

RESOURCE

Connections

DENTAL LABS: An Important Link in Patient Communications

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Do you consider the dental laboratory a part of your dental team? We all know the importance of having good communication with our patients, as well as within our inner circle at the office. But here's an opportunity to improve patient relations – and better utilize the services of another valuable resource for your practice.

A good dental lab can help you communicate – better yet – illustrate a specific outcome to your patients, like a beautiful new smile. Let's consider this example: Ms. Reeves needs to mask that tetracycline stain she has lived with her entire life. You know what a difference it can make, but how can you effectively communicate this to her?

In this case, the lab can prep the prescribed teeth on one of the two stone models that were poured from the impression of Ms. Reeves' existing dentition. It is often difficult to determine which areas of the arch need more reduction and which need less. The lab can use the un-prepped model as a template in communicating with the dentist. By looking at the model, you have a better visual perspective of what reduction is needed and where to align the teeth in the arch. The lab then provides an accurate wax representation of the teeth, in the correct alignment on the prepped stone model.

See "Dental Labs" Page 3

Dental Assistants Recognition Week March 5 - 10, 2007

No matter what the setting or the location, assistants enhance the delivery of quality dental health care and are critical members of the dental team. March 5 – 10 has been designated by the American Dental Assistants Association as the perfect time to acknowledge and recognize this versatile, multitalented member of your dental team!

Florida Unemployment Insurance: A Review

Kim Knapp
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Unemployment Insurance provides partial, temporary income to workers who lose their jobs through no fault of their own, but are able and available for work.

The employer pays into a reserve fund through a tax administered by the Florida Department of Revenue from which benefits are paid to eligible claimants. It is one of your business costs. Did you know that after a qualifying period, employers with a stable employment history will receive credit for this in a reduced tax rate?

When you receive a claim for unemployment benefits in the mail it is your responsibility to furnish information when requested. This is to your advantage because it helps protect your tax rate. If you choose to appeal, you must do so in writing within 20 days from the postmark date on the notice you have

See "Insurance" Page 3

Inside This Issue:

| | |
|--|---|
| Dental Labs:An Important Link in Patient Communications..... | 1 |
| Florida Unemployment Insurance: A Review..... | 1 |
| Loose Lips..... | 2 |
| 10 Boosts for Hygiene Production..... | 2 |



LOOSE LIPS

Tidbits of wisdom that may or may not be loosely related to dentistry

Roses come in a wide range of colors. Each different color has a different meaning. The color sends a silent, yet important message from the sender to receiver. Make sure you are sending the right message when you select roses for someone.

| | |
|-----------------------|---|
| Red | Love, beauty, courage and respect |
| White | Purity and innocence, silence or secrecy, also reverence and humility |
| Pink | Appreciation, "Thank you", grace, perfect happiness, and admiration |
| Yellow | Joy, gladness, friendship, delight, the promise of a new beginning |
| Orange | Desire, and enthusiasm |
| Red and White | Given together, these signify unity |
| Thornless Rose | Signifies "Love at first sight" |

HAPPY VALENTINE'S DAY!

(Courtesy of The Gardener's Network)

LUNCH 'N LEARN GET CEU CREDITS

What's most important to your practice – Is it Patient Communications? Quality of Care? Cost Containment? Total Patient Satisfaction? Productivity? Please tell us what you'd like us to address, in our newsletter and/or in educational sessions.

The Resource Connections team is considering one or two educational sessions this year, maybe workshops that would include lunch and CEU credits. Let us know your needs. Contact phone numbers are on page 3 of this newsletter. THANK YOU!

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10 Boosts for Hygiene Production

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1. Use proper ADA codes. No SUPER prophies, if it's perio, code perio.
2. Keep hygiene schedule full by working overdue recall (front office task).
3. Have a defined Periodontal Therapy Program. Use Locally Applied Antibiotics with your program.
4. Pre-block schedule for new patients and perio therapy patients.
5. Have a specific radiograph protocol and use it for adults and children.
6. Have a fluoride protocol for adults as well as children.
7. Review charts before Morning Huddle. Check for: x-rays or fluoride needed and intra oral camera pictures to take.
8. Have goals for hygiene production.
9. Use ultrasonics for both recall and perio patients.
10. Ask everyone about whitening their smiles, and be ready to take impressions and photos right away.

"Insurance" from Page 1

received. Each time you fill out your Quarterly Report for the State of Florida you are helping the State determine if it is paying unemployed workers unemployment payments that they don't deserve. Be sure you have accurate and complete information on all employees.

Who are considered employees? At Dental Temps we are asked this question often.

Employment – Any service performed by an employee for the person employing that individual.

Employee – A person who is subject to the will and control of the employer, not only as to what shall be done, but how it shall be done.

Casual Labor – Work performed that is not in the course of the employer's regular trade or business and which is occasional, incidental, or irregular. Casual labor should not be confused with temporary or part-time employment. A corporation cannot have casual labor, as covered in the Internal Revenue Code of Regulations.

Independent Contractor – One who is not subject to the will and control of the employer. The employer does not control or direct the manner or method of job performance.

Remember to factor in your cost of Unemployment Insurance when you work on your annual budget and fee schedule. The burden of the economic hazard of unemployment is shared by all.

For further information go to www.myflorida.com



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"Dental Labs" from Page 1

The lab may also make an impression stint of the newly designed restorations for the assistant to use in making temporary crowns for the patient. The lab returns all of these materials to the dental office. The dentist now has a tangible, accurate representation of the case to show Ms. Reeves, so that she may see what her new smile will look like upon completion. The ultimate in good patient communications – words + pictures = understanding and acceptance.

Get to know the professionals in local dental labs. More and more, dentists acknowledge that working as a team with dental lab staff makes for a partnership that ultimately benefits their patients and their practice.

About Resource Connections

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*Connecting to bring you strategies
for enhancing your practice!*

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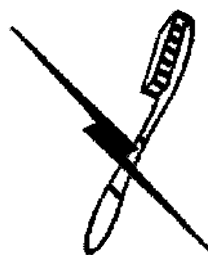
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