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# CENTRAL OREGON DENTAL NEWSLETTER

July 1, 2018

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
- Dental Jumble

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

- Advantage Dental
- Assured Dental Lab
- Jones & Roth Dental CPAs & Advisors
- O'Brien Dental Lab
- Zak Sundsten & Matt Dynice, Commercial Banking Managers / Umpqua Bank

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

(Please email or send any dental related events or courses that you would like posted on this calendar.)

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

### **September 8, 2018 (Saturday) 2018 House of Delegates Meeting**

Location: Sunriver Resort

Please consider serving as a Delegate or Representative for the Dental Society.

More information down below.

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### **September 20, 2018 (Thursday)** **Dental Society Dinner/Business Meeting**

6:00 p.m. – Social ½ Hour

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

Speaker: Dr. Ryan Duval

Topic: **Dental Trauma & Cracked Tooth Syndrome**

Location: Riverhouse Convention Center in Bend

RSVP email likely to come 4 – 6 weeks before the meeting

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### **October 26, 2018 (Friday)** **Continuing Education Memorial Lecture for Dr. Marika Stone** **Global Smile Design** **Dr. Bill Robbins**

8:00 a.m. – 3:00 p.m.

Location: Spring Hill Suites (551 SW Industrial Way, Bend, 97702)

Cost: \$225 (proceeds from the course to benefit the children of Dr. Marika Stone)

To Register: send a check for the cost of the course to:

Krueger & Lenox

1475 SW Chandler Ave. #101

Bend, OR 97702

### **December 8, 2018 (Saturday)** **Dental Society Holiday Party**

6:00 p.m. – Social Hour

7:00 p.m. – Dinner

Location: Riverhouse Convention Center in Bend

RSVP email likely to come 4 – 6 weeks before the meeting

<b>Dental Financing Programs for:</b>	
<ul style="list-style-type: none"><li>• Equipment</li><li>• Tenant Improvements</li><li>• Doctor Buy-ins</li><li>• Real Estate</li><li>• Refinance/consolidate loans</li></ul>	
<b>Zak Sundsten, VP</b> 541-312-4857 <a href="mailto:zaksundsten@umpquabank.com">zaksundsten@umpquabank.com</a>	<b>Matt Dynice, VP</b> 541-312-4805 <a href="mailto:mattdynice@umpquabank.com">mattdynice@umpquabank.com</a>
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Link to Umpqua Bank Website: <http://www.umpquabank.com>

## Central Oregon Dental Society News

### Meeting Minutes from CODS Business/Dinner Meeting, May 17, 2018

Dr. Erica

Crosta

#### **CODS Meeting May 17<sup>th</sup> 2018**

1. Meeting
  - a. Call to order/Anti-Trust Statement

#### **ODA Anti-Trust Statement**

ODA meetings are conducted in compliance with the federal and state antitrust laws and regulations that prohibit associations from price or fee-fixing, agreements to divide patient or market areas, refusal to deal with third parties, and related conduct that is anti-competitive

2. Introduction of new vendor Mathew Hamlin with Jones & Roth CPA's and business advisors
3. Thank vendors for their support of the Dental Society
4. Upcoming courses
  - a. May 24<sup>th</sup> → Jeff Clark, Provider Accountability and Performance Measurement, Deschutes Tap Room, registration @ 5:30pm.....if you are interested call Ziemek 866-943-6357
  - b. September 8<sup>th</sup> → House of Delegates meeting at Sunriver Resort, 8am-5pm, we currently have 3/6 positions filled, if interested send an email to Cassie Leone @ [cleone@oregondental.org](mailto:cleone@oregondental.org) OR let Nate Lenox/Jared Adams know.
5. Madras Department of Corrections Dentistry opportunity, flexible position, contact Dr. James Klusimier @ 541-974-8761 if interested.
6. Special guest → Ellie Naderi CEO of Advantage Dental, took over position January 8<sup>th</sup>
7. New members → Dr. Chad Stephenson, Dr. Jacob Bushnell, Dr. Cody Negrete
8. Announcement
  - a. Dr. Marika Stone Lecture in development for October 26<sup>th</sup>, speaker Bill Robbins.....more details to come!
9. Speaker → Karen Wilson, Human Resources 101; Best Practices
  - a. Karen works for Astra, a company based out of Portland that is an all-inclusive HR company

## **ODA House of Delegates** [Oregon Dental Association](#)

The Central Oregon Dental Society needs a few more individuals to step up and volunteer to serve as a Delegate for the upcoming ODA House of Delegates, which this year is conveniently being held in beautiful Sunriver.

It's a great opportunity to get involved in Organized Dentistry and see how what goes on behind the scenes and to represent the dentists of Central Oregon. It's a great learning experience, there is no experience needed to join the fun and it's a great opportunity to enhance your leadership skills. Interested individuals should email/contact Dr. Nathan Lenox at [lenox.n@gmail.com](mailto:lenox.n@gmail.com).

When: Friday, September 7, 2018  
Delegate Reception (optional)  
6:30 pm

**Saturday, September 8, 2018**  
**House of Delegates Meeting**  
8:00 am – 5:00 pm (required)

Where: Sunriver Resort (17600 Center Drive, Sunriver, Oregon, 97707)

With many critical topics being brought back in 2018, including the report and recommendation(s) from the Component Task Force, we'd like to extend a special invitation to you to register as a 2018 delegate.

[Register Now\\*](#)

\*Please note that you will need your ADA username and password to access the online delegate registration. Your user ID is your ADA membership number, unless you have created a custom user ID. If you need to reset your password, please contact the ADA at [800-621-8099](tel:800-621-8099) or [mcpassword@ada.org](mailto:mcpassword@ada.org)

Once you have completed the registration process, the ODA will notify your component. Please contact [cleone@oregondental.org](mailto:cleone@oregondental.org) with any questions you may have about this meeting. We look forward to seeing you in Sunriver!

## **COCC News** [Lynn Murray, M. Ed, CDA, EFDA, COCC Program Director](#)

### **Thank you, thank you, thank you!**

To all of the dentists who worked with our students in the Dental Clinic at COCC to provide needed dental services to low income individuals in Central Oregon, thank you! The students gained a lot of experience and enjoyed working with you all!

Dr. Josh Prentice  
Dr. Mike Olin  
Dr. Richard Fixott  
Dr. Mehdi Salari  
Dr. Janell Ginsburg  
Dr. Greg Ginsburg  
Dr. Jeff Timm  
Dr. Jade Cherrington  
Dr. Yoli DiGiulio  
Dr. Brandon Turley  
Dr. Greg Lee

**Welcome all newcomers! We are always in need of more dentists to offer their expertise to students and provide dental care to patients.** We are scheduling clinics with one or two dentists. We have had good feedback that dentists like working with and visiting with one another in the clinic.

Great appreciation and 6 hours of Continuing Education are offered to our fabulous volunteers! The schedule of this coming academic year is below.

Date
October 26, 2018
November 16, 2018
November 30, 2018
January 11, 2019
January 25, 2019
February 8, 2019
February 22, 2019
March 8, 2019
April 12, 2019
April 26, 2019
May 3, 2019
May 17, 2019
May 31, 2019

If you see a day that will work into your schedule, please contact Lynn Murray, Dental Assisting Program Director/Dental Clinic Manager at 541 383-7574 or through e-mail at [lmurray@cocc.edu](mailto:lmurray@cocc.edu).

Here are the Clinic Totals in terms of donated dental services provided at the COCC Dental Assisting Clinics this past school year. **THANK YOU VOLUNTEERS and DENTAL ASSISTING STUDENTS AND FACULTY !!!**

### COCC Dental Clinic Totals

October 20, 2017-April 27, 2018 w/ 2 Two-Dentist Clinics Left

From the Equivalent of 18 Clinics  
(with the equivalent of 4 remaining)

**Student Practicum Hours Earned:** 558.5 Estimate - 668

**Number of Low Income Patients Treated:** 118 Estimate - 158

Treatment	Cost	Total Number	Total Cost
X-rays	\$45.00	176	\$7,920.00
FMX	\$193.00	2	\$386.00
Focused Exams	\$123.00	118	\$14,514.00
Amalgam- 1 surface	\$186.00	6	\$1,116.00
Amalgam- 2 surfaces	\$212.00	9	\$1,908.00
Amalgam- 3 surfaces	\$250.00	3	\$750.00
Amalgam- 4 surfaces	\$349.00	0	\$0.00
Composite - 1 surface	\$299.00	11	\$3,289.00
Composite - 2 surfaces	\$331.00	19	\$6,289.00
Composite - 3 surfaces	\$405.00	3	\$1,215.00

Composite - 4 surfaces	\$557.00	7	\$3,899.00
Pulp Caps	\$25.00	2	\$50.00
Straight Extractions	\$218.00	72	\$15,696.00
Surgical Extractions	\$431.00	19	\$8,189.00
Scaling/root planing	\$402.00	1	\$402.00
Removal of Residual Roots	\$218.00	0	\$0.00
Oral Hygiene Counseling	\$25.00	6	\$150.00
Prophylaxis	\$129.00	7	\$903.00
Full Mouth Debridement	\$197.00	6	\$1,182.00
Sedative Restoration	\$137.00	0	\$200.00

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**Total Cost for Dental Services** **\$68,058.00**

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*Average Treatment Provided Per Patient* \$576.76

Estimate of 4 remaining clinics (.33%) \$21,577.00

**Total Estimate for 2017-2018 Academic Year** **\$85,894.00**

**[Kemple Memorial Children's Dental Clinic News](#)** for June 2018 [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 that appeared in the Bend Bulletin last month (for May In-Kind services):*



**Kemple  
MEMORIAL  
Children's  
Dental Clinic**

In our effort to provide dental care to children in Central Oregon who can't afford it, the Kemple Memorial Children's Dental Clinic wishes to thank the following dentists for their volunteered services in May 2018.

### **VOLUNTEER DENTIST LIST IN THEIR OWN OFFICES IN MAY 2018**

Dr. Jared Adams	Dr. Tom Rheuben
Dr. David Burrus	Dr. Todd Schock
Dr. Ellise Burrus	Dr. Andrew Timm
Dr. Ben Bryan	<b>VOLUNTEER DENTAL PROFESSIONALS</b>
Dr. David Cauble	Lana Austin, RDH
Dr. Matt Falkenstein	Dawn Bailey, RDH
Dr. Kelli Fowles	Cindy Baumgardner, RDH
Dr. Benjamin Grieb	Hollie Crenshaw, DA
Dr. Brad Hester	Marna Duncan, RDH
Dr. Mark Jensen	Heidi Ewing, RDH
Dr. Gregg Jones	Pema Sherpa, RDH
Dr. Mark Keener	Darla Thompson, RDH
Dr. Roxane Kotzin	Thank You to Awbrey Dental Team for a Free Dental Day for Our Kemple Kids!
Dr. Julie Lezotte	
Dr. Jean Martin	
Dr. Tran Miller	
Dr. Tony Parsley	
Dr. Zack Porter	

At the Kemple Memorial Children's Dental Clinic, our mission is to improve the health and well-being of children 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.

**SCHOOL-BASED SCREEN AND SEAL PROGRAMS** We have completed all school-based Screen and Seal Programs for the school year. However, we continue to provide these portable services during the summer at various locations. The following events are scheduled for the summer and, of course, **we still need volunteers to help**. Here is a list of the upcoming Screen and Seal opportunities- please share with those who may want to volunteer:

- **July 11, Wed. and 12, Thur 9:00-1:00** [High Desert ESD Summer School program](#) screen, fluoride and seal at Sage Elementary, Redmond
- **Aug 3, Fri 1-3pm** [R.E.A.C.H. \(previously known as Boys and Girls Club\)](#) in Redmond screening and OHI
- **Aug 6, Mon 9:30-11:30** [Crook County Kids Club](#) screening and OHI in Prineville
- **Aug 22, Wed and 23, Thur 9:00-1:00** [High Desert ESD Summer Acceleration Camp](#) screen, fluoride and seal at Madras Elementary

Most of our efforts throughout the summer months will be dedicated to clinic facility preventative services appointments. This will result in several referrals for acute/restorative care to those of you who continue to amaze us with your kindness and donation of time and treatments.

#### COMMUNITY OUTREACH: gratitude for our dental community:

Kemple Clinic regularly supports various community service partner organizations with on-site screenings, preventive treatment at our clinic and dentist referrals as needed. Often, their needs are heartbreaking. Here are two testimonials from a key community partner, J Bar J Youth Services

<http://www.jbarj.org/>

“What an incredible impact for dental access. Colleen and Laura have shared the gratitude the youth have for your time” Mel Parker, [Project Manager-Domestic Victims of Human Trafficking Program & Street Outreach Program](#)

“Thanks so much Cathy (Kemple Clinic Administrator)! I am so glad that the young adults we serve were able to get access to dental care! We so appreciate you coming out to the LOFT to screen, and setting aside appointments is so huge for actually getting these kids in to be seen. Looking forward to your visit on August 14th, and in the meantime I'll work with Maria (Kemple Clinic Coordinator) on supporting those kids you scheduled making it to their appointments”. **Colleen Sinsky**, Street Outreach Program Case Manager, Cascade Youth & Family Center -J Bar J Youth Services

As we share our fiscal year-end results with CODS over the next two months, you will definitely take great pride in what we all do for the community of children and young adults. Without your help and support, we couldn't possibly continue to build on our 20 years of service to the Central Oregon community. “No act of kindness, no matter how small, is ever wasted” *Aesop*

**BRIGHTER SMILES CAMPAIGN – (whitening fundraiser).** Thanks to all of you who supported the Brighter Smiles fundraiser providing whitening services and/or donations to the campaign. We are proud to announce that thanks to your generous support we have passed the \$20,000 donation threshold that allows us to collect the additional \$20,000 from our Maybelle Clark Macdonald Fund Matching Grant. Basically, your donations were doubled!! Dental Community participation in the Brighter Smiles Campaign will be gratefully publicized next month in the Bend Bulletin. THANKS FOR HELPING US MAKE OUR GOAL!! YOU ROCK!!



Are you looking for more dental patients?

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Questions?  
Call (866) 268-9616 or visit [www.AdvantageDental.com](http://www.AdvantageDental.com), and click on Become a Provider.

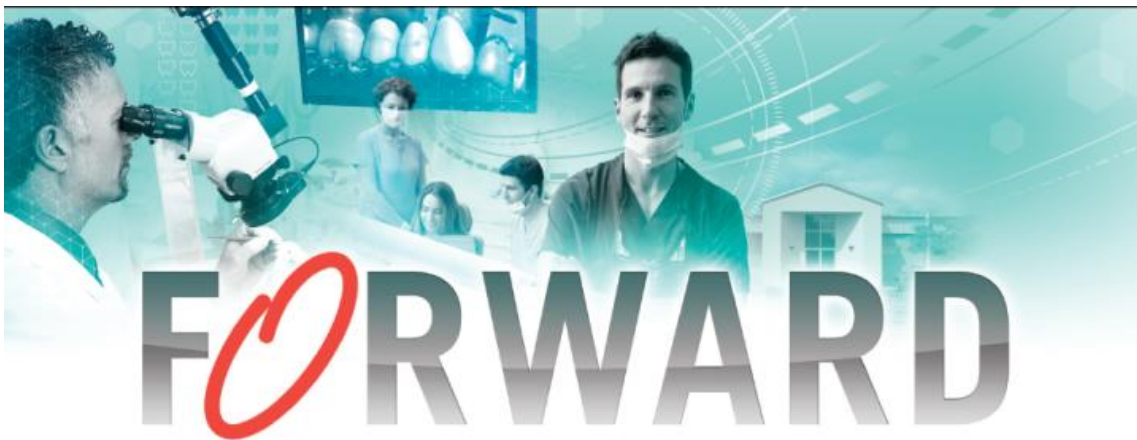
Link to Advantage Dental Website: <http://www.advantagedental.com>

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

- **Kemple Memorial Children's Dental Clinic** – Contact Debbi Smith ([debbi@kempleclinic.org](mailto:debbi@kempleclinic.org)), Maria Gonzalez ([referrals@kempleclinic.org](mailto:referrals@kempleclinic.org)) or Cathy Taylor ([cathy@kempleclinic.org](mailto:cathy@kempleclinic.org)) at 541-617-1653. General inquiries are directed to [info@kempleclinic.org](mailto:info@kempleclinic.org) or by phone at 541-617-1653. Kemple Clinic provides preventative dental treatments at their 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). Kemple Clinic also provides portable Screen and Seal Programs to Central Oregon at various schools and community venues- *these programs are certified by OHA – Oral Health Unit*. Website: [www.kempleclinic.org](http://www.kempleclinic.org)



- **Donated Dental Service (DDS)**. Provide comprehensive treatment to the underserved. Work from your office, no lab fees and great patients. Contact Dawn Zuvich at 503-594-0837 or [dzuvich@dentalLifeline.org](mailto:dzuvich@dentalLifeline.org) or Mark Keener DMD at 541-548-4064.
- **Healthy Beginnings** – Contact Kelli Neumann @ (541) 383-6357 or [kelli.neumann@hdesd.org](mailto:kelli.neumann@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 Lynn Murray for information about Friday Clinics at (541) 383-7574 or [lmurray@cocc.edu](mailto:lmurray@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) for information on current Dental Assisting Students at COCC to observe and assist in your office, in order to earn their clinical hours and requirements for graduation.



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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.*

July 2018

***Common Sense, Practical, Practice Management  
Advice for Dental Professionals  
The All-Knowing, All-Seeing, GURU of Everything Dental & Mental  
Dear Dr. Rupert***

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

***Dear Dr. Rupert,***

I have a Physician for a patient who refuses x-rays because he says nothing is ever bothering him. No matter how much I explain the safety record of x-rays and overall benefits of prevention in the diagnostic process; he comes back with how much Medical School training he has had and how he is plenty smart enough to tell me when and if he needs any x-rays.

Out of respect for our medical colleagues, I have put up with his arrogance and shenanigans, but I worry about the liability and risks of going on nearly six years without any current diagnostic x-rays.

Can you help me deal with my extremely bright and smart patient, who seems to know how to diagnose without any diagnostic aids?

Signed, Frustrated and Upset

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Dear Frustrated and Upset,

Hmmm ... that's a tough question, because Physicians do know everything and they are a lot smarter than Dentists ... or at least that's what every Physician is taught in Medical School.

Although there are some Physicians who allow you to do your job and consent to routine diagnostic tests, there is a large group of know-it-alls who feel they are capable of figuring out everything under the sun; just by their sheer brilliance and intuitive powers!

The problem as I see it is that they don't like to consent to x-rays in our office, because none of them routinely take x-rays or do any blood or lab work in their own offices. Physicians as a whole, are used to ordering x-rays, blood work, CTs, Physical Therapy and having their patients leave their office and get these things taken care of outside of their office.

That is exactly how you need to treat your Physician patient who refuses diagnostic tests in your office. Instead of taking a \$150 Full Mouth Set of X-rays in your office; you need to tell your Physician patient that you have ordered a \$2,000 head and neck CT at the Radiology Center that they themselves refer their patients to. They are used to that and will go, because it's outside the office and something they are used to.

While you're at it, also send them out for a 24-hour fasting blood, urine and stool sample to the Lab that they themselves send their patients to, in order to determine if there are any underlying systemic concerns that might affect their teeth.

You should order them to change into a hospital gown when they come in to see you and make sure they can't close the back side of their gown ... and check their prostate as part of all your routine exam. You have to make them feel like a patient, and stop allowing them to act like the Doctor. It's important to explain that they have a choice between your normal diagnostic exam of dental x-rays and an explorer/mirror visual exam in your office; or a complete work-up of head and neck scan/x-ray, blood, urine and stool specimens to rule out any potential problems at the lab they routinely send their patients to. We can either treat them as a regular dental patient, or regular medical patient ... but they are going to be treated as a patient.

Glad to Help,

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.]

### **PRACTICE OPPORTUNITY IN BEND**

Fun and Excellence is yours.

No insurance contracts, no roller skates, it feels good here.

I love what I do, figured some things out, have grown it for a while [46 years] and ... it's time to transition.

Spring days, teaching opportunities, toys are calling ... and each hour is precious.

This practice is simple, fun and rewarding. It's about excellence and health, actually taking care of people.

We focus on healthy care and on fixed prosth from diagnosis through any implant care to complex reconstruction.

Yes, I teach that stuff, and would help get you up to speed ... may be worth a residency or two. I can't teach essentials like 'caring' or respect for 'process'.

Would rather this jewel land in the hands of an already local Dr. than import one more to our mix ;~}.

Am happy to work/mentor as requested until purchaser is and feels competent/confident.

Let's talk about it: Tad at 541-410-0285; [tad@mastersofdentistry.net](mailto:tad@mastersofdentistry.net)

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1800 sq./ft. stand-alone office building available for lease/rent located at 551 NE Greenwood Ave. in Bend. Highly usable, versatile space could be used for various business types (previously a dental office). Parking lot included. If interested, please contact 949-228-7299 or 541-480-7048.



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**LOCUM TENUM FOR YOUR PRACTICE:** Temporary coverage in your office with your staff at any level you desire. Dr. Bill Guy 541-788-4844.

## Dental Jumble

Unscramble the letters in the words below to form a common dental saying:

( E W N )

( E N P T T A I )

( M A X E )

*Answer in next month's Newsletter.  
Jumble Hint/Clue at bottom of Newsletter.  
Last Month's Dental Jumble answer: Dental School debt*

### **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 ... you may:

- 1) Download the application paperwork at <http://www.oregondental.org/member-center/join-renew>
- 2) Contact Alexa Hujik, Coordinator for Membership & Administrative Services
  - Phone: (800) 452-5628
  - Email: [ahujik@oregondental.org](mailto:ahujik@oregondental.org) ,

### **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.

***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. The Newsletter is sent out on the 1<sup>st</sup> day of each month and new content needs to be submitted before the last day of each month, in order to be included in the following month's Newsletter.***

**This Month's Dental Jumble Hint/Clue:**

Everyone gets one ...

*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.*