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# CENTRAL OREGON DENTAL NEWSLETTER

June 1, 2016

c/o Mehdi Salari, DMD  
[bendsalari@gmail.com](mailto:bendsalari@gmail.com)

Please reply to this email if wishing to post Announcements, Classifieds or General Monthly Advertisements in the CENTRAL OREGON DENTAL NEWSLETTER.

## Highlights or Contents of this Newsletter:

- Upcoming Meetings, Continuing Education & Events
- Central Oregon Dental Community News
- Dear Dr. Rupert Advice Column (Dental Practice Management GURU & Know-it-all)
- Local Classifieds

**Please thank the following businesses for their continued support of the Central Oregon Dental Newsletter & Community:**

- Advantage Dental
- Assured Dental Lab
- Jones & Roth Financial & CPA Services
- O'Brien Dental Lab

## **UPCOMING CENTRAL OREGON MEETINGS & EVENTS**

(Please feel free to let me know of any dental related events or courses that you would like posted on this calendar.)

**Mark your calendars and plan to attend ...**

**July 29-31, 2016** (Friday - Sunday)

**2016 Advantage Dental Summer Meeting**

More Information coming soon to: [www.advantagedental.com](http://www.advantagedental.com)

**September 22, 2016** (Thursday)

**Dental Society Dinner/Business Meeting**

6:00 p.m. – Social ½ Hour

6:30 p.m. – Dinner & Meeting to Follow

Speaker: Dr. Nathan Lenox will make a presentation on "Tips & Tricks for Taking Out Teeth"

Location: Riverhouse Convention Center in Bend

RSVP email coming as date approaches

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## **December 9, 2016 (Friday)** **DBIC Risk Management Course**

8:30 a.m. – 11:30 a.m.

3 Hours of CE

Location: Eagle Crest Resort in Redmond

RSVP coming as date approaches

## **December 10, 2016 (Saturday)** **Dental Society Holiday Party**

6:00 p.m. – Social Hour

7:00 p.m. – Dinner

Location: Riverhouse Convention Center in Bend

RSVP email coming as date approaches

## **Central Oregon Dental Society News**

### **Please Consider Representing CODS in the 2016 House of Delegates Meeting (October 7-8)**

The 2016 ODA House of Delegates will be held October 7-8, at the Double Tree by Hilton in Portland, Oregon. Please contact Dr. Gary Dehm (gary.dehm.dmd@hotmail.com) if you are interested in becoming a delegate for the Central Oregon Dental Society.

The powers of voting members of the Oregon Dental Association under Oregon Nonprofit Corporation Law are exercised by a House of Delegates. Delegates are selected by each of ODA's sixteen component dental societies on the basis of **one delegate for every 25** (or majority fraction thereof) **voting members**. Components with fewer than 37 members are entitled to two delegates. For every delegate, each component is entitled to select one alternate delegate to act in the absence of the delegate at any meeting of the House.

The Speaker of the House of Delegates is also a voting member of the House, by virtue of his or her

office. The students of the OHSU School of Dentistry are entitled to appoint one voting delegate.

The House meets in September or October of each year. The date, time, and location are specified by the Board of Trustees.

### Hygienist Availability List

The Central Oregon Dental Hygienists Association has been working on maintaining a list of available Central Oregon Dental Hygienists. This list can be requested from Jennifer Miglioretto, RDH-EPP, President of CODHA. You can contact Jennifer at [codhainfo@gmail.com](mailto:codhainfo@gmail.com). The list will contain currently available Dental Hygienists names, contact info, availability and credentials; and whether they're looking to add more days, pick up a temporary position or looking for full-time employment.

### COCC Dental Assisting Program Update

Deb Davies, Allied Health Chair, Central Oregon

Community College

**Please welcome to the Central Oregon Dental Community the 2015-16 graduates of the COCC Dental Assisting Program. Each of the following 20 students completed 300 hours of unpaid practicum at the dental offices listed below.**

Vanessa Anderson - Brittany Arreola - McKenna Babikoff - Kelcey Canfield - Kristina Clark  
- Renee Brown - April Douglas - Chrisie Fabbrini - Katie Knight - Tessa Krall - Megan Lee  
- Laura Martinez - Michelle Meneni - Sierra Miller - Michele Nornes - Sara Pohle - Emily Poirier - Lyndsey Saxon - Kelsie Stafford - Shelby Thompson

**The COCC Dental Assisting Program would like to thank the following dental practices who participated in the 2015-16 Practicum:**

- \* Carlo Arrendondo, DDS (*Dr. Dondo's Dental Excellence*)
- \* Advantage Dental Clinics (*Bend, Madras & Prineville*)
- \* The Brace Place (*Bend, Redmond & Prineville*)
- \* Scot Burgess, DMD (*Optimal Orthodontics*)
- \* Daniel Bitner, DMD (*Cascade Endodontics*)
- \* Eric Cadwell, DDS & John Ritacca, DDS (*PureCare Dental*)
- \* Steve Christensen, DMD (*Deschutes Pediatric Dentistry*)
- \* Gary Dehm, DMD (*Bend*)
- \* Yoli Digiulio, DMD (*Cornerstone Family Dentistry*)
- \* Andrew Engel, DMD (*Living Dental Health*)
- \* Taylor Fowles, DMD & Kelli Fowles, DMD (*East Bend Dental*)
- \* Kyle J. Frisinger, DMD (*Redmond*)
- \* Greg Ginsburg, DMD & Janell Ginsburg, DMD (*Ginsburg Family Dental Care*)
- \* Brad Johnson, DDS (*Contemporary Family Dentistry*)
- \* Mark Keener, DDS (*Redmond*)
- \* Kelly Mingus, DDS (*Distinctive Dentistry*)
- \* Marc Nordstrom, DMD (*Mirror Pond Dental*)
- \* Casey O'Neil, DMD (*O'Neil Orthodontics*)
- \* Marika Stone, DMD & Blake Drew, DMD (*Mill Point Dental*)
- \* Blair Struble, DMD (*Struble Orthodontics*)
- \* David Sullivan, DMD (*Sullivan Orthodontics*)
- \* Jeffrey Thayer, DMD (*Deer Ridge Correctional Facility*)
- \* Jeff Timm, DMD & Andy Timm, DMD & Ryan Timm, DMD (*Timm Family Dentistry*)
- \* Brandon Turley, DMD (*Redmond*)

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**Kemple Memorial Children's Dental Clinic News for May 31, 2016** [Suzanne Browning](#)  
**Special thanks to all volunteer dentists that donated services to Kemple Clinic. We could not carry out our efforts without the donation of time, consultation, uncompensated treatments and support from these generous dental professionals. The following is the THANK YOU ADVERTISEMENT that appeared in the Bend Bulletin in May (for April In-Kind services)**

## Kemple

In our efforts to provide dental care for children and young adults in Central Oregon who can't afford it, Kemple Memorial Children's Dental Clinic wishes to thank the following dentists for their volunteered services in April 2016.

### VOLUNTEER DENTAL PROFESSIONALS TREATING KEMPLE KIDS IN THEIR OWN OFFICES IN APRIL 2016

Dr. Daniel Bitner	Dr. Maureen Porter
Dr. Scot Burgess	Dr. Zack Porter
Dr. Elise Burrus	Dr. Catherine Quas
Dr. David Cauble	Dr. Daniel Radatti
Dr. Karen Coe	Dr. Tom Rheuben
Dr. Steve Christensen	Dr. Brien Rosenzweig
Dr. Blake Drew	Dr. Mehdi Salari
Dr. Ryan Duval	Dr. Marika Stone
Dr. Andy Engel	Dr. Andrew Timm
Dr. Matt Falkenstein	Dr. Jeff Timm
Dr. Taylor Fowles	Dr. Ryan Timm
Dr. Kelli Fowles	Dr. Peter Yonan
Dr. Benjamin Grieb	<b><u>VOLUNTEER DENTAL</u></b>
Dr. Jay Gronemyer	<b><u>PROFESSIONALS</u></b>
Dr. Jessica Henderson	Carol Harken
Dr. Brad Hester	Chrisie Fabbrini
Dr. Mark Jensen	Darla Thompson RDH
Dr. Jeff Johnson	Desiree Strawn EPDH
Dr. Mark Keener	Jennifer Fahrenthold
Dr. Jean Martin	Karen Siewert RDH
Dr. Patricia Papareuri	And Brian's Ceramic Specialties

At the Kemple Memorial Children's Dental Clinic, our mission is to improve the health and well-being of children & young adults in Central Oregon by facilitating critical preventative, educational, and dental treatment services for children whose families cannot access basic dental care. We do this through our dental clinic facility, screen and seal program events at local schools and community partner organization venues with subsequent follow-up and referrals to volunteer dental professionals as needed. We provide portable preventative dental services to children and young adults regardless of insurability at various convenient locations. We advocate for all children needing timely, high-quality dental care.

## **BRIGHTER SMILES CAMPAIGN: ONE MONTH LEFT....BUT IT IS STILL NOT TOO LATE TO PARTICIPATE:**

Thanks to all the dentist offices that are busily scheduling appointments for the May-June Brighter Smiles fundraiser (Whitening at the reduced price of \$200). IT IS NOT TOO LATE TO PARTICIPATE - Those of you who want more information and whitening product/posters delivered to your office – please contact the Kemple Clinic at (541) 617-1653 as soon as possible. We will come to your office and brief your staff and get you started with the event. If you do not provide whitening services but would like to support Kemple Clinic, *we would appreciate your monetary donation to cover advertising and product costs – any donation will be helpful.*

You are able to download and print publicity posters from our website. You can easily upload this data to your own website, facebook and/or patient emails. Here is the link to our site page for Brighter Smiles:

<http://kempleclinic.com/events/brighter-smiles-campaign/> .

We are continually updating this website page and will add the names of 2016 participating dentists here as well as in The Bend Bulletin advertisement and other places. **Hopefully you have heard or seen the great advertising on the various local radio stations, Bend Nest and Bend Bulletin. The next ads will have the names of all participating and supporting dental offices. Thanks in advance for your continued support.**

**STAFFING CHANGES AT KEMPLE CLINIC:** After 12+ years working for the Kemple Clinic, our clinic coordinator, Vickie Matthews has retired. We have all benefitted from her concerted efforts to ensure that at risk children & young adults of Central Oregon receive high quality, timely dental care. As we continue our search for a new clinic/program coordinator, you will be receiving referrals from Debbi Smith and/or Cathy Taylor. Thank you in advance for your patience during our staff transition.

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## **Volunteer Dental Opportunities in Central Oregon**

- **Kemple Memorial Children's Dental Clinic** – Contact Debbi Smith ([debbi@kempleclinic.com](mailto:debbi@kempleclinic.com)) or Vickie Matthews ([Vickie@kempleclinic.com](mailto:Vickie@kempleclinic.com)) or both by phone at 541-617-1653. General inquiries are directed to [info@kempleclinic.com](mailto:info@kempleclinic.com) or by phone at 541 617-1653. Provides preventative dental treatments at the Kemple Clinic (Hygienists & Dental Assistants) and referrals to your dental office for acute treatments for at risk children ages 3-18 and young adults ages 19-25 (at-risk: uninsured, underinsured, underserved children and young adults). Website: [www.kempleclinic.com](http://www.kempleclinic.com)
- **Donated Dental Service (DDS)**. Provide comprehensive treatment to the underserved. Work from your office, no lab fees and great patients. Contact Jessica Forsythe at 503-594-0837 or [jforsythe@dentalLifeline.org](mailto:jforsythe@dentalLifeline.org) or Mark Keener DMD at 541-548-4064.
- **Medical Teams International Mobile Dental Van** – Contact Debbie Stumbaugh @ (541) 977-4367 or [dstumbaugh@medicalteams.org](mailto:dstumbaugh@medicalteams.org). Provide dental treatment for low-income adults and children in the Dental Van.
- **Healthy Beginnings** – Contact Shelley Irwin @ (541) 383-6357 or [shelley.irwin@hdesd.org](mailto:shelley.irwin@hdesd.org). Provide dental screenings for children and families in need.
- **Volunteers in Medicine Clinic** – Volunteer Dental Hygienists offer cleanings. Those interested can contact Kristi Jacobs 541-585-9008 or [Kristi.jacobs@vim-cascades.org](mailto:Kristi.jacobs@vim-cascades.org).

- **Smile Central Oregon** – Patients perform community service, in exchange for discounted dental treatment. Contact Dr. Julie Panchura @ (541) 771-1765 or [www.smilecentraloregon.com](http://www.smilecentraloregon.com) or [www.kahoot.org](http://www.kahoot.org).
- **Central Oregon Community College Friday Clinic** -- Perform dentistry at COCC Dental Assisting Clinic with Dental Assisting students who are gaining clinical & chairside experience assisting you and the patient. Contact Kristi Hammerquist [khammerquist@cocc.edu](mailto:khammerquist@cocc.edu) for more information on dates of clinics and to volunteer.
- **Central Oregon Community College** Dental Assisting Program – Contact Deb Davies @ (541) 330-4368 or [ddavies@cocc.edu](mailto:ddavies@cocc.edu). Allow current Dental Assisting Students at COCC to observe and assist in your office, in order to earn their clinical hours and requirements for graduation.

### **Becoming a Member of the Central Oregon Dental Society**

If you are not currently a member of the Central Oregon Dental Society ... or if your membership has expired and you wish to join organized dentistry once again ... please:

- 1) Go to the following website <http://www.oregondental.org/member-center/join-renew> and download/print the Application Form.
- 2) After filling out the Application Form, please mail your completed application form to:  
 Dr. Bill Guy  
 65174 High Ridge Drive  
 Bend, OR. 97701

### **Deadline for Articles for the Newsletter**

The deadline to contribute articles or request the posting of information in the Newsletter is the last day of each month. The Newsletter is typically sent out in the first few days of each month. Article submissions relevant to the Dental Community are welcomed. We also welcome any personal & fun information about local dentists such as births, marriages, special events and such.

### **Your Contact Information**

Please 'reply' to this email and let me know if you have a new email address or want the Central Oregon Dental Newsletters going to a different email address than the one it is being sent to. All Dental Newsletters are sent via email ... so if you want to be in the loop, please make sure your email address is current.

**UPCOMING NEIGHBORING  
DENTAL SOCIETIES EVENTS**



# LANE COUNTY DENTAL SOCIETY

presents



## Board of Dentistry Update

Stephen J. Prisby, Executive Director

Thursday, June 2, 2016

5:30 – 7:30 p.m.

1 CE credits

Center for Meeting & Learning | Room 104

Lane Community College

Main Campus, Eugene

Topics will include - Board Staffing, Rule Changes,  
Important Meetings, Enforcement overview,  
Preventive rule compliance, and contacting the Board

*Course content is appropriate for dentists and dental team members.*

details and registration at

[lanedentalsociety.org](http://lanedentalsociety.org)

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(**WARNING:** *The chauvinistic, bipolar, arrogant, and politically incorrect opinions of Dr. Rupert do not reflect any organization or individuals' views or opinions ... except for Dr. Rupert; and are printed for light reading/entertainment purposes only.*)

June 2016

***Common Sense, Practical, Practice Management  
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***Dear Dr. Rupert***

(Please submit your questions, comments or disgruntled remarks to [DearDrRupert@yahoo.com](mailto:DearDrRupert@yahoo.com))

***Dear Dr. Rupert,***

In an effort to attract more New Patients, I have had a 'New Patients Welcome' sign on the outside of my building, as well as a smaller sign inside our Reception Room for several years. I am not seeing a ton of new patients and don't think that the 'New Patients Welcome' sign is really drawing in too many New Patients.



Any suggestions or ideas on how I can increase my New Patients each month?

Signed, Want More New Patients

-----

Dear Want More New Patients,

'New Patients Welcome' signs used to be popular with Practice Consultants in the past, but they don't really do much to attract new patients any more. There are tons of 'New Patients Welcome' signs throughout town, coupons and ads ... and patients presume and feel everybody is accepting new patients.

A few years ago, I put up a '*Nude Patients Welcome*' sign on my building. Ever since we put up that sign we have seen 15-20 additional new patients every month! Lots of people have become new patients at our practice, just on the premise that they might see a naked person walking around our office!

We have only had a few older men show up naked at our office, and I have to admit that it's a little disturbing and distracting; but the sheer number of additional new patients that we see every month more than makes up for the inconvenience of having to wipe down the waiting room chair and everywhere else that these naked patients sit.

Hope that helps you out,

Dr. Rupert

-----

**Dear Dr. Rupert,**

The other day, as I was going over the restorative options and various estimates on a tooth with my elderly patient, she began to cry right in front of me! The patient said that they only get \$500 per month in their Social Security check and that it was going to take 4 months of the sole source of her income to pay for her treatment. I tried to console and comfort her and told her that we would figure something out and get back to her. What do I do? I can't deal with patients who cry over finances!

Signed, Need Advice

-----

Dear Need Advice,

Who taught you how to present Treatment Plans to the patients? You *never* go over the costs or estimates for treatment with you patients! That's not your job! You put your Assistants, Receptionists or Treatment Coordinators in charge of that job! Your job is to tell the patients the options ... the advantages, disadvantages and long-term prognosis; but you do not need to give the patient an estimate of costs for each option.

You need to be in another room and with another patient, when your staff is going over the estimate of costs with a patient. Many patients know that by crying in front of you, that they can get you to discount or lower your price, but they won't cry when you're not in the room; because they know that the staff does not have the authority to discount or lower the fee.

If your patient does break down or cry in front of your staff, you should instruct and train your Staff to offer the patient one more Kleenex to wipe away their tears, followed immediately by a pen to sign the Pre-Treatment Estimate. Once the

estimate is signed, give the patient a few more Kleenexes and ask them if they wouldn't mind getting out of the chair; so that the staff can wipe down the room and get it ready for the next patient.

Glad to share our office patient empathy protocols with you,

Dr. Rupert

## **Dental Society Classified Ads**

*You are welcome to email me anything dental that you might want to sell/trade or buy.*

**No charge to Dental Society members for listings.** [Limited to 2-4 lines.]

**\$15/issue charge to non-Dental Society Dentists wishing to post items.** [Limited to 2-4 lines.]

**\$60/issue charge to Labs/Suppliers/Businesses wishing to post services or listings.** [Bigger sized ads are priced differently/higher.]

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***Please contact Dr. Mehdi Salari ([bendsalari@gmail.com](mailto:bendsalari@gmail.com)) if you would like to post an announcement, classified or advertisement in future issues of the Central Oregon Dental Newsletter. The Central Oregon Dental Newsletter is sent to all practicing and retired Dentists & Specialists in Bend, Redmond, Prineville, Madras, Sisters, La Pine, Sunriver, Warm Springs & Mitchell.***

*If you no longer wish to receive correspondence from the Central Oregon Dental Newsletter, please 'reply' to this email and ask to be removed from the email list.*