DENTAL TRIBUNE

The World's Dental Newspaper · U.S. Edition

April 2010

www.dental-tribune.com

Vol. 5, No. 11



The first in a series on the different types of mucosal and soft-tissue pathologies. \rightarrow *page* 6A

Learn what has the most impact when it comes ▶ page 7A to achieving your practice's goals.

Take a peek at some products that might be ▶ pages 19A-22A unfamiliar to you.

Retired orthodontist gives \$4 million to East Carolina University School of Dentistry

By Fred Michmershuizen, Online Editor

Dr. Ledyard E. Ross, an 84-yearold retired orthodontist, has pledged \$4 million to East Carolina University (ECU) School of Dentistry. The gift, one of the largest in the history of the university, will be used for student scholarships, faculty research and other academic enterprises.

Ross is a 1951 graduate of ECU (then called East Carolina College). He has been a supporter of several academic and athletic initiatives at the university since establishing his dental practice in Greenville. He is a member of the Leo Jenkins Society and Order of the Cupola.

Ross attended Greenville High School and Hardbarger Business College before being admitted to East Carolina College.

He graduated from Northwestern University Dental School with a DDS in 1953, and he received a master of science degree in orthodontics in 1959 from UNC-Chapel Hill. He served in the U.S. Marine Corps First Marine Division from 1943 to 1946.

His financial gift comes at a wel-

 \rightarrow **DT** page 2A, "Orthodontist ..."



Dr. Ledyard E. Ross, a retired orthodontist, stands before an artist's rendering of the new building that will house the School of Dentistry at East Čarolina University. The building will bear his name. (Photo/Cliff Hollis, ECU News & *Communication*)

5 ways dental practices can reduce waste and pollution

In honor of the 40th annual Earth Day, the Eco-Dentistry Association (EDA) — an international association promoting environmentally sound practices in dentistry - is encouraging dentists to do their part to help save the environment.

To help dentists be more environmentally conscious, the EDA has issued a checklist of standards for green dental offices. Specifically, the

EDA is recommending that dental professionals make the following Earth Day resolutions to reduce waste and pollution.

Use an amalgam separator

Even if you don't place amalgams, you still need an amalgam separator, according to the EDA. In a typical

→ **DT** page 2A



Crown or same-day onlay?

Patients want to replace their old amalgam fillings, but they want to do it conservatively, consistently, effi-ciently, predictably and eco-nomically — and they want to do it in one visit. Review the advantages associated with indirect laboratoryprocessed composite resin posterior restorations and see the case study presented by Dr. Lorin Berland.

 \rightarrow See pages 10A-13A



Mechanicsburg, PA Permit # 506 ₽¥ID U.S. Postage **UTS TARAT**

Yew York, NY 10001 108# stiu2 215 West 55th Street Dental Tribune America

News



The unofficial Earth Day flag, designed by John McConnell. (Photo/Wikimedia Commons)

← **DT** page 1A

one-dentist office that only removes amalgam fillings, an amalgam separator can capture three pounds of mercury-containing waste material in one year. Every restorative practice should have this important piece of equipment, the EDA says.

Practice litter-free infection control

It is estimated that 1.7 billion plasticpaper sterilization pouches and 680 million barriers from U.S. dental offices will end up in landfills this year, according to the EDA.

The EDA offers "Best Practices for Waste-Reducing Sterilization and Infection Control" to help dental professionals become litter-free while maintaining the highest infection control standards.

will be named Ledyard E. Ross Hall.

time when we are starting a new

"This generous gift comes at a

← DT page 1A, "Orthodontist ..."

Cloth sterilization wraps and pouches and reusable cloth patient bibs and barriers, popular in hightech and spa practices, help dentists significantly reduce their environmental footprint. When a paper-plastic pouch is the best solution, separate the paper from the plastic and recycle each appropriately, the EDA says.

Detoxify your infection control processes

Using the right non-toxic, biodegradable cleaner and disinfectant is an important component of pollutionpreventing infection control, according to the EDA.

Line cleaners and cold sterile solutions such as glutaraldahyde are a significant source of pollution from the dental industry and contribute to poor indoor air quality.

Modern dentistry has eliminated the need for cold sterilization, and there are several environmentally safe line cleaners on the market.

Making a switch to the non-toxic option will keep your office in compliance with hospital infection control standards while eliminating the "dental office smell" that patients hate, the EDA says.

Take digital images

Dental radiographs are an important part of preventive dentistry, but traditional dental X-rays will contribute as much as 4.8 million lead foils and

school and puts us in a position

to support faculty and students at

28 million liters of toxic X-ray fixer to local ecosystems this year, according to the EDA.

Conserve resources and help cool the planet by switching to digital patient charting.

The EDA says patients will appreciate the significant reduction in radiation digital imaging provides and will benefit from an up-to-date approach to their health-care records. Going digital will also save a practice more than \$8,500 a year, the EDA says.

Promote your practice paperlessly

Dental practitioners are always looking for ways to build rapport with patients. You may not realize how much your patients will appreciate your office's eco-friendly initiatives, especially when they are delivered paper-free.

Use a digital marketing and communications provider that offers Web optimization and appointment confirmation by e-mail or text message, the EDA recommends.

Provide your patients with regular updates about your eco-friendly initiatives in electronic newsletters and e-mail blasts. Once or twice a year send a special newsletter using earth-friendly papers, inks and printing processes. DT

> (By Fred Michmershuizen, **Online** Editor)

DENTAL TRIBUNE The World's Dental Newspa

Publisher & Chairman Torsten Oemus t.oemus@dental-tribune.com

Vice President Global Sales

Peter Witteczek p.witteczek@dental-tribune.com

Chief Operating Officer Eric Seid

e.seid@dental-tribune.com Group Editor & Designer

Bobin Goodman r.goodman@dental-tribune.com

Editor in Chief Dental Tribune Dr. David L. Hoexter d.hoexter@dental-tribune.com

Managing Editor/Designer Implant Tribune & Endo Tribune Sierra Rendon

s.rendon@dental-tribune.com

Managing Editor/Designer Ortho Tribune & Show Dailies **Kristine** Colker

k.colker@dental-tribune.com **Online** Editor

Fred Michmershuizen f.michmershuizen@dental-tribune.com

Product & Account Manager Mark Eisen

m.eisen@dental-tribune.com

Marketing Manager Anna Wlodarczyk a.wlodarczyk@dental-tribune.com

Sales & Marketing Assistant Lorrie Young

l.young@dental-tribune.comC.E. Manager

Julia E. Wehkamp j.wehkamp@dental-tribune.com

Dental Tribune America, LLC 213 West 35th Street, Suite 801 New York, NY 10001 Tel.: (212) 244-7181 Fax: (212) 244-7185

Published by Dental Tribune America © 2010 Dental Tribune America, LLC All rights reserved.

Dental Tribune strives to maintain the utmost accuracy in its news and clinical reports. If you find a factual error or content that requires clarification, please contact Group Editor Robin Goodman at r.goodman@dental-tribune.com

Dental Tribune cannot assume responsibility for the validity of product claims or for typographical errors. The publisher also does not assume responsibility for product names or statements made by advertisers. Opinions expressed by authors are their own and may not reflect those of Dental Tribune America.

Editorial Board

Dr. Joel Berg Dr. L. Stephen Buchanan

- Dr. Arnaldo Castellucci
- Dr. Gorden Christensen Dr. Rella Christensen
- Dr. William Dickerson
- Hugh Doherty
- Dr. James Doundoulakis Dr. David Garber
- Dr. Fay Goldstep
- Dr. Howard Glazer
- Dr. Harold Hevmann
- Dr. Karl Leinfelder Dr. Roger Levin
- Dr. Carl E. Misch
- Dr. Dan Nathanson Dr. Chester Redhead
- Dr. Irwin Smigel
- Dr. Jon Suzuki
- Dr. Dennis Tartakow
- Dr. Dan Ward

come time for his alma mater. Just its inception," said ECU Chancellor Steve Ballard. two years ago, state and university leaders broke ground for the new "Dr. Ross' gift to the university East Carolina University School of reinforces that the N.C. General Dentistry. A new building that will Assembly saw the wisdom of estabhouse the new school of dentistry

lishing a school of dentistry at ECU and reinforces the vision they had and we have for this school."

Ledyard E. Ross Hall, on the ECU

Tell us what you think!

Do you have general comments or criticism you would like to share? Is there a particular topic you would like to see more articles about? Let us know by e-mailing us at *feedback@dental-tribune.com*. If you would like to make any change to your subscription (name, address or to opt out) please send us an e-mail at database@dental-tribune.com and be sure to include which publication you are referring to. Also, please note that subscription changes can take up to 6 weeks to process.



the centers.

good dental school and a great dental school hinges on private giving," said Dr. James Hupp, dean of the school of dentistry.

"Dr. Ross' very generous philanthropic gift will propel us toward greatness, allowing us to accomplish our grand vision of improving the health and quality of life of North Carolinians by leading the nation in community-based, service-learning dental education. We cannot thank him enough."

The ECU dental school plans to admit its first students for the fall semester of 2011. About 50 students will enter the program every year. DT

Health Sciences campus, will have more than 100,000 square feet. The North Carolina General Assembly has provided about \$90 million for construction. That appropriation covers both

the dental school building in Greenville and 10 community-service learning centers in rural and underserved areas of North Carolina.

The first three locations announced for those centers are Sylva, Ahoskie and Elizabeth City. Dental school faculty members will be based in the centers, along with advanced dental residents and senior students who will receive enhanced dental education in real practice settings.

The students and faculty will offer much-needed dental care to citizens in the areas surrounding

"The difference between being a

Dental museum adds exhibit

By Fred Michmershuizen, Online Editor

The National Museum of Dentistry, located in Baltimore, has added a new exhibit that will help teach the public about the American College of Dentists, the oldest national honorary organization for dentists.

The gold-plated mace and torch that have been used in American College of Dentists membership ceremonies for nearly 70 years are among the highlights of the new exhibit. The display also features an American ollege of Dentists' Fellowship pin, key and rosette. Also on view is the William J. Gies Award, which recognizes college fellows who have made outstanding contributions to the advancement of the profession.

"The National Museum of Dentistry preserves and celebrates the history of the dental profession," said Jonathan Landers, executive director of the museum. "This is the perfect place to showcase these fragile and magnificent historic symbols of such a respected organization in dentistry."

The American College of Dentists is the oldest national honorary organization for dentists. It was founded to elevate the standards of dentistry, encourage graduate study, and grant fellowship to those who have done meritorious work. Membership in the American College of Dentists is by invitation only.

There are more than 7,400 fellows, who are selected based on their contributions to organized dentistry, oral health care, dental research, dental education, the profession and society. Long regarded as the "conscience of dentistry," its mission is to advance excellence, ethics, professionalism and leadership in dentistry.

"We are honored to have the mace and torch on view at the National Museum of Dentistry," said Dr. Stephen Ralls, executive director of the American College of Dentists. "They represent an important historical link to key leaders of dentistry from the early 20th century onward."

About the mace and torch

When the American College of Dentists was founded in 1920, a symbolic light -- the torch -- was designated to signify the role of the college as a source of enlightenment and guidance. The torch was crafted in 1939 by the Gorham Silver Co. of Providence, R.I., to serve as a symbol of office.

The fluted staff, more than two feet long, is made of gold-plated bronze and decorated with ribbons engraved with the names of the founders of the American College of Dentists.

The mace was also made in 1939 by Gorham. It is more than two feet long and made of gold-plated bronze and silver. The base is adorned with faux amethysts, diamonds and emeralds. Crafted in the form of a caduceus symbolizing the medical professions, it includes the engraved names of 20 of the most eminent contributors to dentistry. The dome, with figures of

two Egyptians holding the ends of an open scroll, is supported by depictions of 11 Egyptian scholars and a modern graduate.

To visit the museum

The National Museum of Dentistry is an affiliate of the Smithsonian Institution. Other exhibits include George Washington's false teeth, vintage toothpaste commercials and handson displays that are meant to educate visitors of all ages about the power of a healthy smile.

The museum is located at 31 S. Greene St., not far from Baltimore's Inner Harbor. Admission is \$7 for adults, \$5 for seniors and students

with ID, \$3 for children age 3-19; and free for ages 2 and younger. It is open Wednesday through Saturday from 10 a.m. to 4 p.m. and Sunday from 1 to 4 p.m. The museum is closed Mondays, Tuesdays and major holidays.

More information about the museum is available by phone, at (410) 706-0600 or online, at www.smileexperience.org. DT

(Source: National Museum of Dentistry)

The gold-plated mace of the American College of Dentists, at right, is now on display at the National Museum of Dentistry in Baltimore. (Photo/National Museum of Dentistry)



News

3A

Behold the Power of One



Strength and Esthetics in One Composite

Sometimes less is actually more. With Simile[®] Nano-Hybrid Composite, one shade is all that's needed to create beautiful restorations that rival natural tooth structure. Nano-hybrid chemistry, familiar shades, ideal handling, and a price you'll love, make Simile the perfect choice for beautiful



- > Single shade technique seamless, invisible restorations with chameleon-like shade matching
- > Universal application perfect properties for both anterior and posterior use
- > Superior handling enables hassle-free sculpting

single shade restorations.

800.551.0283

Artiste[®] | Fusio[™] | Row-It[®]ALC[™] | Alert[®] | Simile[®]

- > Patented nano-hybrid chemistry combines beautiful esthetics with outstanding physical properties
- > Proven polish & polish retention[†] ensures beautiful results that last

To learn why many of your peers have made Simile composite their go to restorative material, or to place an order call 800-551-0283 or visit www.pentron.com today!

203.265.7397



4A News

CareCredit: fourth donation to Give Kids A Smile fund

CareCredit[®], a patient payment program, continued its support as founding donor of the American Dental Association Foundation Give Kids A Smile[®] expansion fund with its fourth consecutive \$100,000 donation. The donation was made at the Give Kids A Smile National Advisory Board meeting, Feb. 24 in Chicago.

The American Dental Association's Give Kids A Smile program has two objectives: first, to enable dental teams to provide free dental care, screening and education to underserved children; and second, to raise public awareness that the children of this country deserve a better health-care system that addresses their dental needs.

In 2009, with the help of Care-Credit's contribution, grants were awarded to the Hispanic Dental Association (HDA), the National Dental Association (NDA) and Oral Health America. The HDA is using its grant to fund local dental student-led oral-health programs in Los Angeles, Dallas and Boston.

The NDA is enhancing the Deamonte Driver Dental Project and has assembled its Dentists in Action resource directory. Oral Health America's grant funds have been distributed to Smiles Across America sites in California, Minnesota and Nevada.

"Dental disease among children is a serious issue in the United States. When a child has disease and pain, it makes it difficult for them to eat, sleep and learn," stated CareCredit board member and Senior Vice President of Marketing Cindy Hearn.

"CareCredit became the founding donor of the American Dental Association Foundation Give Kids A Smile expansion fund to help increase children's access to treatment throughout the year."

"Each year we are so impressed with how the grant recipients use the funds to reach out in their community, state and even across the country," added Hearn.

"CareCredit continues to give benevolently to the Give Kids A Smile fund. Through its generosity, we have truly been able to make a difference in the lives of children who have little to no access to quality dental care," said Dr. Arthur A. Dugoni, president, ADA Foundation.

Today, CareCredit is at work in more than 80,000 dental practices. CareCredit is exclusively selected for their members by most state and national dental associations, including ADA Business ResourcesSM, AGD, AAOMS and AAP, and is also recommended by leading practice management consultants.



Cindy Hearn, senior vice president of marketing, CareCredit and member of the Give Kids A Smile National Advisory Board (right), presents a \$100,000 donation to the ADA Foundation GKAS Fund during the advisory board meeting Feb. 24 in Chicago. Accepting the check are (from left) Steve Kess, board chair and vice president of Global Professional Relations, Henry Schein Inc.; Dr. Jeff Stasch, board member and member of the ADA Council on Access, Prevention and Interprofessional Relations; Dr. Ron Tankersley, ADA president; and Robert C. Henderson, PhD, board member and member of the ADA Foundation Board of Directors. (Photo/ADA News)

For more information on Care-Credit, call (800) 300-3046, ext. 4519, or visit *www.carecredit.com/dental*.

Information on Give Kids A Smile can be found at *www.givekidsa smile.ada.org.* DT

(Source/ADA News) SM ADA is a registered trademark of the

American Dental Association. ADA Business Resources is a service mark of the American Dental Association. ADA Business Resources is a program brought to you by ADA Business Enterprises, Inc., a wholly owned subsidiary of the American Dental Association.

Global lab revenues to exceed \$14.5 billion by 2015

By Fred Michmershuizen, Online Editor

Increasing numbers of elderly people and more demand for highquality dental esthetics are cited among the reasons for an increase in global demand for the services of dental laboratories.

According to a new report, the world market for dental laborato-



ries is projected to exceed \$14.5 billion by the year 2015.

The report, by Global Industry Analysts, a publisher of market research, states that dental laboratories are witnessing a significant increase in demand for dental prosthetics as well as other restoratives.

The report also cites the increasing purchasing power of the baby boomer generation as another factor driving the dental laboratory market.

The United States represents the largest market for dental laboratories worldwide, according to the report.

The scarcity of technicians and availability of modern restorative technologies and systems are driving dental laboratories to deliver quality dental restorations to dentists on time.

Outsourcing is a key element in the U.S. dental laboratory industry.

The report, "Dental Laboratories: A Global Strategic Business Report," provides a comprehensive review of dental laboratories, market trends, recent industry activity and focus on market participants.

The study analyzes market data and analytics in terms of value sales for regions, including the United States, Canada, Japan, Europe, Asia-Pacific, Latin America and the rest of the world.

Key players profiled in the report include 1st Dental Laboratories, Attenborough Dental, Champlain Dental Laboratory, Dental Services Group, iDent Dental Lab, Lord's Dental Studio, Knight Dental Design, National Dentex Corp., Southern Craft Dental Laboratory, Utah Valley Dental Lab and others.

The report is available for purchase from Global Industry Analysts.

More information is available at *www.strategyr.com/Dental_Labo ratories_Market_Report.asp.* DT

(Source: Global Industry Analysts)



Changing dentistry 4mm at a time.



Over 10,000 new users have made SureFil® SDR™ flow one of the fastest-growing products.

Since launching SureFil® SDR™ flow in September 2009, over 10,000 dentists have tried the first and only bulk fill flowable posterior composite. What's even more impressive is that over 90% of them said they would continue to use it. SureFil® SDR™ flow has self-leveling handling that provides excellent cavity adaptation, and it can be bulk filled in 4mm increments, dramatically streamlining your posterior restoration. Contact your DENTSPLY Caulk rep or visit www.surefilsdrflow.com to learn more.

facebook twitter



POSTERIOR BULK FILL FLOWABLE BASE

Diagnose this: white lesions

By Monica Malhotra, India

The purpose of this quiz, and the ones to follow, is to assist you in understanding the different types of mucosal and soft-tissue pathologies with different colors (red, white, mixed red/white) and other pigmented lesions seen in the oral cavity.

There has been a trend to ignore the overall examination of the oral-cavity and concentrate more upon the chief complaint a patient presents.

In this process we often don't take advantage of the so-called "mirror of general health." We can always take a little more time to overview the entire oral cavity, including the oral mucosa.

Please feel free to contact me with any feedback or questions you may have.

Part 1: case study

A 45-year-old, healthy man visited his dentist for tooth pain and was informed that his mouth contained "disease in disguise."

Upon oral examination, buccal-mucosa showed hyperkeratotic white, slightly elevated, diffuse patchy lesion extending toward the commissures of the mouth on the left side.

The lesion was non-scrapable in nature.

The patient had a habit of smoking five to six bidis (a crude form of cigarette used in India) a day for the past four years.

 What provisional diagnosis would you make of this lesion?
 a. Leukoplakia

h Linoa alba

b. Linea albac. Lichen planusd. Leukoedemae. Candidiasis



(Photo/Monica Malhotra)

See page 15A for the answer.



Looking for 'love' in all the wrong places

Which aspect of your practice has the most impact on your bottom line?

Look at your

in success that

they really are.

By Louis Malcmacher, DDS, MAGD

As a practicing dentist and a dental consultant, I know exactly where dentists are coming from when they describe their daily challenges to me. I hear routinely from dentists about all kinds of problems they are experiencing.

Every dentist that I talk to wants to know how to get more new patients, how to properly market the practice, how to be faster and more efficient clinically, how to reduce overhead, how to motivate more patients to bigger and bigger treatment plans and a whole host of other issues that are constantly on a general dentist's mind.

Dentists will spend all kinds of money on books, tapes, consultants, marketing programs, newsletters and all sorts of other things that they think may improve a particular part of their practice. Most dentists who are looking for these solutions are always, as I like to say, "looking for love in all the wrong places."

Dentists often overlook the most obvious and impactful part of their practice: the dental team that they work with every single day.

The team

Having a great dental team will significantly improve all aspects of your dental practice immediately and for the long term. Having a great dental team solves so many of the issues and the challenges that dentists face every single day.

Do you want more patients? Your dental team should be out there asking everybody they know if they need a dentist as well as every single patient that comes through the door about referring their own families and friends as new patients to the practice.

Do you want to market your practice better and more efficiently? Having great dental team members who will carry your message with them into every single treatment room will accomplish that.

Do you want to motivate patients to more comprehensive dentistry and more elective dental procedures such as Aurum Ceramics Cristal Veneers? A great dental team will take the time to plant seeds in patients' minds about what dentistry can accomplish, and these staff members are the most effective communication team you could possibly have.

It always amazes me that a dentist will spend thousands of dollars on a computerized education system that will describe dental procedures when a talented dental assistant can do the same thing with that human and personal touch. By the way, that doesn't mean that digital education materials aren't useful.

If your dental team members are poor communicators and you buy them an educational piece of equipment, then what you now have is a dental team with poor communication skills but with an expensive computer.

Why not spend that money to first go ahead to motivate and improve the morale and communication skills in your office so that everybody can talk to patients more easily and with more leadership?

Do you want to reduce your overhead? A great dental team will certainly help you accomplish this by streamlining so many of the inefficient processes that occur in daily dental practice and will help the dentist accomplish dental treatment much faster, easier and better.

Do you want to improve your cash flow and account receivables? A great dental team is the road to success in every dental office in every single aspect you could possibly imagine.

Valued partners in success

I see dentists wasting their time and money buying into all kinds of gadgets, toys, scams and supposed "systems for success" when they should be spending their time, energy and effort developing and motivating their valued staff members.

Every week when I am giving a lecture, for the most part, I can see immediately who the more successful dentists are just by looking at the audience in the first two minutes of the lecture. The most successful dentists I know and that I see at my lectures are the ones who have their den-

> tal team members sitting right next to them at the events they attend.

If you, as a dentist, go to dental team members a lecture and want to learn about something new or want as the valued partners to institute a new system in your office and you attend the lecture alone and then return to the office, your staff members will not have the same enthusiasm that you developed or the same initial level

> of interest. You must then force this new idea down their throats, to which they become resentful. Success in this scenario is going to be limited, but more likely will not happen. It frustrates me because I know the solution is really so simple.

> Look at your dental team members as the valued partners in success that they really are. Staff appreciation is one of the most overlooked, inexpensive and easiest ways to begin to develop a great dental team.

> It may surprise you to know that in many major studies in employee relations, money is not the most important factor to employees. No. 1 is staff appreciation and No. 2 is having a pleasant place to work in.

> If your dental team members also realize they are fulfilling a mission of improving peoples' lives through excellent oral health that also gives them a great sense of purpose.

> You could pay a dental assistant \$100 per hour, but if she is miserable in the work environment, your office will never be successful. You could pay your front desk team member \$100 per hour, but if you have never invested in having him develop the necessary skills to talk to patients, your office will not be successful.

> If you pay your dental hygienist \$100 per hour and she is just a housekeeper with no communication skills, your office will never reach its full potential.

Being in the 'people' business

Tight Cervical Marginal Adaptation evoids overhangs

for maintained separation and cervical adaption

The World's Fastest **Composite Matrix?**



Practice Matters 7A

AD



8A Practice Matters

DENTAL TRIBUNE | APRIL 2010

← DT page 7A

Ultimately, dentistry is a people business. To be successful in this field, you have to love people and hire people who love people. If you hire people who love people, your office will become a different place.

Stress in dentistry is caused by the people who work in your office who are stressing themselves, you and your patients. Once your patients are stressed, they will stress you even more.

Hiring the right staff is the first step along the road to a happy office. The next steps include working with your team members and constantly training them and yourself in how to do better clinical dentistry, how to be better communicators, how to serve and how to achieve all of your goals together.

This has so frustrated me as I lecture to thousands of dentists a year that I have some resources on my Web site, *www.commonsense dentistry.com*, about building the best dental team ever.

You need to know how to hire, evaluate and give a bonus to great team members. You must lead and motivate team members with your vision of what you want your practice to be. It really is this simple: if you have a great dental team, you

▲HENRY SCHEIN[®]

AD



A great dental team can ...

will have a great office!

outside in.

The simple road to success

Stop wasting your time and money

on all the schemes and supposed

shortcuts out there that you think

may improve your office from the

great dental team by learning lead-

Webinars

Hire, develop and motivate a

- help market your practice more efficiently.
- help motivate patients to accept treatment recommendations and elective procedures.
- help improve cash flow and account receivables.

ership skills and build your office from the inside out.

It doesn't help you at all to get 100 new patients per month if your team members do not have the capability or the interest to properly build relationships with your patients.

You, as a dentist, typically spend 30, 40 or 50 hours per week in your dental practice — it is equally as easy to be happy there as it is to be miserable. Life is too short to spend your time in a miserable situation.

In addition, what does your office team look like? Do they have great smiles, are they well groomed, do they dress nicely and cleanly? This says a lot about your practice.

If you are looking to build an esthetic practice, patients are more apt to accept treatment plans from team members (and dentists!) who have a great looking smile and great facial esthetics.

Now that nearly 10 percent of dentists are providing Botox and dermal fillers, it is not just about the teeth anymore in the dental office and the same is to be said about facial esthetics. I often joke that Botox is the secret to staff retention — once you provide this to your team, they will never leave you because this is a repeat procedure.

Yet the street here runs both ways — it helps build your practice when everyone looks their best — they feel better about themselves from a self-esteem perspective, they transmit a more positive image and treatment acceptance will go up.

If your dental office is a place that loves to work with people, that attitude alone will solve so many of the issues that have frustrated you throughout your career.

When we consult with dental offices and turn their team members around, and make them great and sincere communicators, the office becomes a stress-free, highproducing, low-overhead, fun place to work for everyone.

It is amazing what a little appreciation and respect will do in motivating and building a great dental team.

It is the quickest and straightest road to dental practice success.

About the author

Dr. Louis Malcmacher is a practicing general dentist in Bay Village, Ohio, and an internationally known lecturer and author known for his comprehensive and entertaining style.

An evaluator for Clinicians Reports, Malcmacher has served as a spokesman for the AGD and is president of the American Academy of Facial Esthetics.

You may contact him at (440) 892-1810 or e-mail *dryowza@mail. com.*

You can also see his lecture schedule at *www.commonsense dentistry.com* where you will find information about his Botox and dermal filler live patient hands-on training, practice-building audio CDs and free monthly e-newsletter.



May 4, 2010 "What is Your Practice Worth?" 9:00 pm-10:00 pm (ET) • What constitutes your practice's greatest value • What can be done to Increase a practice's value • Avoiding mistakes that destroy value September 21, 2010 "Associateships-Steps for Owners and New Doctors" 9:00 pm-10:00 pm (ET) • What determines a successful relationship

As one of the nation's largest practice transition companies, Henry Schein

actors that will help you with your transition decisions and future endeavor

Register at www.henryschein.com/pptwebinars

Professional Practice Transitions (PPT) provides the resources to guide you through

every stage of your practice transition. Now is the time to make sure that the inves you have made in your practice is secure. Participate in our webinars to learn key

Right and wrong reasons to consider an associateship
 Identifying the practice owner's goals

November 9, 2010 "Preparing Your Practice for a Transition–Steps to Take Today" 9:00 pm–10:00 pm (ET)

Steps that make your practice more saleable
 Steps that increase the demand for your practice
 Common mistakes to avoid

"Available only in states where applicable





1-800-730-8883 or www.henryschein.com/pptwebinars



MENRY SCHEIN® PROFESSIONAL PRACTICE TRANSITIONS

When It's Time to Buy, Sell, or Merge Your Practice You Need A Partner On Your Side

ALABAMA

Birmingham—4 Ops, 2 Hygiene Rooms, GR \$675K #10108 Birmingham Suburb—3 Ops, 3 Hygiene Rooms #10106 Florence—Beauriful Modern Office, room to expand, GR\$656K #10110

CONTACT: Dr. Jim Cole @ 404-513-1573

ARIZONA

Arizona-Doctor Seeking to Purchase General Dental Practice. #12110

Shaw Low—2 Ops, 2 Hygiene Rooms, GR in 2007 \$645,995 Phoenix—General Dentist seeking Practice Purchase Opportunity #12108

N Scottsdale—General Dentist Seeking Practice Purchase Opportunity #12109

Urban Tucson---6 Ops + 4 Equipped, 1 Hygiene, GR \$900K 12112

Tucson-1,800 active patients, GR \$850K, Asking \$650K #12116

CONTACT: Thm Kimbel @ 602-516-3219

CALIFORNIA

Alturas—5 Ops, GR \$611K, 5 1/2 day work week #14279 Atwater—2 Ops, 1,080 sq. fr., GR \$177K #14507

El Sorbrante—5 Ops - 3 Equipped, 1,300 sq. ft., GR \$350K #14302 Fresno—5 Ops, 1,500 sq. fr., GR \$1,064,500 #14250

Greater Auburn Area—4 Ops, 1,800 sq. ft., GR \$763K

#14304 Madera—7 Ops, GR \$1,921,467 #14283

Modesto-12 Ops, GR \$1,097,000, Same location for 10 years

#14289 Modesto—5 Ops, GR \$884K w/adj. net income of \$346K

#14308 N California Wine Country—4 Ops, 1,500 sq. ft., GR \$958K.

#14296 Pine Grove—Nice 3 Ops fully equipped office/peactice GR

\$111,300 #14309 Porterville—6 Ops, 2,000 sq. ft., GR \$2,289,000 #14291 Red Bluff—8 Ops, 2008 GR \$1,006,096, Hygiene 10 days a

week, #14252

CONTACT: Dr. Dennis Hoover @ 800-519-3458

Dixon—4 Ops, 1,100 sq. ft., GR \$122K #14265 Grass Valley—3 Ops, 1,500 sq. fr., GR \$714K #14272 Oroville—Owner deceased, 7 Ops, GR \$770K, 3000 sq. ft. hldg. #14310

Redding—5 Ops, 2,200 sq. fr., GR \$1 Million #14293 Yuba City—5 Ops, 4 days hyg, 1,800 sq. fr. #14273 CONTACT: Dr. Thomas Wagner @ 916-812-3255

Rancho Margarita-4 Ops, 1,200 sq. fr., Take over lease #14301 CONTACT: Thinh Tran @ 949-555-8308

CONNECTICUT

Fairfield Area—General practice doing \$800K #16106 Southburg—2 Ops, GR \$254K #16111 Wallingford—2 Ops, GR \$600K #16113 CONTACT: Dr. Peter Goldberg @ 617-680-2950

FLORIDA

Miami-5 Ops, Full Lab, GR \$835K #18117 CONTACT: Jim Puckett @ 863-287-8300

Jacksonville—GR \$1.3 Million, 3,000 sq. fr., 7 Op's, 8 days hygiene #18118 CONTACT: Deanna Wright @ 800-730-8885

GEORGIA

Atlanta Suburb—3 Ops, 2 Hygiene Rooms, GR \$863K #19125 Atlanta Suburb—2 Ops, 2 Hygiene Rooms, GR \$633K #19128 Atlanta Suburb—3 Ops, 1,270 sq. ft., GR \$438,563 #19131 Atlanta Suburb—Pediatric Office, 1 Op, GR \$426K #19134 Dublin—GR \$1 Million+, Asking \$825K #19107 Macon—3 Ops, 1,625 sq. ft., State of the art equipment #19103 North Atlanta—3 Ops, 5 Hygiene, GR \$678K+ #19132 Northeast Atlanta—4 Ops, GR \$607K #19129 Northern Georgia—4 Ops, 1 Hygiene, Est. for 45 years #19110 South Georgia—2 Ops, 3 Hygiene Rooms, GR \$722K+ #19133 CONTACT: Dr. Jim Cole @ 404-513-1573

ILLINOIS

Chicago—4 Ops, GR \$709K, Sale Price \$461K #22126 1 Hr SW of Chicago—5 Ops, 2007 GR \$440K, 28 years old #22123

Chicago—5 Ops, GR \$600K, 3 day work week #22119 Galena—GR 180K, located in Historic Bed & Breakfast Community #22129

Western Suburbs-5 Ops; 2-2,000 sq. ft., GR Approx \$1.5MM #22120

CONTACT: Al Brown @ 650-781-2176

MARYLAND

Southern—11 Ops, 3,500 sq. ft., GR \$1,840,628 #29101 CONTACT: Sharon Mascetri @ 484-788-4071

MASSACHUSETTS

Boston—2 Ops, GR \$252K, Sale \$197K #30122 Boston Southshore—3 Ops, GR \$300K #30123 North Shore Area (Essex County)—3 Ops, GR \$500K+ #30126 Western Massachusetts—5 Ops, GR \$1 Million, Sale \$514K #30116

CONTACT: Dr. Peter Goldberg @ 617-680-2930

Middle Cape Cod—6 Ops, GR \$900K, Sale price \$677K #30124

Boston—2 Ops, 1 Hygiene, GR \$302K #30125 Middlesex County—7 Ops, GR Mid \$500K #30120 New Bedford Area—8 Ops, \$628K #30119 CONTACT: Alex Litvak @ 617-240-2582

MICHIGAN

Suburban Detroit—2 Ops, 1 Hygiene, GR \$213K #31105 Ann Arbor Area—Low Overhead - Well Run Practice GR 600K #31108

CONTACT: Dr. Jim David @ 586-530-0800

MINNESOTA

Crow Wing County.—1 Ops #32104 Fargo/Moorhead Area—1 Op, GR \$185K. #32107 Central Minnesota—Mobile Practice. GR \$730K+ #52108 Twin Cities—Move in & Practice Immediately GR \$800K #32110 CONTACT: Mike Minor @ 612-961-2132

MISSISSIPPI

Eastern Central Mississippi—10 Ops, 4,685 sq. fr., GR \$1.9 Million #33101 CONTACT: Deanna Wright @ 800-730-8883

NEVADA

Reno—Free Standing Bldg., 1,500 sq. ft., 4 Ops, GR 763K #37106 CONTACT: Dr. Dennis Hoover @ 800-519-3458

NEW JERSEY

Marlboro—Associate positions available #39102 Mercer City—3 Ops, Good Location, Turn Key, GR \$191K #39112 CONTACT: Sharon Mascetti @ 484-788-4071

NEW YORK

Brooklyn---3 Ops (1 Fully equipped), GR \$175K #41113 Woodstock---2 Ops, Building also available for sale, GR \$600K #41112

CONTACT: Dr. Don Cohen @ 845+460-3034

Syracuse—4 Ops, 1,800 sq. ft., GR over \$700K #41107 CONTACT: Marry Hare @ 315-263-1313

New York City—Specialty Practice, 3 Ops, GR \$502K #41109 CONTACT: Richard Zalkin @ 631-831-6924

NORTH CAROLINA

Charlotte—7 Ops - 5 Equipped #42142 Foothills—5 Ops #42122

Near Pinchurst-Dental emerg clinic, 5 Ops, GR in 2007 \$373K #42134

New Hanover City—A practice on the coast, Growing Area #42145

Raleigh, Cary, Durham—Doctor looking to purchase #42127 CONTACT: Barbara Hardee Parker @ 919-848-1555

OHIO

Medina—Associate to buy 1/3, rest of practice in future. #44150 North Central—GR 619K, 4 Ops, Well Established #44159 North Central—GR 700K, 5 Ops, Well Established #44157 CONTACT: Dr. Don Moorhead @ 440-823-8037

PENNSYLVANIA

Northeast of Pittsburgh—3 Ops, Victorian Mansion GR \$1.2+ Million #47140 CONTACT: Dan Slain @ 412-855-0537

Lackawanna County-4 Ops, 1 Hygiene, GR \$515K #47138 Chester County-High End Office, 4 Op's, Digital, FFS + a few PPO's #47141

Philadelphia County (NE)-4 Ops, GR \$500K+, Est 25 years #47142

CONTACT: Sharon Mascetti @ 484-788-4071

RHODE ISLAND

Southern Rhode Island—4 Ops, GR \$750K, Sale \$486K #48102 CONTACT: Dr. Peter Goldberg @ 617-680-2950

SOUTH CAROLINA

HHI—Dentist seeking to purchase a practice producing \$500K a year #49103

CONTACT: Scott Carringer @ 704-814-4796 Columbia-7 Ops 2 200 so fr GR \$678K #4910

Columbia—7 Ops, 2,200 sq. ft., GR \$678K #49102 CONTACT: Jim Cole @ 404-513-1573

TENNESSEE

Elizabethon—GR \$333K #51107 Memphis—Large profitable practice GR \$2 Million+ #51112 Suburban Memphis—Leading Practice in Area GR \$1 Million #51113 CONTACT: George Lane @ 865-414-1527

TEXAS

Houston Area—GR \$1.1 Million wiadj. net income over \$500K #52103 CONTACT: Deanna Wright @ 800-730-8883

VIRGINIA

Greater Roanoke Valley-2,500 sq. ft., GR \$942K updated equipment #55111 CONTACT: Bob Anderson @ 804-640-2373