds.org

Shehara Gunasekera,
Membership Coordinator

Recruitment/Retention • New Dentist Services
Dental Student Services • Website Assistance
Extension 22 – Shehara@tcds.org

Alexandra Hernandez,
Programs Coordinator/Receptionist

Continuing Education • Community Health
Peer Review • Website Coordination
Exhibitors • Advertisers
Extension 21 – Alexandra@tcds.org

HMO Consumer Complaint Hotline
(800) 400-0815
State Dept. of Corporations Consumer Services division



By
Wayne Nakamura, DDS

“I hope you will join me in such a rewarding and worthy cause.”

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Special Smiles Special Olympics

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