## A Guide By Your Side

A Roadmap to Hiring Consultants

Inside: 2014 Smiles for Kids

A PUBLICATION OF THE SACRAMENTO DISTRICT DENTAL SOCIETY

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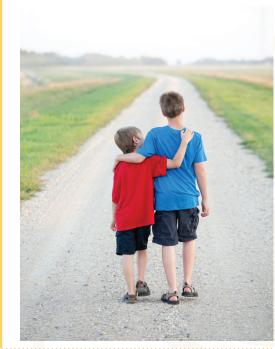
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#### June / July 2014 VOLUME 60, NUMBER 6

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Article / series of articles of interest to the profession

President's Message



## When Should You Hire a Consultant? **the answer is in the WHY**

By Kelly Giannetti, DMD, MS 2014 SDDS President

consultant can be a wonderful addition to a dental practice. Whether you know it or not, you have likely already worked with a consultant! HR hotline and TDIC help line are a few examples. Basically, consultants are people who give you advice regarding your practice. Personally, I have worked with consultants many years now. My consultant helps me plan for the future, and implement systems to achieve my goals. She can walk into my office and immediately "see" what I have been missing all along. For example, staffing issues or poor systems are a direct reflection of the doctor. You would be surprised how many times a patient will leave your office because of a conflict with a team member even though the patient loves and respects you personally.

When choosing a consultant, I suggest having a clear vision of your needs and finding someone who complements you and your practice. All consultants have different personalities, talents and specialties. The WHY is crucial. Do your homework. Also, don't have the expectation that a weekend with a consultant will change everything. Just like one scaling and root planning does not solve your patient's periodontal disease. Maintenance and regular follow up is required for success.

So when should you hire a consultant? Only you can answer that question. Hiring the consultant is easy (albeit expensive); following their advice can be difficult—especially if you do not agree with the advice you have been given. When that happens, you starting asking yourself WHY did I spend all that money?! •





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Robert Gillis, DMD, MS Terry Jones, DDS	TRUSTEES	Midwinter Convention in February, w Hyman as the headliners!)
CPR: Greg Heise, DDS Ethics: Volki Felahy, DDS Leadership Development: Gary Ackerman, DDS Membership: Lisa Laptalo, DDS Peer Review: Brett Peterson, DDS	COMMITTEES STANDING	Our staff is all new and, if you haven't a you call. Of course, there's a HUGE everything we do. Our past staff memb home with babies or other job opportun training and experience has made them them new opportunities. Change is good (though at the same tin us all a chance to reinvent, assess and gr 'stress'!). With that said, we say goodbye to Della at SDDS. On her second day of work w took off her shoes and waded in the wa she has been for us. She moves on to a association and they are lucky to have h have made in the last 13 years have ma will continue to always strive to be bett
CE Task Force: Carl Hillendahl, DDS 1T1B Medical Outreach: Guy Acheson, DDS Amalgam: Wai Chan, DDS / Viren Patel, DDS Dental Careers Workgroup: Robin Berrin, DDS Budget & Finance Advisory: Viren Patel, DDS Bylaws Advisory: Gary Ackerman, DDS Fluoridation Advisory: Victor Hawkins, DDS Forensics Advisory: Wark Porco, DDS GMC Denti-Cal Task Force: Terry Jones, DDS/ Warren McWilliams, DDS Legislative: Mike Payne, DDS Strategic Planning: Wallace Bellamy, DMD / Viren Patel, DDS	ADVISORY TASK FORCES WORKGROUPS	
Foundation: Kevin Keating, DDS, MS Golf Tournament: Damon Szymanowski, DMD SacPAC: Matthew Campbell, Jr. DDS Smiles for Kids: Donald Rollofson, DMD	SPECIAL EVENTS OTHER	And welcome to Shelly, Lacey, Hilary a is about to celebrate her one year anniv
Cathy Levering   Executive Director Julia Marino   Publications Manager/ Graphic Designer Lacey Leeper   Membership Manager/ Smiles for BIG Kids Coordinator Hilary Johnson   Member Liaison/ Smiles for Kids Coordinator Shelly Farrand   Administrative Assistant		A message from Dell mixed emotion. I have accept Veterinary Medical Association Although this new opportuni I will miss you all! Thank you make my job at SDDS so fur
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By **Cathy B. Levering** SDDS Executive Director

always look forward to summer at SDDS because, although quiet for our programming and events, it's the busiest time for all of us at the office. It's the time we set the program, the events, the contracts and the speakers for the next year. (By the way, our program is going to be amazing! So is our Midwinter Convention in February, with Dr. Howard Farran and Dr. Mark Hyman as the headliners!)

Our staff is all new and, if you haven't already, please introduce yourself when you call. Of course, there's a HUGE learning curve and we're reinventing everything we do. Our past staff members have moved on to either staying at home with babies or other job opportunities. I'd like to hope that their SDDS training and experience has made them better at what they do and has afforded them new opportunities.

Change is good (though at the same time is pretty challenging!). Change gives us all a chance to reinvent, assess and grow (hopefully not wider because of the 'stress'!).

With that said, we say goodbye to Della Yee. I hired her in 2001—my first year at SDDS. On her second day of work we had a flood in the building and she took off her shoes and waded in the water to help! And that's the team player she has been for us. She moves on to an amazing opportunity with another association and they are lucky to have her. She will be missed. The changes we have made in the last 13 years have made SDDS better—and I hope that we will continue to always strive to be better. Our best to Della!

And welcome to Shelly, Lacey, Hilary and long-time staff member, Julia, who is about to celebrate her one year anniversary at SDDS!

A message from Della: I'm writing this message with mixed emotion. I have accepted a position with the California Veterinary Medical Association planning their meetings. Although this new opportunity will be a really exciting one, I will miss you all! Thank you for all that you have done to make my job at SDDS so fun and rewarding. SDDS will



always be a part of me, I hold so many happy memories and good times with each and every one of you! I hope our paths will cross again.



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#### Ethical Dilemma #4:

#### By Brandon Martin, DDS, MS (Ethics Committee Member)

It is a peaceful Friday afternoon, around 4:00 p.m. In room 2, you have a patient of record that is being seen for an emergency visit due to extreme pain. The patient states that 10mg of Norco is the only thing that works for them. After a thorough exam, you cannot find anything clinically wrong with the patient.

## What Would You Do?

1.\_\_\_\_ Prescribe 10mg of Norco. As the patients dentist, you must be available to ease pain and suffering. It is wrong to withhold medication from one of your patients with uncontrolled pain, or to assume you know what will work best.

2.\_\_\_Prescribe 600mg lbuprofen and 500mg Acetaminophen (deny the patient Norco). Explain that a combination of 600mg ibuprofen and 500mg acetaminophen works better than opioids. As dentists, we must recognize drug-seeking behavior and manage pain appropriately.

3.\_\_\_\_ Give the patient a referral to a pain specialist with no prescription. Explain that you are not comfortable prescribing medication when you cannot identify a cause. Tell the patient to go to the emergency room if the pain is unbearable.

#### 4.\_\_\_\_ Other, please explain.

You are now facing an Ethical Dilemma. Check the course(s) of action above that you would recommend and fax this page to 916.447.3818 or email your answer to sdds@sdds.org. Please send your response by Friday, August 15 and check back for a recommendation from the Ethics Committee in the October issue.



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#### More resources available for HIPAA compliance from the ADA

you should now.

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Secure electronic transmission of protected health information is one of the many requirements of the Health Insurance Portability and Accountability Act (HIPAA) Security Rule. Dental practices should review the rule requirements to ensure compliance. More and more resources are becoming available for dentists to use to stay compliant.

The ADA has launched a new kit, for example, that helps dental practices comply with HIPAA. The ADA Complete HIPAA Compliance Kit includes a Privacy and Security Manual that outlines privacy, breach notification and security compliance in a step-by-step format. It also includes a Practical Guide to HIPAA Training that has two levels of training. Level 1 targets dental office personnel with the basics of HIPAA compliance. Level 2 targets managers to help them develop and implement a HIPAA compliance program for their offices.

ADA also is offering a three-year subscription to the HIPAA Compliance Update Service that advises subscribers whenever federal HIPAA laws change.

CDA's HIPAA Security Rule: A summary resource can be found on cda.org/Privacy-HIPAA. Also, the Department of Health and Human Services has a Guidance on Risk Analysis resource on its website hhs.gov.

Congress passed HIPAA in 1996 to simplify, and thereby reduce the cost of, the administration of health care. HIPAA does this by, among other things, establishing standard codes and identifiers and encouraging the use of electronic transactions between health care providers and payers. Congress deemed that if the electronic transmission of patient health information was to be encouraged by the legislation, there needed to be means

For more important information, watch your fax machine and email, or visit www.sdds.org/ImportantInformation.htm to protect the confidentiality of that information, and thus, the HIPAA Security Rule was created. With the exception of small health plans, which had a later compliance date, covered entities had to be compliant with the rule by April 20, 2005.

After establishing a "security officer" in the practice (similar to the designation of a privacy officer as required by the HIPAA Privacy Rule), conducting a documented risk analysis on their practices' information systems is the first step dentists can take to be in compliance with the HIPAA Security Rule. Other things dentists can do to protect themselves include, among other things, instituting a system to regularly review records of information system activity, such as audit logs, access reports and security incident tracking reports, and having business associate agreements that require compliance with the Security Rule and notification of data breaches that occur with the respective business associate.

For more information on patient privacy and HIPAA requirements, visit cda.org/Privacy-HIPAA. For more from HHS, visit hhs. gov. For pricing and to purchase the ADA Complete HIPAA Compliance Kit, visit ebusiness.ada.org. ■





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## From the Editor's

## Consultant: the guide by your side

By Ash Vasanthan, DDS, MS Associate Editor

Our *Nugget* Editorial Advisory Board meets about three times a year and one of the meetings is to plan the focus of each issue. As we were discussing several topics, there was a general interest in "consultants." It was interesting to take on the topic, as I was in the middle of trying to identify one for my office.

arly last year, I bought my practice and was learning the ropes of running a practice and felt a little overwhelmed. That's when my CPA advised me that I should seek the help of knowledgeable resources and probably hire one. Like all young and ambitious entrepreneurs, I felt I could handle it myself, but one thing he said connected with me. He said, "You are the captain of your team now and you must have a coach who will bring your team together and train you all as one team."

It occurred to me that we've always had a coach or a person to guide or teach us, right from kindergarten to dental school and even in the early days of private practice. Once I became a practice owner with decision making authority, my confidence went up and I felt I could do it on my own. Having the authority doesn't automatically mean that we will make sound decisions. Hence, I decided to look for a consultant, and just like how we search for most things in life these days, I googled "dental consultant."

I was amazed to find out that it was a whole industry with individuals and groups spread all over the country. Being confused, I decided to take the word-of-mouth approach and called on a few of my dental friends to ask them if they have used a consultant in the past. I found out that every single one of them had used at least one consultant, and each one of them had differing opinions about the process and the person.

I hope that this issue will give more clarity to some of the questions many of you may face or have faced in the process. I'm excited to present interesting articles with specific recommendations

on what to look for in a consultant and how to be prepared for one. Based on my experience, I believe it helps to have someone to get advice on issues, have an external set of eyes looking at your practice, bring their wisdom and experience in training you to hone

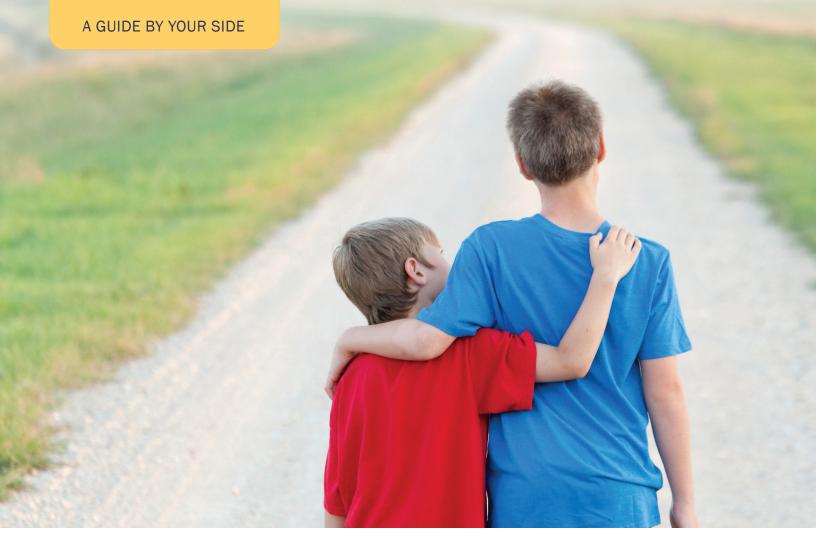
Though it is interesting

to hear a "sage on the stage," you are more confident when you have a "guide by your side."

your skills as a leader and be an extended part of your team. My opinion is—though it is interesting to hear a "sage on the stage," you are more confident when you have a "guide by your side." •

Dr. Ash Vasanthan is a board certified periodontist practicing in Roseville. He is a visiting assistant professor at Department of Periodontics at the University of Missouri Kansas City.





## Mentors, Consultants and Coaches: our partners to success

I was at a lecture at CDA Presents and the speaker asked us to do a Google search starting with the words "dentists are." The top Google auto suggestions were "dentists are scams, dentists are thieves, dentists are rich, dentists are liars, dentists are crooks, and dentists are mean." So is this really how the public thinks of us as dentists?

By Matthew R. Comfort, DDS

oaches, consultants and mentors are often times looked as constraining and a financial encumbrance to our profession. Far too often have colleagues remarked that these people aren't qualified to assist in the practices' fortune, cost too much, create problems for the practice and, "if they are not a dentist, then they don't know what we feel." The management auxiliaries do have a positive purpose and influence on our profession as a whole. If we can surmise and label this entire group as consultants in general, one is to believe that this group of overseers actually benefits our profession. The humanistic model is to adopt an assistant as a production coordinator, an asset to the expeditious and precise execution of the delivery of care. Would it be erroneous to state that consultants should be viewed in the same manner?

There are several advantages to hiring an outside evaluator. From mentorship to consultants to life coaches, cost can be viewed as either a burden or an investment. It's the preverbal "glass half empty vs. half full." Depth of perspective and experience certainly plays a role in discovering solutions. Accountability is generally something that no one holds the owner, the leader of the pack, to a set of standards.



#### What steps are you going to take to know yourself and the fulfillment you can achieve in life inside and outside the office?

face most of our colleagues. Life coaches are unique. One can term these individuals as gurus, or saviors. They focus one's efforts, have the ability

to look beyond the strategic planning of one's office and see the end in mind.

One coach remarked that there are four levels of dentists: those that treat just the tooth, those that treat the mouth, those that treat the mouth as a system, and then there are those dentists that treat the entire person, including the mouth. In my opinion, coaches are synonymous with the fourth level dentist. They treat the whole owner, their personal and their business goals. When we plan a cosmetic makeover, we do a preliminary wax-up to assess and view the end result before we prep. Coaches do the same. Time, money, energy, frustration and pain are avoided by planning a course. New ideas that you have never thought of can be put in place. Wouldn't you rather have the confidence in knowing that a person or organization that has assisted so many to attain a degree of self actualization has assisted you in developing a skill set to be able to digest life's daily trials and enjoy your work?

At any level, there is some financial and time investment. All are worthy of your attention if you are inviting a person or organization into your "home." Your acceptance of vulnerability only improves your leadership skills. Although criticism and growth can be painful for some offices, not hearing the problems that plague your office and staying stagnant is worse and can be detrimental to your business. Remaining progressive and contemporary with the willingness to change is pertinent to one's success and happiness. What steps are you going to take to know yourself and the fulfillment you can achieve in life inside and outside the office?

Dr. Matthew Comfort practices cosmetic, trauma, implant and general dentistry in Roseville. He belongs to many professional organizations including the tripartite membership, AACD, AGD, AAID, and the AIDT. He is a current Peer Review member and has served on the SDDS Board for three terms.

#### this form of "consulting" leads to a basis to which a dentist may form his or her own practice. While some may disagree with the statement that this is the most rudimentary form of consulting, one can propose that the element of mentorship is one-on-one learning, and, hence, closer attention and professional intimacy can assist the new dentist in focusing goals. Mentorship is most likely one's equal—another dentist. This is a rare commodity. But there can be draw backs too. If their mentor is a practicing dentist, then the availability to examine the day-to-day operation is limited. The depth of mentorship in terms of experience may not be as in depth as a life coach, and therefore, resources could be limited.

#### Consultants

Mentors

Mentorship is a manner in

which an outside evaluator

can examine your practice.

While providing a low cost,

Consulting (the way our profession commonly refers to it) is the next level. For growing practices, consultants can have more resources at their disposal and are able to send personnel into the dental office to observe the day-to-day functions and to address policy and operation manuals more suited to the dentist. Consultants are able to focus the business' efforts to attain financial goals, and overall harmony in the practice. Maybe one could extrapolate that, the larger the consulting firm, the more removed they are from your interest and, therefore, are only focused on the production as a manner to sustain their bill. However, where would one be without them? Let's postulate, then, if one didn't have a consultant, and if the dentist does not retain enough business experience, then how would one term success without a consultant assisting the dentist in formulating goals anyway?

#### Life Coaches

The last of the tiered level of consultants is "life coaching." A life coach in dentistry is usually a fellow dentist that understands the intricacies and complexities of a practice, has operated one, knows the frustrations, understands all of the aches and pains and is able to balance the issues that



By Mai-Ly Ramirez, DDS

## The 6 Keys to Finding the right consultant for your practice

y husband and I have been practicing together for 15 years. In those 15 years of practice we have had consulting services 90 percent of the time. Unlike my father, who has had his same practice in the same location for 45 years, we have done everything from owning a small three-chair practice to acquiring two large practices, to a major build-out from ground up, to selling our practices and finally relocating and starting a practice from scratch in this area five years ago.

We have seen and done it all. One thing we know is that systems are extremely important. One way for us to keep systems running smoothly along the way has been having a consultant oversee our day-to-day operations and to "stay on us" until the desired system becomes a routine. Since our profession changes, our patients' desires change, and our style of practice and goals have changed over the years, we determine the kind of consultant and service we are looking for accordingly.

We have had consulting services that implemented the basics of owning a business, improving verbal skills with our patients, case presentations, controlling overhead, implementing scheduling templates and, yes, even having a consultant keep us in check with our own attitudes.

Looking back at all the consulting services we have hired to help us stay efficient and sane, one thing we have learned is that no one consultant is the answer to dental practice owners' bliss.

There are a few key things we do when hiring a consultant:

- 1. We ask other dentists (and lots of them) about prospective consultants.
- 2. We usually fly to a specialty center or attend an intro course to check out their philosophy.
- 3. We always meet with the CEO of the firm. If they don't meet us, we don't hire them. Nothing is more frustrating than having a newbie tell

you how to run things when they themselves don't know the game. We are looking for experience, lots of it.

- 4. We ask every consultant, "How much extra time per week is this going to take to implement the systems?" Too many dentists hire a consultant thinking they are going to come in and work out the practice while they prep teeth. Isn't that what we all want? Well, don't be surprised that most consulting firms expect you to do the work.
- 5. We request that our practice be analyzed. This gives everyone a measure of how well or how poorly the office is running. Do you really know your case-closing ratio? Hygiene production per provider? Recare percentage? Overhead percentages?
- 6. How many times will the consultant check in with either you or your team leader? Who will be accountable to give the consultants all the numbers? Who will be accountable to maintain those numbers? If you don't have a manager capable of gathering figures, then guess who will be cranking those numbers after a day of seeing patients. You!

Systems are more important than you think. If you don't have them for every single position or procedure in the office, then there will be organized chaos to deal with. It is amazing to me how many team members think they have everything under control because of how they've done something in the past in someone else's office. Without a modern-day, relevant system that EVERYONE can follow, how is it possible to maintain a nice flow in the office with little or no stress, and most importantly, keep everyone on time and actually having some fun? Everyone needs to play the game the same way. It is when everyone is doing their own thing, or with the occasional office "rebel," that I start to see the stress build up—not just for me, but for the entire team! The right consultant may help template the day, measure it, and keep everyone accountable for sticking to their tasks and end goal. If everyone knows what the daily goals are, then they become reachable. The best teams in the world follow a rule book. Shouldn't we do the same in dentistry?

Don't lose touch with what your goals are. Do you want more freedom? More time with your patients? More time for your procedures? More time with your family? If so, you had better be strong with diagnosing disease and treatment planning presentation without the typical fear of rejection that holds back many providers from telling the honest truth to their patients. Taking courses that allow you to be proficient in big case management is what you may need to change if you want higher production per hour. A consultant will usually know this and guide you in this direction. The biggest thing is knowing what to give up and what to delegate, and to allow yourself to be a leader and not a manager. I am very guilty of being a "micro manager." Ask my team! A good consultant will recognize this trait in most dentists, and if you are willing to give up control, change systems, work at implementing systems with your team, measure your results, and keep everyone accountable (including yourself), it's amazing what a capable consultant can do for your practice: Allow you to be a Dentist!

Isn't that what we all wanted to do in the first place?

Dr. Mai-Ly Ramirez has been in the dental field for over 30 years. She has received several awards at UCSF from the Dean and Faculty, including the Fleming Humanitarian, Professionalism and Peer Recognition Award. She is past Social Chair for the San Francisco Dental Society and Past President of Latinos in Dental Health Education.



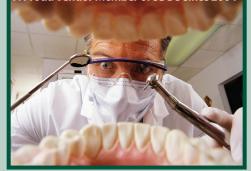


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By **Gayle Suarez** Founder, Dental Management Solutions

## Consulting: Leasons, Lequirements, Preparedness and the "right fit"

If you have considered or are considering the option to hire a dental practice management consultant/coach to help you achieve greater success, whether a "by project service" or "comprehensive support," this article has something for you. The information will simply cover: common reasons consultant coaches are hired; fundamental requirements and support for practice success; tips to identify preparedness for a successful outcome; and considerations to mutually understand and qualify one another as the "right client consultant fit."

### Common reasons consultant coaches are hired

t may be surprising to learn that consultants are often hired for reasons other than financial in nature. Despite the rewards and successes in the day and the life of a dentist-owner, it can be stressful and distracting. That is one primary reason consultants hear from dentists. Some hire consultants early in their careers to learn and establish the business and leadership components of ownership, sooner rather than later. Others reach out because the results dreamed of when planning for practice and team success have not been realized. In many cases, there is simply not enough time in a day, and their "I'll do it tomorrow" never comes. As a result, the gap between a rewarding, balanced personal life and a successful professional life has widened. Nonetheless, "Hope should never be lost," "You're not alone," and "It's never too late" are alive and well.

## Fundamental requirements and support for practice success

At the core of your dental practice is a business that must develop, thrive and maintain profitability in challenging economic, competitive and insurance-driven times. In some communities, the limited pool of qualified, experienced staff creates additional challenges. Now more than ever, you need a clear vision, motivation, commitment, consistency, synergy in your dental team and a customized, written "Plan for Success," which is a key player to effectively facilitate and monitor the process to reasonably achieve the extraordinary.

The multi-faceted requirements for you to achieve practice success and life balance are not always easy to cultivate. Human nature is to take three-steps forward then two-steps back and/or to procrastinate, especially, when no one is monitoring. Perhaps you have heard the saying, "What gets monitored and rewarded, gets done."

#### Prepare for a successful outcome

Should you decide to proceed to invest in consulting services, first and foremost a successful outcome begins with you, the dentist-owner, decision maker and team leader. Your commitment to the process is critical whether you currently possess the qualities of a leader or seek to learn them. With guidance, will you clearly convey to your team that you are committed to invest in them because you believe in them? Will you communicate that you expect positive results? Will you and your team be receptive to change, and edge out of your comfort zones for results that provide a win-win outcome? Will you appropriately delegate and make business decisions when they are indicated? Will you enjoy the journey and trust that great things are always possible?

#### Finding the "right fit"

The dentist and consultant roles and experiences are more similar than you might expect. The dentist provides patient services to evaluate, diagnose and customize treatment plans, discuss the risks and benefits of treatment and present options that allow them the opportunity to make informed decisions. When patients accept ideal treatment options you experience the satisfaction knowing the long-term benefits of their choices. Sometimes, you feel concerned when patients choose less than "ideal" treatment. Either way, your feelings stem from caring and believing in what you do having been witness to the benefits of ideal treatment.

In some cases, it takes time to be comfortable with and learn to accept that you may want more for patients than they want for themselves or that they are willing to invest in what they say they want. In similar action, consultants follow the same steps of evaluations, diagnosis and customized plans. They feel the same care, desire, concerns, disappointments and rewards in serving their clients. In turn, the reality that everything does not go as planned and situations arise that are beyond your control does not mean you are happy about it.

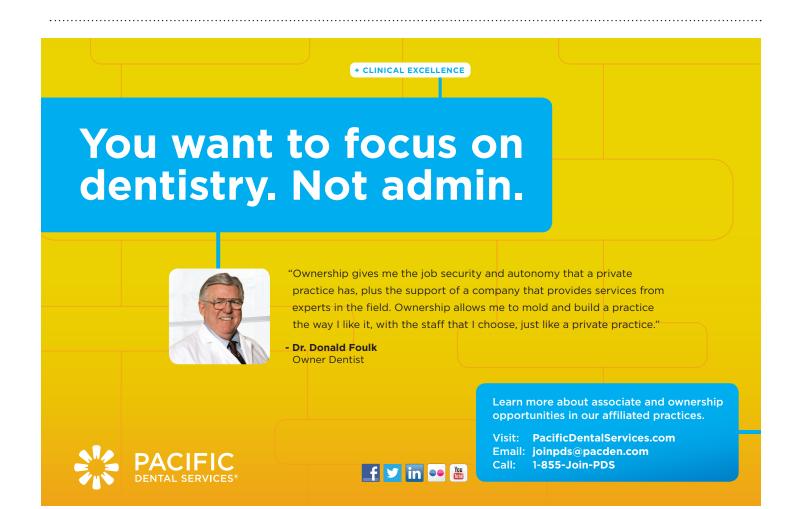
As an example, how does it make you feel when you or your hygienist spend quality time with patients at multiple appointments to discuss the importance of flossing, teach proper technique, and provide aides of which patients agree with the recommendations yet, return with bleeding, swollen gums due to their lack of commitment. As a result, you may feel disappointed. You care about their health and feel they are not committed to do what is necessary to get what they say they want: healthier teeth, gums and bone and improved overall health. In the consultant's world, they too plan for clients and their teams to commit and follow through as agreed, to achieve a healthier practice, a

happier dentist and team and satisfied patients that refer others to them.

When the consultant and the dentist are able to relate to one another, the stage is set to allow for a more mutually satisfying experience for all parties. Success is eminent when the practice, team and consultant are the "right Like flossing, consulting recommendations are a longterm benefit only when they are consistently and accurately utilized.

fit." As we say in my office, "Like flossing, consulting recommendations are a long-term benefit only when they are consistently and accurately utilized."

Gayle Suarez is the founder of Dental Management Solutions (DMS) and a practice and team development specialist and speaker since 1997. Designing customized "Enhancement Plans for Success," Gayle's clients throughout the country, and their teams and patients, benefit from her 23 years of handson experience working in dental practices and 17 years as a consultant coach.





By Donna Galante, DMD

## What you Need to Know before hiring a consultant

I will be entering my 30th year of private practice in 2015. Having never spent one second in a business, accounting or finance class, I was ill prepared when I opened my first office in Philadelphia. Through several years of struggle, I finally managed to actually pay myself a salary and ultimately sell the practice to move to California. It was a stressful experience and actually had me evaluating whether I had made the right career choice.

Ultimately, the consultant will leave and your team will look up to you to lead them. t wasn't until I had started my orthodontic practice in Rocklin that I realized that you did not have to "go it alone" and there were people out there (consultants) that would help you achieve your professional and personal goals. Once I figured this out, I was hooked and became a bit of a consultant "junkie" for over a decade.

What I have learned through all my associations with different practice consultants and even personal coaches, I am going to share in the hopes that it will help you be as successful as possible and go into these agreements with your eyes wide open.

Let's start with the "pros" or advantages of hiring a consultant for your practice.

I like using acronyms because they help me remember the key points in an article or presentation, so think of the advantages as ACE.

Accountability

A good consultant will hold you and your team accountable for getting the required tasks done. Let's be honest, most of us are too busy "working in" our practices to think about "working on" our practices. Having a consultant who is focused on helping your practice be more profitable, more efficient, gaining new patients or saving for retirement, will help you focus on those very important things that often get lost when working on patients and stressing over a three-unit bridge that did not fit.

#### Clear goals

A consultant will help you get clarity around your goals for your practice. This may be the first time you even thought about them in a very clear and structured manner. A consultant will help you get those goals down on paper and set up an action plan for you to achieve them.

Eyes

Since we are so busy "working in" our practices, we often do not see what is happening around us. The problems that we think we have may be real, but a consultant is able to really see the issues that are preventing you from achieving the success you desire.

From my personal experience, when it comes to the "cons" or disadvantages of hiring consultant you can think of WWW (love those acronyms!)

#### Wrong problem = Wrong Consultant

You have a problem with new patients. You "feel" that you do not have enough of them because you are unable to meet your production goals. You research and determine that you need a consultant that specializes in new patient procurement or marketing. You hire that person only to find out that in reality you have enough patients that need the dental work you have prescribed, but they are not scheduling their appointments. The consultant you hired specializes in marketing for new patients, not in getting patients to commit to treatment.

#### Work

You have written the check for the consultant, but that is as far as you go. They have done their assessment of your practice and now have a plan in place for you that require you to roll up your sleeves and get to work. Without you and your team being fully engaged in the process and getting to work, your time with your consultant will not produce the results you are looking for.

#### • Wishing and Whining

The consultant has done their job, you are happy with the results and you feel confident you can continue what they have helped you put in place. You are good for about 6 months after they leave and then Mary, your insurance coordinator, leaves followed by Sue, your treatment coordinator. They had been through all the training and were implementing new strategies and your numbers were up and you were elated.

Now you have new people in place that were not part of the original consultant session that need training in your new procedures. You wish they would embrace your practice systems and begin to whine that there are no good employees out there to hire anymore. In another year or two you are back looking for another consultant to help you with your practice as your numbers are spiraling downward again.

Since I have spent about 1/3 of my practice life hiring consultants, I can say without a doubt, I have experienced the disadvantages and the advantages. Many of the disadvantages, I believe, come from expectations that the consultants are hired to do the work, train the staff and increase your production.

In reality, we dentists need to take the leadership role for maximum benefits and results. Ultimately, the consultant will leave and your team will look up to you to lead them. Your ability to take what the consultant's recommendations and integrate the new systems and policies is what will ultimately make your time and money spent with a consulting firm pay big dividends not only now but for the future of your practice.

Dr. Donna Galante has been an orthodontist for 26 years and shares a practice in Grass Valley and Rocklin with her husband Dr. Paul Cater. She is also a member of the Invisalign National Speaker's Bureau, is a mother of two teenagers and is the author of three books.

## What to expect when hiring a consultant

#### By Alexander Malick, DMD, FAGD

- Before hiring a consultant, write your vision
- · Your team will resist changes you need to make
- You will resist changes you need to make
- You may need to let some employees go, even the ones you thought were your best
- A decrease in production and net income during the consulting year
- Possible loss of patients due to changes in office procedures and financial policies
- · Hours of additional work, taking away from family time
- You, the owner, will have the most amount of work and change in behavior
- You will be asked to do things you may not be comfortable with
- You will need to write policies and procedures for everything, and stick to them
- You must be the kind of person that embraces change, organization, and constantly seeks to improve operations
- Most likely, once the consultant leaves, you slowly begin to slip back to your old ways!







#### **SMILES FOR BIG KIDS**

VOLUNTEERS NEEDED: Dentists willing to "adopt" patients for immediate/emergency needs in their office.

TO VOLUNTEER, CONTACT: SDDS office (916.446.1227 • sdds@sdds.org)

#### **SMILES FOR KIDS**

VOLUNTEERS NEEDED: Doctors to "adopt" patients seen on 2014 Smiles for Kids Day for follow-up care.

CONTACT INFO: SDDS office (916.446.1227 • smilesforkids@sdds.org)

#### **CDA CARES, POMONA**

**November 21–22, 2014** Pomona Fairplex

#### **CDA CARES, SACRAMENTO**

March 26–29, 2015 Cal Expo TO VOLUNTEER, CONTACT:

Robyn Alongi (916.554.5305) www.cdafoundation.org/cda-cares

#### THE GATHERING INN

VOLUNTEERS NEEDED: Dentists, dental assistants, hygienists and lab participants for onsite clinic.

CONTACT INFO: Kathi Webb (916.743.5351 • kwebbft@aol.com)

#### Additional Information

www.sdds.org/Volunteer.htm

## Thank you!

Donations to the Perpetual Fund Campaign

Dr. Steve Cavagnolo Dr. Victor Hawkins Cathy and Bruce Levering Dr. Don and Janet Rollofson Dr. Wes and Nancy Yee Dr. Herbert and Inez Yee

#### In honor of Dr. Kevin Keating:

- Dr. Wallace Bellamy
- Dr. Matt Campbell
- Dr. Wai and Ruby Chan
- Dr. Glen Tueller
- Dr. Dennis Wong

Donations to Smiles for Kids

\_\_\_\_\_

In memory of Dr. Gordon Harris Craig Harris

#### Day of Giving Donations (May 6, 2014)

- Dr. Wallace Bellamy Dr. Rick Brown Dr. Steve Cavagnolo Dr. Chuen Chie Chiang Dr. Paul Denzler Dr. Pamela DiTomasso Dr. Carl Hillendahl Jesse Manton
- Dr. Dennis and Gayle Peterson
- Dr. Hana Rashid
- Dr. Dale Redig
- Dr. Don and Janet Rollofson
- Dr. Dean Sands Dr. Stefanie Shore
- Dr. Gregory Tuttle
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#### Other Donations

Debra Payne

Dr. Kelly Giannetti and staff Michael Korn Dr. Bevan Richardson

Pierre Fauchard Academy – Northern California

ts of Love



Dr. Leo Angel Ponations from: Dr. Beverly Kodama Sacramento District Dental Society



Dr. Jon Haw Ponations from: Sacramento District Dental Society

To make a memorial contribution, visit: www.sdds.org/GiveSDDF.htm

## A CHARITABLE 501-C3 ORGANIZATION

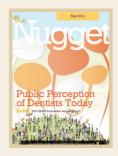
You are Clugels Thank you card from a Smiles for Kids patient

Dear, Dr. Daft and Stamos by are both prigels for many reasons. You guys coved part of many his babuse at school it would get colled Buck Tooth bevel. I allways cryed on the read would get black spots on my name of some to toop. The guild be stressed which muse I would be stressed which coused the block spots on an roman coused the block spots on an roman in coused and your right but this was and your right but this was a night mare. But thanks to you gups you saved part of my life. You two are my anglets that are leading my are my anglets that are leading my and to success. It's really thoughther of you two that you guy waist your time on offending obtience like me time on otherding patience like me who can't pay the arthodontic. The echool was very thoughtfull to show us these ways to comunicate to great people to do this treatment. Your the best. I have been lucky flots of ways I don't know what I did but I was cel the point to lose my pinks forger wil Dave sow my mom and Will her Mann to ok at least I don't have cancer like my Grandino. I am going to live. The doctors name is called Omar he is an angel like was he jock & hours on whing my



Remember

The Nugget is available online!





Pinki on correctly. I never lorget his have after 5 years i lubs 1 years on the unity menor for and the years

Your guises team are my

I Love your guy help

From: Stephonic

10: Dar + Stamos

And T Wall Dever for get to your special to me. Your two one and the your

formity

P.S.= I love you all " Merry Chilismas (

tamilye and You.

## Smiles for Kids 2014

## **FEBRUARY 1, 2014**



























## Smiles for Kids 2014

#### 596 total volunteers (344 doctors participated - 20% of our active membership!)

#### FALL 2013 SCREENINGS

#### 20,988 kids screened

**104** doctors volunteered to screen (42 doctors actually screened)

#### **Results:**

**72%** 1's • **21%** 2's • **7%** 3's 1 = good dental health 2 = care required

3 =urgent care required

#### SFK DAY TREATMENT SITES

490 kids scheduled for treatment
72 doctors volunteered
252 staff and other volunteers worked
324 TOTAL VOLUNTEERS
21 treatment sites

#### ADOPT-A-KID PROGRAM

262 kids referred for GP treatment
89 kids referred to Ortho Program
57 kids referred to other specialities
163 TOTAL ADOPT-A-KID CASES
164 total doctors volunteered to take Adopt-a-Kid cases

#### SFK DAY (February 1, 2014)

Total # of kids scheduled4	90	
Total % of "no shows" 14	1%	
Total # of "walk-ins"	65	
Total # of kids treated4	24	
Total % of kids needing additional treatment through the Adopt-a-Kid Program		
Total dollar value of pro bono services donated on SFK Day <b>\$239,3</b>	30	

#### ADOPT-A-KID

Dollar value of pro bono services donated to Adopt Kid Program cases\$200,	
Dollar value of pro bono services donated to Ortho Program cases	,000
Estimated total dollar value of pro bono services donated to 2014 Smiles for Kids	
(NOT FINAL <sup>*</sup> ) \$660.	000

#### Thank you to our generous SMILES FOR KIDS 2014 GRANTORS & SPONSORS

Wells Fargo Bank Foundation Henry Schein Cares Dentsply North America Patterson Dental Supply Star Group — Crowns for Kids United Concordia Dental RelyAid

## Thank you to the following for their gracious donations:

Blue Northern Construction, Inc. CSUS Pre-Dental Club — *Project Backpack* Emigh Hardware Oral B — *Lauren Herman* Sacramento Regional Community Foundation — *Knapp Family #1 Fund* 



### SAVE THE DATE FOR NEXT YEAR! FEBRUARY 7, 2015

## Smiles for Kids 2014

Our Cups Runneth Over with Smiles!

Thanks to all (596 TOTAL VOLUNTEERS!) who volunteered their time to make this year's Smiles for Kids project a huge success! \*Volunteered their office for Smiles for Kids Day

#### SFK Screening Docs

Nima Aflatooni, DDS Dean Ahmad, DDS, FICOI, DABP Kimberly Anderson, DDS Kreston Anderson, DDS Todd Andrews, DDS Paul Barkin, DDS Reymond Bautista, DMD Robin Berrin, DDS John Birch, DDS Forrest Boozer, DDS Gary Borge, DDS Michael Boyce, DDS Colleen Buehler, DDS Arthur Burbridge, DDS David Cernick, DDS Jayson Chalmers, DDS Christopher Chan, DDS Jonathan Chan, DDS Wai Chan, DDS Regina Cheung, DDS Rajas Chitre, DDS Mark Choi, DDS Clifford Chow, DDS Stephen Christensen, DMD Brian Crawford, DMD Paul Cripe, DDS David Crippen, DDS Robert Daby, DDS Shannon Dang, DDS Paul Denzler, DDS Julianne Digiorno, DDS, RD Lisa Dobak, DDS Robert Dorian, DDS Mark Douglas, DDS, MSD Timothy Durkin, DDS Gwendelyn Enriquez, DMD Maria Eloisa Espiritu, DDS Tiffany Favero Holladay, DMD Vivian Fernandez, DDS Kimberly Fong, DDS Melissa Fong, DDS Lora Foster-Rode, DDS Kasi Franck, DDS Michael Gade, DDS Jennifer Goldman, DDS Arlenita Gomez-Croddy, DDS Jennifer Goss, DDS A. Scott Grivas, DDS Matthew Gustafsson, DDS Kerry Hanson, DDS Kirk Hanson, DDS Daniel Harlan, DDS Russell Hirano, DDS Christian Hoybjerg, DDS Alice Huang, DDS Ralph Isola, DDS Denise Jabusch, DDS Katherine Jones, DDS Terrence Jones, DDS

Sukhjeet Kaur, DDS Sirisha Krishnamurthy, DDS Mark Kujiraoka, DDS Merlin Lai, DDS Hung Le, DDS Tyson Lechner, DDS Yen Lieu, DMD Neil Loveridge, DDS Thomas Ludlow, DDS Abdon Manaloto, DDS Larry Masuoka, DMD Jim McNerney, DMD Warren McWilliams, DDS Mahnaz Moussavi, DMD Charles Newens, DDS John Noe, DDS George Oatis, DDS Brian Orcutt, DDS Gregory Owyang, DDS Virenchandra Patel, DDS Sireesha Penumetcha, DDS Dennis Peterson, DDS Hanh Pham, DDS Bryan Pierce, DDS Mark Porco, DDS Richard Portalupi, DDS, MSD Dexter Quiggle, DDS Linda Rafferty, DDS Darryl Ragland, DDS Gabrielle Rasi, DDS Ronald Rasi, DDS Joseph Rawlins, DDS, MS Jorge Rico, DDS Donald Rollofson, DMD Ron Rott, DDS Jeffrey Routsong, DDS Stephen Saffold, DDS Robert Shimada, DDS April Skinner, DDS Charles Smurthwaite, DDS Lee Anne Stigers, DMD Victoria Sullivan, DDS Scott Szotko, DDS Jonathan Szymanowski, DMD,MMSc Scott Thompson, DDS Ricky Tin, DDS Amy Thu Tran, DDS Loc Tran, DDS Thuy Nga Vu, DDS Hoang Truong, DDS Jennifer Vassilian, DDS Judith Vue, DDS Kim Wallace, DDS Dina Wasileski, DMD Mark Wong, DDS Julie Wong, DDS Jamson Wu, DDS, MSD Michelle Yap, DMD H. Wesley Yee, DDS

#### SFK Day Volunteer Docs Kim Anderson, DDS

Jessica Alt, DDS Dale Alto, DDS Kimberly Anderson, DDS Kreston Anderson, DDS Jerhet Ask, DDS Lawryn Ask, DDS Ron Ask. DDS Henry Bennett, DDS Damon Boyd, DDS William R. Bratton, DDS Matthew Campbell, DDS Erin Carson, DDS David Cernik, DDS Christopher Chan, DDS\* Christopher Claus, DDS Thomas Clements, DDS S. Curtis Croft, DDS Joe Daby, DDS Robert Daby, DDS\* Pamela DiTomasso, DMD\* Barry Dunn, DDS Lora Foster-Rode, DDS Sandy Fouladi, DDS Steven Frank, DDS, MS Jennifer Goldman, DDS Holley Gonder, DDS Mitchell A. Goodis, DDS Matthew Gustafsson, DDS Victor Hawkins, DDS Brenda Herrera, DDS Carl Hillendahl, DDS Elizabeth Huynh, DDS Denise Jabusch, DDS Paul Johnson, DDS Katherine Jones, DDS Bryan Judd, DDS Sukhjeet Kaur, DDS Brian Kim, DDS Craig Kinzer, DDS Matthew Korn, DDS Sireesha Krishnamurthy, DDS Laurie LaDow, DDS Emerson Lake, DDS Tyson Lechner, DDS Diane Liberty, DDS Kate Lomen, DMD Madeline Maier. DDS Ellen Mark, DDS Luminita Markham, DDS Jennifer McCarthy, DDS, MS Candy McComb, DDS Jeff McComb, DDS Sydney Moore, DDS Derek Moore, DDS Purvak Parikh, DDS Pat Pennev. DDS Sergio Pereira, DDS Joshua Perisho, DDS

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#### SFK Day Staff Volunteers

Misty Adams, RDA LeAnn Agee, DA Shainel Aguran, DA Melissa Allen, RDA Amber Allison, RDA Krystal Armstrong Stacey Arnett, RDA Rachel August, RDA Sharron Austin, DA Jennifer Axtell, RDA Starla Babasin, RDA Karen Bank, RDA Debbie Bassham Brianna Bayona Gelton Bayona Jennifer Becker, RDA Sandy Bell, RDA Jeanna Berezay, RDH Jaime Berge, DA Jennifer Berglund, RDA Johnae Bermudez, RDH Valerie Bishop Vanessa Bissing, RDA Vanessa Blancalan, DA Mari Bolin, RDA Cassie Borden, RDA LeAnn Boyd, RDH Lisa Boyd Emelia Brady, RDA Maggie Brady-Hamman, DA Hillary Brehm Nicole Brill, RDA Christina Browning, RDA Cathy Burawski, RDA



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#### LINK OF THE MONTH! www.sdds.org/SDDF\_Gala.htm

Trish Grasse Maria Guadalupe Gonazalez, RDA Amy Guistolise, DA Tracie Hall, RDA Heidi Hanson, RDA Danielle Harper, RDA Holli Harrison Beverlee Hawkins, RDA Mary Hess, RDA Kelsey Hickenbottom Kelley Howard, RDA Ingrid Hudson Victoria Hutton Malia Jackson, DA Sherry Jacobs, RDH Stacy Jacques Ashlee Janzeh, RDA Evelyn Jaurigui, RDA Jennifer Jedlicka, RDA Drake Jedlicka Gail Jennings, RDA Becky Johnson, RDH Cindy Johnson Jasmine Johnson Judi Johnson Alice Keller, RDH Nasrin Khalil, RDA Wendy Khang, DA Katie King Jessica King, RDH Trace Kinzer Marcus Korn Bobbi Kurtz, RDA Priscilla Lacayo, RDA Sandra Lake, RDH Stacey Lalumondier, RDH Lindsay LaMantain, RDA Chelsea Landa, DA Cindy Lao RDA Mercedes Lazaito, RDA Marlynda Lee, RDH Deanna Lerena Niko Liberty Chelsea Lobrillo, RDA Evan Lomen Rose Lopes, RDH Amparo Lopez, RDA Mimi Lopez, RDA Cyndi Lopez Dalia Lopez, DA Teresa Lua, RDAEF2 Laura Lugo, RDA Veronica Lupton, RDA Melissa Maccini Sharon Maccini Rachel Maita, RDH Krys Marcelo, RDA Ayrika Marko Jacque Marois Tiffany Martinez, RDA Kimberly McCoy, RDA Marianne Meade, RDAEF Amy Miller Parker Miller Lila Mirrashidi Lucila Monjaras, RDA Renato Monroy Sandra Montero, RDA Dhana Morant Takako Motohashi, RDA Cinthia Murguia, DA Jackie Najarro, RDA Cassidy Ng, DA Benay Nielson Veronica Nieves, RDA Stella Norris, RDH Tara Norton, RDH Margaret Olsen, RDA Jessica Olvera, RDHEF2 Angelica Ortiz, RDA Suzanne Oyoung, RDH Kristyn Pair Esther Palomino Melissa Pasch, RDH

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Darlene Wyzkowski, RDA

Ying Yang, RDA Lisa Yang Bonnie Yarbrough, RDA Linda Yost, RDH

#### Adopt-a-Kid Volunteer Docs

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Gary Ackerman, DDS Hanan Amini, DDS Kim Anderson, DDS Kreston Anderson, DDS Guillermo Arellano, DMD Jerhet Ask, DDS Ron Ask, DDS Cynthia Belgum, DDS Michael Boyce, DDS Damon Boyd, DDS Lenna Bright, DDS Christopher Chan, DDS Terry Chin. DMD Christopher Claus, DDS Matthew Comfort, DDS Robert Daby , DDS Paul Denzler, DDS Pamela DiTomasso, DMD Barry Dunn, DDS Jason Fligor, DDS Michael Gade, DDS Sher Himmat Gill, DDS Farid Gogani, DDS Arlenita Gomez-Croddy, DDS C.J. Gregor, DDS Matthew Gustafsson, DDS Kelly Guy, DDS Matthew Hall, DDS Adam Haney, DDS Elizabeth Harmon, DDS Victor Hawkins, DDS Marsha Henry, DDS Elizabeth Huynh, DDS Paul Johnson, DDS Bryan Judd, DDS George Kingsley, DDS Craig Kinzer, DDS SirishaKrishnamurthy, DDS Lisa Laptalo, DMD Tyson Lechner, DDS Diane Liberty, DDS David Lopes, DDS Edward Montalbo, DMD Sireesha Penumetcha, DDS, MAGD Greg Peterson, DDS Brett Peterson, DDS Hana Rashid, DDS Ibtisam Rashid, DDS Gabrielle Rasi, DDS Leon Roda, DDS Dwight Simpson, DDS Charles Smurthwaite, DDS Kelvin Tse, DDS Glen Tueller, DDS Stuart Wakeman, DDS Kim Wallace, DDS Joel Whiteman, DDS Kristy Whiteman, DDS

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Jessica Alt. DDS Jude Crutchfield, DMD Lora Foster Rode, DDS Craig Hollingsworth, DDS Sydney Moore, DDS James Musser, DDS Dennis Peterson, DDS Victoria Sullivan, DDS Monica Tavallaei, DMD H. Scott Thompson, DDS Janice Work, DDS





## \$15,000 raised by this year's tourney for the SDDS Foundation!

Contest winners

Longest Drive (Hole # 3) Winner: JEFF FOWLER

Longest Drive (Hole # 9) Winner: PATRICK KELLY

Closest to the Pin (Hole # 8) Winner: MATT JURI

Closest to the Pin (Hole # 12) Winner: DEAN FUNADA, DDS

Putting Contest Winner: WAYNE SEGERS, Burkhart Dental Supply

Ist Place Foursome Each winner received a \$125 gift certificate to Empire Ranch Golf Club Winners: DON LIBERTY, DDS PHIL CHIAPPE RAMON GARLEJO CESAR PEMENTIL



2nd Place Foursome Each winner received a \$50 gift certificate to Empire Ranch Golf Club Winners: JIM HILLIER HEATHER FOWLER JEFF FOWLER JONATHAN SHEPARD

Voted Most Creative Hole Sponsor Winner: RELYAID



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THE DENTIST, THE EMPLOYER

YOU ARE A DENTIST. You are also

an employer. Employee evaluations, hiring and firing, labor laws and personnel files are an important part of that. This monthly column, will offer current employment law information pertinent to you the dentist, the employer.

## New Labor Law Changes effective July 1, 2014

By The California Employers Association (CEA)

#### HR Webinars

Noon-1:00pm • 1 CEU, 20%



Wage & Hour: Alternate Workweek **SEPTEMBER 3, 2014** 

Documentation, Remediation & Termination OCTOBER 29, 2014

Managing Stress & Burn Out in the Workplace **NOVEMBER 4, 2014** 

2015 Labor Laws / Update Your Handbook JANUARY 28 OR FEBRUARY 4, 2015 (TBA)

Delivering Effective Performance Reviews MARCH 17, 2015

Hiring the Right People **APRIL 21, 2015** 

\$35 EACH **\$160** FOR ALL 6 Sign up at www.sdds.org/ HRaudio.htm or see insert

#### How to prepare for the July 1 posting requirements:

BENEFIT!

- 1. Minimum Wage: First and foremost, post the 2014 employment notices poster with the \$9-per-hour California minimum wage by July 1! You may purchase a poster from SDDS. (See insert for wage notice.)
- 2. Workers' Compensation: Employers are required to provide new Workers' Compensation pre-designation forms to all new hires. Once available, you can download this at: www.dir.ca.gov/ dwc/DWCPropRegs/predesignation\_Regulations/Predesignation\_ regulations.htm
- 3. Family Leave: Paid family leave to care for a seriously ill "family member" now includes a grandparent, grandchild, sibling or parentin-law. Employers are required to provide this pamphlet to new hires and when employees take a leave of absence for a covered reason. Once available, you can download the Family Leave Pamphlet at: www.edd.ca.gov/Disability/PFL\_Forms\_and\_Publications.htm

#### Back in time...

Can you identify this SDDS Member?

The first SDDS member to call the SDDS office (916.446.1227) with the correct answer wins \$10 OFF their next General Meeting registration.

Only the winner will be notified. Member cannot identify himself.

WATCH FOR THE ANSWER IN THE AUG/SEPT 2014 NUGGET!

The answer from the May 2014 issue: Dr. Earl Hummell





SDDS HR Hotline FREE TO SDDS MEMBERS! 1.800.399.5331

#### NOTICE OF FOUNDATION ANNUAL MEETING & ELECTIONS

Elections to be held at General Meeting September 9, 2014

### Board of Directors

Kevin Keating, DDS, MS (2015–2016: 3<sup>rd</sup> term) Nancy Archibald, DDS (2015) Robert Daby, DDS (2015) Gary Ackerman, DDS (2015-2016) Steven Cavagnolo, DDS (2015–2016: 2<sup>nd</sup> term) Adrian Carrington, DDS (2015–2016: 3<sup>rd</sup> term) Kathi Webb, *Associate Member* (2015)

## SAMPLE BALLOT

#### The Buy

Understanding the Business of Dentistry



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#### NOTICE OF SDDS ANNUAL MEETING & ELECTIONS

Elections to be held at General Meeting September 9, 2014

### SDDS Executive Committee

President: Viren Patel, DDS President Elect / Treasurer: Wallace Bellamy, DMD Secretary: Nancy Archibald, DDS Immediate Past President: Kelly Giannetti, DMD, MS

### ....Board of Directors

Dean Ahmad, DDS (2015–2016: 2<sup>nd</sup> term) Margaret Delmore, MD, DDS (2015–2016: 2<sup>nd</sup> term) Volki Felahy, DDS (2015–2016: 1<sup>st</sup> term) Lisa Nielsen Laptalo, DMD (2015–2016: 1<sup>st</sup> term) Peter Worth, DDS (2015–2016: 2<sup>nd</sup> term)

*Existing Board Members continuing term:* Bryan Judd, DDS • Bev Kodama, DDS



Robert Gillis, DMD, MSD (2015-17: 3rd term)

*Existing Trustee continuing term:* Terrence Jones, DDS (2014-16)

## ..................to CDA House of Delegates (2 year term, 2094–15):

Nancy Archibald, DDS Guy Acheson, DDS Steve Leighty, DDS Kim Wallace, DDS Peter Worth, DDS

*Existing Delegates continuing term:* Gary Ackerman, DDS Wallace Bellamy, DMD Kelly Giannetti, DMD, MS Carl Hillendahl, DDS Bev Kodama, DDS Viren Patel, DDS Jonathan Szymanowski, DMD, MMSc

## SAMPLE BALLOT

## **Board Report**



Respectfully Submitted by Wallace Bellamy, DMD Secretary

### May 6, 2014

#### Highlights of the Board Meeting

#### Call to Order

President Dr. Kelly Giannetti called the meeting to order promptly at 6:00 p.m. She introduced CDA President-Elect Dr. Walter Weber to the Board, who gave a short presentation.

#### **President's Report**

#### Dr. Giannetti reported on the following:

- The SDDS Foundation raised over \$9,000 on the Big Day of Giving on May 6!
- Swing for Smiles, the annual golf tournament on May 2 was a success with 100 golfers and several vendors. She thanked golf tournament chair Dr. Damon Szymanowski on a job well done.

#### Secretary's Report

### Dr. Wallace Bellamy reported on the following:

• The final drop list will come soon and we anticipate losing about 60 members for nonpayment of dues. Our market share will drop below 80 percent, but we'll strive to get back to that.

#### Treasurer's Report

#### Dr. Viren Patel reported on the following:

- 2013 year-end final report
- The Finance Committee's recommendation for investment of surplus funds
- An investment policy for the surplus funds was presented and approved.
- We had a great year with surplus funds and the lease of the new office, which reduced meeting expenses by utilizing our additional space.

#### Old Business

• Final report of the CE Focus Group and Task Force: Dr. Carl Hillendahl reported that the Focus Group has been a success in planning the upcoming year and an entire outline for the coming year was presented to and approved by the Board.

#### Trustee Report

Dr. Terrence Jones gave an update on the First 5 Clinic in Galt.

#### Executive Director's Report

#### Cathy Levering reported on the following:

- Website redesign: An action plan and proposal for the redesign of the SDDS website, which was approved by the Board.
- Foundation Gala is on October 18!
- **Dental Day at Raley Field:** We sold nearly 500 tickets to the River Cats game on June 12!

#### Adjournment

The meeting was adjourned at 8:22 p.m.

Did you know?

Board Reports are available online! www.sdds.org/BoardReports.htm

Next Board Meeting: September 2, 2014 at 6:00pm

#### OUR MISSION

It is the mission of the Sacramento District Dental Society to be the recognized source for serving its members and for enhancing the oral health of the community.

# May 13, 2014 | FOUNDATION NIGHT





- **1** Special guest Elk Grove Vice Mayor Jim Cooper (running for State Assembly).
- **2** UOP dental students and CSUS Pre-Dental Club members
- **3** Dr. Herbert Yee receives a hug from Dr. Beverly Kodama.
- **4** Dr. Vic Hawkin's staff and associate partner Dr. Elizabeth Huynh (right)
- **5** Svetlana Guevara receives the Dr. Herbert and Inez Yee Family Scholarship Award, presented by Dr. Herbert Yee (left) and son Dr. Wesley Yee (right).
- 6 Dr. Wallace Bellamy (left) and new SDDS member Dr. Reza Saeidi
- **7** Irina Borsuk receives the Carrington College Hygiene Award, which was presented to her by Dr. Bevan Richardson.
- 8 Smiles for Kids Day hosts receive a big thank you from SDDS (and cookies!)
- **9** Dr. John Featherstone, Dean of the School of Dentistry at UCSF, presents "Caries Management by Risk Assessment: The Caries Balance.

Next General Membership Meeting: **SEPTEMBER 9, 2014** www.sdds.org/genmeetingCE.htm

## Committee Corner

## Kaiser Permanente Sacramento to begin fluoride varnish for all well baby visits



By **Guy Acheson, DDS** Chair, 1T1B Committee

This year I have presented on the First Tooth Or First Birthday (1T1B) campaign to pediatricians at regional hospitals and clinics. During one of my visits, I confirmed that greater Sacramento Kaiser Permanente pediatricians will offer fluoride varnish at all well baby visits from ages 9 months to 24 months beginning later this year.

he parents will be asked if the child had received fluoride varnish in the previous 6 months in which case the varnish will not be applied. This is all driven by new federal requirements to offer fluoride varnish to Medi-Cal children.

Kaiser Permanente's pediatricians have recognized the problem of caries in their patients and many new doctors have already been trained in the application of fluoride varnish. No dentists were involved in developing this fluoride varnish policy because there are no Kaiser Permanente dentists in the Sacramento system. Those of us who provide care in the Kaiser Permanente hospitals are guests.

Sources at Kaiser said that they are not currently doing any formal caries risk assessments. The providers do not see whether the patients are private pay, Medi-Cal, or commercial insurance and they do not ask about socioeconomic status. Therefore, they have decided to offer fluoride varnish to every child they encounter. I sent copies of the AAPD fluoride guidelines and the ADA caries risk assessment charts to the head of pediatrics and she was very grateful to receive that information.

The prescribing of supplemental systemic fluoride is still very active in Kaiser Permanente because of the large number of patients who live in rural areas that do not have fluoridated water systems.

The 1T1B presentations have been very well received and have stimulated many questions. The senior pediatricians received very good feedback on the material from their practitioners. First Tooth or First Birthday suggests calling the SDDS public telephone line to help find dentists to see young children. The pediatric clinics say the SDDS office has been helpful but there is great difficulty finding dentists who will see Medi-Cal patients outside the Sacramento metropolitan area. This is a long standing and frustrating problem for the Kaiser Permanente pediatricians. Their well baby visit protocols currently stimulate the parents to establish a dental home for their children by age 3.



#### 1T1B RADIO CAMPAIGN ANNOUNCEMENT BEGINS AUGUST 1! Be a part of it! (See Insert)

#### **SDDS Committee Meetings**

#### **Standing Committees**

**CPR:** Aug 2 • Nov 2

Ethics: Sept 29 • Nov 19

Membership: Sept 29 • Nov 19

Leadership Development: Work completed

**Peer Review:** July 17 • Aug 20 • Sept 18 Oct 16 • Nov 20

#### Other

Sac Pac: Schedule as needed

#### Leadership

Board of Directors: Sept 2 • Nov 4

**Executive Committee:** Aug 22 • Oct 17 • Dec 12

#### Foundation

Foundation Board: Sept 8 • Dec 3

Foundation Gala: Oct 18 (Gala)

Golf Tournament: Work completed

#### **Task Forces**

Continuing Education Work completed

Schedule as needed:

1st Tooth 1st Birthday Amalgam Advisory GMC Denti-Cal

#### Workgroups / Speakers Bureau

Schedule as needed:

Dental Careers Geriatric Outreach

#### **Advisory Committees**

Mass Disaster / Forensics: Sept 29

Nugget Editorial: Sept 22

Legislative GRASSROOTS Meeting Dates and Times TBA

Schedule as needed:

Fluoridation Strategic Planning Budget and Finance Bylaws

# We're Blowing

Congratulations to ...

**Dr. Dean Ahmad** and his wife on the birth of their son Zayd Nadeem Ahmad on April 8, 2014 (1)

Dr. Andrea Azevedo, Jennifer Detweiler and Nicky Hakimi, on completing a Triathlon at Granite Beach on Mother's Day. Dr. Detweiler came in second in her age group, and Dr. Gabi Rasi attended and cheered them on. It was Dr. Hakimi's first Triathlon! (2) Dr. Arthur Burbridge on the 25th anniversary of opening his practice, as well as his 60th birthday! (3)

Dr. Timothy Durkin who was recently commissioned Lieutenant in the U.S. Navy Reserves. He completed Direct Commission Officer Indoctrination School (Boot Camp) in Rhode Island and is currently drilling at NOSC Reno with OHSU CP Det C. (4) Dr. Kenneth Moore on becoming designated as the assistant director for the UCLA Orofacial Pain and Dental Sleep Medicine post graduate program. He continues as co-director for the UCLA TMD mini-residency program and has recently attained "fellow" status with the American Academy of Orofacial Pain. ■





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#### **WELCOME** to SDDS's new members, transfers and applicants.

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CDA
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CDA Practice Resource Ctr cdacompass.com
TDIC Insurance Solutions . (800) 733-0633
Denti-Cal Referral (800) 322-6384
Central Valley Well Being Committee (559) 359-5631

**TOTAL MEMBERSHIP** (AS OF 6/16/14): 1,570

#### NEW MEMBERS FOR 2014: 31

TOTAL ACTIVE MEMBERS: 1,262 TOTAL RETIRED: 223

TOTAL DUAL MEMBERS: 3

TOTAL AFFILIATE MEMBERS: 8 TOTAL STUDENT/PROVISIONAL

MEMBERS: 8

TOTAL APPLICANTS: 2

TOTAL DHP MEMBERS: 57 DROPPED FOR NON-PAYMENT OF DUES: 57

## , New Members

#### **JACOB HASHAGEN, DDS**

Endodontist 1240 High Street, Suite 205 Auburn, CA 95603 530.848.0380

Dr. Jacob Hashagen graduated from UOP Arthur A. Dugoni School of Dentistry in 2008 and completed his specialty in endodontics at SUNY Stony Brook University in 2013. He currently practices and resides in Auburn.

#### PAUL JO, DDS, JD

**General Practitioner** *Currently not practicing* 

Welcome Back!

Dr. Paul Jo graduated from UOP Arthur A. Dugoni

Dr. Paul Jo graduated from UOP Arthur A. Dugoni School of Dentistry in 2001. He currently resides in El Dorado Hills and is practicing law.

#### SUMEET KAUR, DDS

General Practitioner 4230 Rocklin Road, Suite E2 Rocklin, CA 95677 916.624.0676

Dr. Sumeet Kaur graduated from University of Illinois at Chicago in 2011. She transferred to SDDS from the Santa Clara Dental Society and purchased a practice in Rocklin. Fur fact: Dr. Kaur's office staff shared with us that Dr. Kaur has the cutest little giggle, and that she enjoys spending time with her 2-year-old son.

#### **DIVIYA KHIRIA, DDS**

General Practitioner 5200 Stockton Blvd., Suite 110 Sacramento, CA 95820 707.584.1000

Dr. Diviya Khiria graduated from UOP Arthur A. Dugoni School of Dentistry in 2012. She currently practices in Sacramento and resides in Folsom.

#### DAESOON KIM, DDS

Prosthodontist 1724 Professional Drive Sacramento, CA 95825 916,482,4000

 Dr. Daesoon Kim graduated from the University of Illinois at Chicago in 2001 with his DDS. He currently practices in Sacramento and lives in El Dorado Hills. True fact: In his free time he likes to golf and travel.

#### **KIMBERLY LOUIE, DDS**

General Practitioner 7916 Pebble Beach Drive Citrus Heights, CA 95610 916.962.0577

Dr. Kimberly Louie graduated from UOP Arthur A. Dugoni School of Dentistry in 2011. She practices at Weideman Pediatric Dentistry in Citrus Heights and resides in Sacramento.

JUNE/JULY

2014

#### **JOANNE NGO, DDS**

General Practitioner 2020 J Street Sacramento, CA 95811 916.341.0575

Dr. Joanne Ngo transferred to SDDS from Tulare-Kings Dental Society. She graduated from UOP Arthur A. Dugoni School of Dentistry in 2013 and currently works for the Sacramento Native American Health Center. She resides in Fairfield. *Two fact:* Dr. Ngo enjoys baking, running and spending time with her four brothers and sisters.

#### **PHILIP VASSILOPOULOS, DMD**

#### Periodontist

5252 Sunrise Blvd., Suite 2 Fair Oaks, CA 95628 **916.454.0860** 

Dr. Philip Vassilopoulos graduated from the University of Athens in 1994 with his DDS and graduated from the University of Alabama in 2011 with his DMD. In 2003, he graduated from the University of Alabama with his specialty in Periodontics, and currently practices in Sacramento and Fair Oaks. Fur fact: Dr. Vassilopoulos is originally from Greece and has always wanted to live in California. He enjoys watching and playing soccer, spending time with his wife and daughter, traveling, exercising and listening to music.

#### Recently Retired REZA ABBAZEDAH, DDS PAUL JOHNSON, DMD, PHD

**MARKET SHARE:** 77.8%

CLIP OUT this handy NEW MEMBER UPDATE and insert it into your DIRECTORY under the "NEW MEMBERS" tab.

#### In Memoriam

#### DR. JOHN HAW

Dr. John Haw, 80, passed away on May 6, 2014. A member of SDDS since 1962, he became a Life Member of SDDS in 2003. He had a long accomplishing career as an orthodontist and was an active volunteer for several organizations throughout Sacramento County and Sea Ranch. He was also known for being a founding member for the Cleft Palate Boards for UC Davis and Sutter hospitals in Sacramento County.

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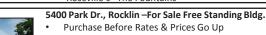
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## Job Bank

The SDDS Job Bank is a service offered only to SDDS Members. It is published on the SDDS website (www.sdds.org) and provides a forum for job-seekers to reach other Society members who may be looking for dentists to round out their practice, and vice versa. If you are a job seeker, associate seeker, selling or buying a practice, contact SDDS at (916) 446-1227 or complete the SDDS Job Bank form insert in this issue of *The Nugget* and cash in to the SDDS Job Bank!

#### ASSOCIATE POSITIONS AVAILABLE

Access Dental • Various • full • GP Rina Ambaram, DDS • Sacramento • part/Wed • GP Blue Oak Dental Group • Mark Arena, DDS • Rocklin • full (4 days) • GP Forrest Boozer, DDS • Cameron Park • part • GP Kids Care Dental • Sacramento • part • Pedo Gary Clusserath, DMD • Citrus Heights • part • GP Barry Dugger, DDS, MPA • Sacramento • part/full • GP • nonclinical Katie DeMeyer, DDS • Folsom • part • GP Monika Gugale, DDS • Woodland • part/full • GP/Perio Tim Herman, DDS • Roseville • full • GP Yan Kalika, DMD, MS • Natomas, Arden, Roseville • part/full • Ortho Douglas Lott, DDS • Sacramento • part • GP Blair Moser, DDS • Fair Oaks • part/full • GP Bryan Randolph, DDS • Natomas • 1 day/wk • Ortho Make A Smile - part/full • Pedo/Endo /Ortho David Roholt, DDS • Auburn • full • GP Cherag Sarkari, DDS • Sacramento • full (and locum tenens) • GP Hoang Truong, DDS • Sacramento • part • GP Steven Tsuchida, DDS • Elk Grove • part • GP Dennis Wong, DDS • Sacramento • part • GP

#### DOCS SEEKING EMPLOYMENT

Nima Aflatooni, DDS • part / full • GP Russell Anders, DDS • temp/ fill-in work; M-F • GP Andrea Azevedo, DDS, MPH • part; 1-2days/wk. • GP & Pedo Louis Cuccia, DMD • traveling periodontist Gene Gowdey, DDS, MA • temp/fill-in work (32 yrs exp.) • GP Gagandeep Kandola, DMD • part/full • GP Rupinderjit Kaur, DDS • part/full • GP Aouse Khalil, DDS • part/full • GP Shahryar Khodai, DDS • part/full • GP Steve Murphy, DMD • part/full • Endodontics James Mucci, DDS • part • GP Richard Nichols, DDS • part • GP Abhishek Raythatha, DDS • full (available September) • GP Bradley Thompson, DDS • part (Fri. and/or Sat.) • GP

#### DOCS LOOKING TO BUY A PRACTICE

Shahryar Khodai, DDS • Sacramento • GP Richard Nichols, DDS • David, Woodland, Winters • GP Naveen Samuel, DDS • part (Mon-Fri) • GP

For contact information of any of the job bankers listed below please check our website at www.sdds.org and click on "Job Opportunities"

*Extraordinary* businesses require an *extraordinary Business Bank.* 





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www.bankofsacramento.com

# **Classified Ads**

# EMPLOYMENT OPPORTUNITIES

SACRAMENTO DENTAL OFFICE is seeking a part-time RDA. We are a general office that handles all procedures. The position requires a current license and a minimum 2 years experience chairside. Must have exceptional communication skills. Email resume to Greenhavendental@yahoo.com 11-13

PEDIATRIC — Kids Care Dental seeks another Super Star DDS to join our amazing team. Non-traumatic philosophy focuses on superior customer service and exceptional patient care. Not only do patients refer, doctors refer (70 percent of our new doctors are referred by friends). Beautiful high-end private offices with amazing teams and a culture that can't be beat! Patients love us. Come find out why! Email dboyes@kidscaredentalgroup.com. 04-14

LOOKING FOR PERIODONTIST for a couple of days a month in a Folsom area general practice. Must have completed a residency in Perio and have a California License to apply. Please email info@smiletimedental.com. No phone calls please. 04-14

EXCELLENT OPPORTUNITY for endodontist to join successful multi-specialty practice in greater Sacramento. Cutting-edge technology, great staff and excellent earning opportunity. Must have completed residency and be licensed in CA. Please email info@makeasmile.com. No phone calls please. 04-14

ASSOCIATE OPPORTUNITY! — Seeking a highly motivated and outstanding clinician to join our rapidly growing private practice. If you are a General Practicioner who wants to maximize your growth and potential, then look no further. Please email your cover letter and resume to greatopportunitydental@gmail.com 06-07/14

PART-TIME DENTIST NEEDED to work Mon/Tue/Fri in Grass Valley, CA. For a non-profit community health clinic providing care to Native Americans and the economically disadvantaged. Visit www. Chapa-de.org or Email resume to HR@chapa-de.org 06-07/14

#### **EQUIPMENT NEEDED**



WANTED — Kodak (Carestream) RCG 6100 X-ray sensor size 1 or 2 for humanitarian dental work in Guatemala. We currently have the software license. Please call (916) 391-9200. *oc*-07/14

#### **PROFESSIONAL SERVICES**



LEARN HOW TO PLACE IMPLANTS IN YOUR OFFICE OR MINE. Mentoring you at your own pace and skill level. Incredible practice growth. Text name and address to (916) 952-1459. 04-12



DENTISTS SERVING DENTISTS — Western Practice Sales invites you to visit westernpracticesales.com to view our practices for sale and see why we are the broker of choice in Northern California. Please call (800) 641-4179. 03-09

ROSEVILLE GENERAL PRACTICE FOR SALE — Great opportunity to own your own practice or combine practices! Averaging \$230K collections last 3 years on 2 day a week schedule. Great location and attractive lease terms a plus! Owner relocating out of area. Contact P. Terry, representative, at (925) 999-8200 or email pt@dmcounsel.com for details. 06-07/14

LEASE HOLD IMPROVEMENT FOR SALE. ELK GROVE, CA. Excellent visibility. Low rent. Call Dr. Luu at 916.753.4852. 06-07/14

PRACTICE FOR SALE IN RANCHO CORDOVA, CA — General Practice dental office with a 40-plus year history of goodwill in the Sacramento, Rancho Cordova, CA area, is looking for a wonderful, kind practitioner to purchase the practice. The office is conveniently located in a highly visible, easily accessible professional building. Office occupies 1100 sq. feet and 3 ops. The FFS/PPO generates approximately 15 new patients per month. This is a great practice to build on. Last 3 year collections were approximately 250K. Please send your CV to: sacramentodmd@gmail.com. 06-07/14

To place an ad in the *Nugget* Classifieds, visit www.sdds.org/NUGGET.html



SACRAMENTO DENTAL COMPLEX has one small suite which can be equipped for immediate occupancy. Two other suites total 1630 sq. ft which can be remodeled to your personal office design with generous tenant improvements. 2525 K Street. Please call for details: (916) 448-5702. 10-11

DENTAL OFFICE FOR LEASE IN CARMICHAEL—1160 ft. This is a three operatory office with some equipment. New paint, countertops and flooring. Lease price is \$1650 per month. Includes water, sewer and garbage. Call Dr. Brian Fahey at (916) 483-2484. 04/14

LOCATION, LOCATION, LOCATION: DENTAL OFFICE AVAILABLE, 3000 L Street 1,535 sf with 5 operatories, recently remodeled. Fully serviced lease with ample free parking. Contact Kelly Gorman (916) 929-8100. 03-13

WOODLAND DENTAL OFFICE. Exceptional building and location. 1160 sq ft. 3 operatories. Utilities are included in rent. Call Dr. Richard Portalupi at (530) 662-9191. 02-14

EL CAMINO DENTAL BUILDING has one beautiful suite for lease. 5 ops - 1441 sq ft. Completely remodeled with new flooring and laminate cabinets. Please contact Dr. Gordon Douglas at (916) 483-4964. 04-14

NATOMAS DENTAL SUITE FOR LEASE—1,726sf. Reduced rate to \$.75psf MFG. Landlord to provide TI's on this shell space. Best deal in Natomas! Great for Endodontist. Please contact Scott Bennett at (916) 563-3013 or scott.bennett@colliers.com. 06/07-14



LOCUM TENENS. UOP grad to work in your office while you are on vacation, sick or maternity leave or emergency. Great references. Please call (530) 644-3438. 04-13

SDDS member dentists can place classified ads

MEMBER

BENEFIT

**FOR FREE!** 

Selling your practice? Need an associate? Have office space to lease? SDDS member dentists get one complimentary, professionally related classified ad per year (30 word maximum). For more information on placing a classified ad, please call the SDDS office at (916) 446-1227.

**Sacramento** District Dental Society

ADDRESS SERVICE REQUESTED

2035 Hurley Way, Suite 200 • Sacramento, CA 95825 916.446.1211 • www.sdds.org PRSRT STD US POSTAGE PAID PERMIT NO. 557 SACRAMENTO, CA

## **SDDS CALENDAR OF EVENTS**

#### AUGUST

- 2 CPR BLS Renewal SDDS Classroom 2035 Hurley Way, Suite 200, Sacramento 8:30am–12:30pm
- 22 Executive Committee Meeting 7:00am

#### SEPTEMBER

2 Board of Directors Meeting 6:00pm / SDDS Office

For more calendar info and to sign up for courses online, visit: **www.sdds.org** 

#### 3 HR Webinar

Wage & Hour: Alternate Workweek — Are You Doing the Right Thing? Noon–1:00pm

- 8 Foundation Board Meeting 6:15pm / SDDS Office
- 9 General Membership Meeting TMD Throwdown Clifford Chow, DDS; Timothy Mickiewicz, DDS; David Miller, DDS New Member Night Hilton Sacramento Arden West 6:00pm Social / 7:00pm Dinner & Program
- 11 Business Forum: Embezzlement How to Tell, How to Protect, How to Avoid 6:30–9:00pm / SDDS Classroom

- 12 Continuing Education: QuickBooks for the Dental Practice SDDS Classroom
- 22 Nugget Editorial Board Meeting 6:15pm / SDDS Office
- 24 Continuing Education: Indirect Dentistry Update SDDS Classroom
- CE
- 29 Membership Committee Meeting 6:00pm / SDDS Office

Mass Disaster / Forensics Committee Meeting 6:00pm / SDDS Office

Ethics Committee Meeting 6:15pm / SDDS Office

Get your dose of Vitamin CE at the 35<sup>th</sup> annual MidWinter Convention & Expo FRESH FROM THE SDDS FARM! • FEBRUARY 19–20, 2015



5:45pm: Social & Table Clinics 6:45pm: Dinner & Program

Hilton Sacramento Arden West (2200 Harvard Street, Sac) September 9, 2014 TMD Throwdown

Presented by: Timothy Mickiewicz, DDS; Clifford Chow, DDS; & David Miller, DDS

SEPTEMBER GENERAL MEMBERSHIP MEETING: <u>New Member Night</u>

### Cnroll in the Dedicated Monthly Dentist (DMD) Program

\$389 for all seven monthly General Meetings for 2014–2015 with one payment (See Insert)

**SAVE** on late charges — because you're pre-registered every month!