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*The Official Publication
of the Suffolk County Dental Society*

Volume 48 • Number 2
Summer 2019



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Dr. Amr M. Moursi

Wednesday Oct 23, 2019

9am to 4pm

**Behavior Guidance for Challenging
Pediatric Patients**

**Management of Early Childhood
Caries (see page 19)**

Dr. Mario E. Abdennour

Wednesday Nov 20, 2019

9am to 4pm

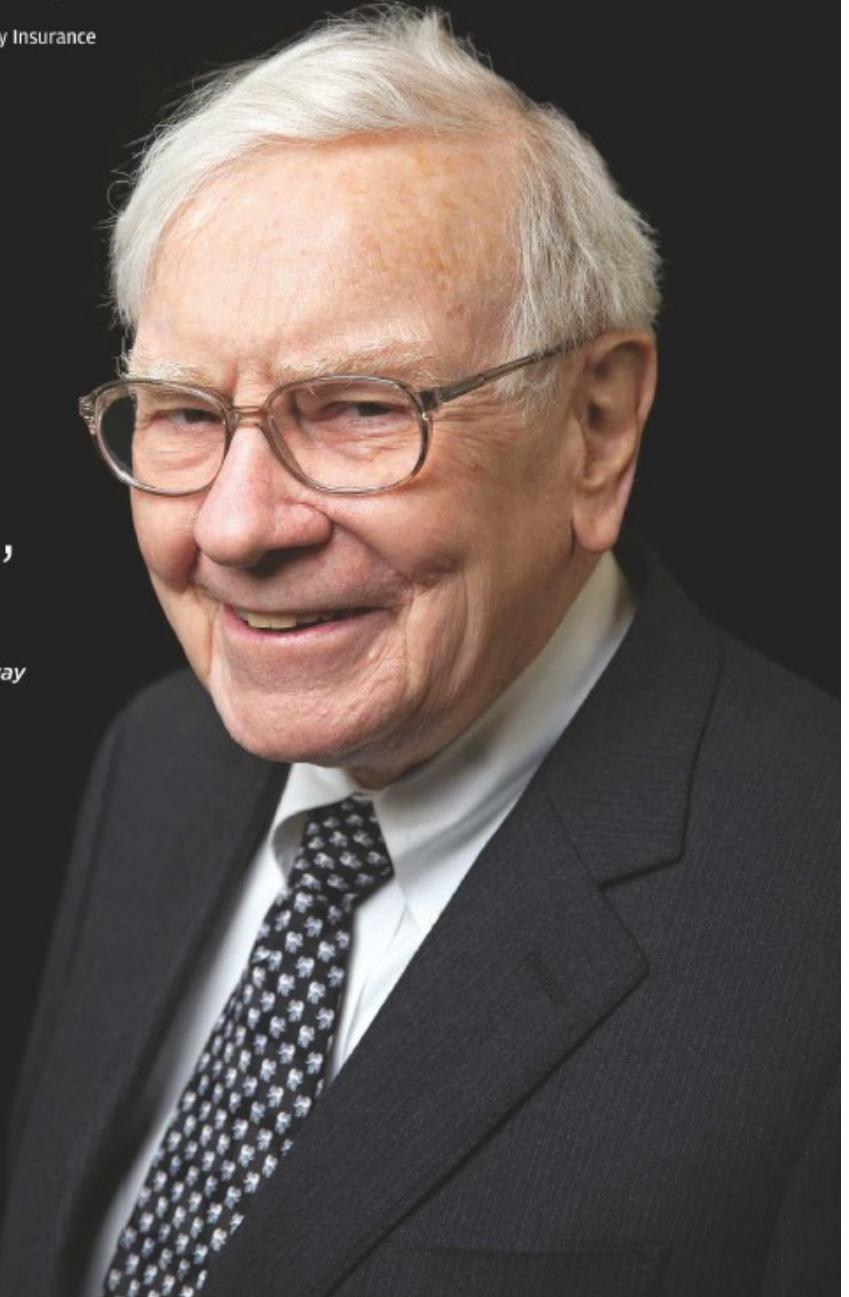
**Safety and Simplicity in Root Canal
Instrumentation:
myths, metal and motion (see
page 23)**



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SCDS CALENDAR 2019

Date	SCDS Event	Time
30-Jul-19	Summer Social (New Dentist)	7pm-10pm
3-Aug-19	Royal Caribbean Cruise and Learn	Aug 3-9th
6th-9th Sep	ADA House of Delegates	San Fran
16-Sep-19	Board of Directors Mtg.	7:00pm
22-Sep-19	SCDS Family Picnic	Noon -4pm
25-Sep-19	General Membership Meeting	6pm-9pm
29-Sep-19	Grape Escape (New Dentist)	Noon-3pm
10-Oct-19	Resident Event	7pm-10pm
11-Oct-19	CPR/AED Course	9am-12pm
16-Oct-19	Fall Brewery (New Dentist)	7pm-10pm
21-Oct-19	Board of Directors Mtg.	7:00pm
23-Oct-19	Seminar Series #3	9am-4pm
1-Nov-19	Scrubs and Stilettos	8am-Noon
6-Nov-19	General Membership Meeting	6pm-9pm
13-Nov-19	CPR/AED Course	9am-12pm
18-Nov-19	Board of Directors Mtg.	7:00pm
20-Nov-19	Seminar Series #4	9am-4pm
25-Jan-20	Installation Gala	7:30pm
8-Feb-20	Give Kids a Smile	10am-3pm
10-Feb-20	Board of Directors Mtg.	7:00pm



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I'm an Oral and Maxillofacial Surgeon who went to dental school in the last millennium, but I have some serious patient safety issues with this model of care. I was taught we should evaluate the entire dental health of the patient before initiating treatment. We start our evaluation of a patient with a chief complaint that includes a discussion regarding what the patient's goals and expectations are. We then move on to a complete medical and dental history, physical examination, radiographs, study models, and formulate a diagnosis and a treatment plan. Findings are presented to the patient. Goals, expectation and risks are discussed with the patient. During our consultation we develop a rapport with the patient. Treatments are then carried out in a logical sequence; oral and maxillofacial pathology, pulpitis and acute infections are treated first, followed by periodontal treatment, and removal a dental caries

with final restorations. Once we've achieved oral health, we move on to anyone met needs understanding the fact, if we try to orthodontically move teeth that are not healthy we may cause harm. The infamous Hippocratic Oath has always been "do no harm". Today all first-year dental students at The Stony Brook School of Dental Medicine and many other dental schools take this Hippocratic oath.

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Unfortunately, lawmakers and regulatory agencies are not completely convinced of our intentions. They may feel that we are trying to restrict free trade. We're," protecting our turf". This could not be further from the truth! It's all about providing quality oral health care, accessible to everyone. We are trying to protect the public from substandard care. Advocacy for the oral health of the public,

{continued on page 18}

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NYSDA VP KEVIN HENNER

Congratulations to Dr. Kevin Henner our 2019 New York State Dental Association Vice-President pictured below being sworn in with the 2019 NYSDA Officers. From left, Secretary-Treasurer - Frank C. Barashuk, Speaker - Steven Gounardes, Vice President - Kevin Henner, President Elect - Craig S. Ratner, President - Payam Goudarzi, and now Immediate Past President - Brendan P. Dowd.



2019 NYSDA House Of Delegates

A brief look at the 2019 NYSDA House of Delegates. Pictured below left, the SCDS contingent enjoying a dinner together. And pictured right, some of our delegates hard at work in the house.



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Fourth and Long

Maybe mid-baseball season isn't the time for a football reference. Nonetheless, fourth and long is a football expression generally referring to decision time; either you continue to move the ball forward, or you strategically decide, not yet, for now

we'll rely on our defense to move us forward. This is my fourth bulletin article. It marks my one year anniversary here, and the closure of a four-part loosely connected set of articles I've shared.

There is no specific decision point for me at this time, but my observations of the industry and more specifically of this society are more informed. What is unchanged and in fact is even more evident, is the commitment of this society's leadership. The line officers' (President, President-Elect, Vice-President, Secretary, and Treasurer) time and effort goes well beyond what most members could even imagine, as well as the Board of Directors and past Presidents, several of whom additionally remain active at the State and National level as well as in other industry organizations. Their volunteerism and advocacy for the profession is INCREDIBLE. All members (and non-members) owe them a debt of gratitude larger than most will ever realize. All the while, in the many factions and circles we run in, there are decisions to be made. The rationale of those decisions may not be fully understood by all. These are volunteers, there are many circles, there is only so much time, and a non-stop, never ending stream of information. However, the siblinghood of this society endeavors to understand and jointly move the ball forward for the betterment of the profession and the patients being served.

The "long" portion of my article title is my realization of just how long it takes to really make a meaningful change, or even implement

important refinements. It refers to long days and nights, long meetings and conversations, and the long patience required by all involved. It refers to the long list of things we are keen to advance, and the long list of prerequisites and follow-ups to attend to.

Some may say membership retention and growth is key. Surely there is truth to that at the tripartite scale. Locally, strengthening harmony and unity will empower the team to address this and the other items on the long list. We'll be focusing there!

Are you faced with fourth and long? Maybe it's time you stepped up your involvement in this society. There is much to do and you may find it rewarding as many leaders here have. Or, maybe you just feel its your turn to do your part for the profession you're passionate about. Move the ball down field, then hand off to another. Regardless, we need your help, ideas and enthusiasm.

Please don't hesitate to ring me or any of our officers. Give us a ring in the office at 631-232-1400 or email me at SCDSEEXEC@SuffolkDental.Org.

Bill Panzarino, Executive Director

Join us for our 1st Annual Family Picnic on September 22, 2019 at Schubert Beach (Nissequogue) . It's free, pack a basket and come on down.





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"It all began with my tooth", not *my* tooth, but with the tooth of a quite famous actor, Alan Alda. His book, If I understood you, would I have this look on my face, explains how the unexpected outcome of a dental visit ignited his passion for teaching the Art and Science of Relating and Communicating. One of his goals is to help Scientists, Physicians, Dentists, and other professionals improve their skills when lecturing, discussing techniques, procedures, or providing patients with information or instructions. Clear communication is especially important when the person or audience is not familiar with Scientific, Medical, or Dental Terminology. We encounter this dilemma every day with our patients, our colleagues, staff, friends, and families. We may experience a lack of understanding ourselves while attending a lecture or possibly during our own medical appointment. The speaker may use acronyms or jargon and we may become lost or disinterested and miss valuable information.

Our colleague, Dr. Scott Goldstein, recently wrote an article about the importance of better communication when referring our patients. He reminds us how an open communication between clinicians will improve the outcome for the patient. Clear explanations, in plain language, will help the patient understand why they need care and why they are being referred. The doctor who receives the referral will not waste time trying to determine why the patient is there and the patient will feel confident that both doctors are working in

unison for his/her benefit.

Several key elements that were discussed in the book are empathy, active listening, and the importance of a clear message. He especially focused on the importance of empathy and mentioned one study which showed the more empathetic the doctor was, the better the outcome, and the more likely the patient was to follow the doctor's recommendations. I am sure we may all have experienced this in our own practices or personal lives. I hope this is a helpful refresher in communication and if you are interested in learning more on this topic you can listen to the many Podcasts discussing Communication, Empathy, and Medicine on "*Clear + Vivid with Alan Alda*".

*Alan Alda is a seven-time Emmy Award winner. He has starred in, written, and directed many films and was nominated for an Academy Award. He hosted the award-winning PBS series **Scientific American Frontiers** and has received numerous awards for his work communication science. He was named a fellow of the American Physical Society for his work in helping scientists improve their communication skills. Mr. Alda is a Visiting Professor at Stony Brook University's Alan Alda Center for Communicating Science.*

Alda, A.(2017). *If I Understood You, Would I Have This Look on My Face?*

Membership ideas, questions, send them along to [Contact@SuffolkDental.Org](mailto>Contact@SuffolkDental.Org). Watch your emails, check the website (www.suffolkdental.org) and social media channels for information on upcoming courses, events and info on member benefits.

TAX TIPS FOR DENTISTS

by Stuart A. Sinclair, CPA

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My journey as a New Dentist, getting involved and making a difference

Something that most people don't know about me, but are always surprised to find out is that I was not involved in ASDA in dental school, at all. Yes, organized dentistry is now a large part of my professional and personal life- but in school, my focus was the next practical, the next exam block, and getting through the next week. I had my circle of friends and colleagues, and for me that was enough. After graduation, and as everyone inevitably moved away to begin their careers, I was left missing the sense of camaraderie that helped me get through each grueling year of my dental education. I am fortunate enough to have found that in my local component, and state dental association. From engaging with students and residents, to meeting new dentists from across our state and country, I finally feel that I have found my tribe, my people, again. As Chair of the New York State Dental Association New Dentist Committee, my committee members and I work hard to foster this sense of belonging, and ultimately, the importance of getting involved in securing our profession's future, to everyone we meet and work with.

I often get asked "why should new dentists get involved with or even care about advocacy". It's hard enough to manage life today – practice, family, bills, employees, friends and NYSDA responsibilities - let alone getting involved with politics. However, as I have gotten more active with organized dentistry I've learned from those slightly older than I just how important advocacy and understanding government really is.

Very simply, government controls our lives. Every. Single. Aspect.

How we practice; where we practice; what it takes to become a dentist; how we manage our patients; who can treat our patients; how we bill for our services; how we manage our employees or how our boss's manage us; how much money



we take home (taxes); our malpractice insurance; our student loan rates; how we sterilize; waste management; radiology; and on and on and on. With this kind of intrusion, why wouldn't we get involved? As the late Dr. Loren Feldner, past Chair of the American Dental Political Action Committee, once famously said, "if you're not at the table, then you're on the menu."

Dentistry needs to be at the table, and it is in every State House and in Washington, DC, but the new dentist's voice isn't there strongly enough. We need to change that. This is our profession and we are its future. It's time to be part of the conversation so we can determine our direction and dentistry's future. We cannot leave that in the hands of politicians, insurance companies, corporations or any other advocacy group. It is ours, let's own it.

I ask all of the NYSDA new dentists to get active in dentistry's politics. Understand what NYSDA is fighting for on our behalf and how you can help. Write your legislator and try to get to meet them. Let them know your opinion on the NYSDA advocacy issues. Together, we will make a difference.

Remember, NYSDA and the ADA don't represent a political party, they represent our profession. It's time for us to have a seat at the table too. Start today, if you're a new dentist, get involved in your local new dentist committee, learn about governmental affairs and help shape outcomes.

Dr. Amrita Patel graduated from the New York University College of Dentistry in 2011, and completed a general practice residency in 2012 from the Nassau University Medical Center. She is the chair of the New York State Dental Association's New Dentist Committee, and serves as a delegate to the House of Delegates in New York. In 2017, she was awarded membership into the Pierre Fauchard Academy, an honorary dental service organization, and in 2018 she became a fellow of the International College of Dentists- USA Section. Dr. Patel and her father own multiple specialty group practices in metro NYC



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Matthew McKee



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Our New Dentist event on April 7 at Insignia Steakhouse was a blast... Don't miss our upcoming events, and engage our New Dentist Committee via [Dr Mahon-Vazquez](#) or [Bill Panzarino](#)



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Patients and practice: Online Reviews

Question: Mr. Smith is an older patient who presents with challenges at every dental visit. He is consistently late for his appointments, does not pay his balance when payment is due, and regularly reschedules his appointments. Recently, as clockwork, Mr.

Smith arrives late, apologizes profusely, but does not offer an excuse for being late. I accommodated Mr. Smith that day and completed the dental treatment as scheduled. At the end of the appointment, I calmly explained to him that if he cannot be on time and follow through with his commitments with the office, it may be necessary to terminate the dentist-patient relationship. The dental assistants were stunned that I would say such a thing to any patient, let alone Mr. Smith. The next week another long time patient mentioned to the receptionist that he read a scathing review about me on YELP and found the review written by TS. The review reads in part, "besides doing sub-standard work, Dr. Jones is rude, insensitive and does not relate well to patients. This dentist should be avoided!" At first, I was angry and upset as any dental professional would be reading such a negative review. I value my reputation and was deeply offended by the injustice of this review. Critical reviews can cause lasting damage to any dental practice. This is a reality in the world we live in. The following day, I decided it was time to terminate my relationship with Mr. Smith. I reached out to my local dental society and took the necessary steps to terminate the relationship ethically. My question is, what are the ethical issues in responding to the negative online review?

Answer: It is important to remember The American Dental Association Principles of Ethics and Code of

Professional Conduct (the Code) when dealing with patient reviews. Online review sites have dramatically changed the way patients seek dental care.

According to Ceatus Medical Group, as many as 63 percent of consumers who are considering any type of cosmetic dentistry procedure find online reviews to be a vital part of their decision making process. Positive reviews are critical for dental practices. Take the time to respond to a positive review by thanking the reviewer, mentioning your company name so that review will show up on search engine results, briefly describe the dental services that you provide. Remember, responding to positive reviews is out there for all to read. Be as polite as you can.

The ethics of reviews and ratings can get very complicated. Do not offer patient discounts for positive reviews on future treatment so that patients do not feel any pressure to provide a review or that a review will impact their treatment. This should not seem as if you are offering a rebate. Advisory Opinion 4. E. 1. Prohibits "dentist's accepting or tendering rebates or split fees . . . [in] business dealings between dentists and any third party . . ."

Most, if not all of us take negative reviews as a personal attack individually or on our practice. Take a deep breath and do not respond immediately. Be



{continued on page 25}

PRESIDENT'S MESSAGE CONTINUED

{continued from page 5}

in my opinion, is the most important mission for organized dentistry. So where do we go from here? How do we convince lawmakers that this is a patient safety issue? The ADA and NYSDA and the American Association of Orthodontist have been very aggressive in advocating for this issue both at the national and state levels. They have written many letters to lawmakers and regulatory agencies to highlight the fact that this type of treatment is controlled by licensing authorities. The ADA filed a [citizen's petition](#) with the Food and Drug administration. Many state dental associations have brought lawsuits against these "do it yourself teeth straightening clubs". NYSDA has brought this to the Attorney General and Department of Education. **We need data!** We need to be able to present objective findings that "do it yourself teeth straightening clubs" is the practice of Dentistry. One of the more common complications with this model of tooth movement is after treatment is complete, the anterior teeth are straighter but there is poor or no posterior occlusion. I'm actually

more concerned about irreversible complication such as moving periodontally involved or disease teeth causing tooth loss. Now we are discussing tooth replacement.

The good news is that we are making progress, but it's a slow process. When we see complications associated with "do it yourself teeth straightening clubs", we need to report them, or even better have the patient report their complaints themselves. By showing statistics that these devices are causing harm can we expedite change. Let's do it to protect the public. Please know that dentists and the public can use the FDA's [MedWatch voluntary reporting form](#) to inform the FDA about problems patients encounter with direct to consumer products, such as aligners, partial dentures and snoring appliances. More general information about the FDA medical device reporting program can be found on the [FDA's website](#).

Martin Dominger, DDS, MD

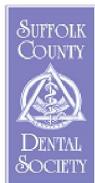
OBITUARY

Dr. Philip Glaser, DDS (Orthodontist) a Life Retired member of the Suffolk County Dental Society, passed away in San Marcos, California on May 19, 2019 at the age of 85. He was born on January 10, 1934 in Brooklyn and lived there with his brothers Herman and Aaron (Hesh), and his sister Anita. He received his undergraduate degree, D.D.S. and Certificate in Orthodontics from N.Y.U. and went on to practice Orthodontics in Brentwood for 26 years. He also taught at the Stony Brook University School of Dental Medicine for many years. Phil was very active at the Huntington Jewish Center where he served as President. He met the love of his life Roberta Sandra Cohen (Bobbi) while at N.Y.U. and they were happily married from December 24, 1955 until July 27, 2011 when Bobbi sadly passed away. Phil is survived by his three loving children Ian, Jeremy, and Bari-Sue who were raised in Huntington and also by his seven loving grandchildren Kyle, Harrison, Robert, Reena, Benjamin, Sara, and David. Phil was very active in animal rights and volunteered at animal shelters for many years. Therefore, the family requests that in lieu of flowers that donations be made to one of the following charities: Animal Acres, FARM, W.O.L.F. or ISPMB (mustangs and burros).

Stephen Scola, DDS (Orthodontist) Dr. Scola of Fort Salonga NY, passed away on March 30, 2019 at the age of 84.

Thomas Darrigan, DDS (OMS) - Dr. Darrigan of Pagosa Springs CO, formerly of Port Jefferson NY, passed away on April 26, 2019 at the age of 83.

The Dr. Stephen B. Gold Memorial Seminar Series 2019



SEMINAR SERIES 2019

Course #2019-03, Wednesday, October 23, 2019: 7 m.c.e. credits

Amr M. Moursi, D.D.S., Ph.D.



Behavior Guidance for Challenging Pediatric Patients

COURSE SYNOPSIS:

“Behavior guidance is a continuum of interaction involving the dentist and dental team, the patient, and the parent directed toward communication and education.”* The goal of effective behavior guidance is to reduce anxiety, fear and apprehension while developing the comprehension and value of sound oral health and a life-long dental home. This presentation will discuss methods for accurately assessing a child’s development, temperament, personality and fears. Such an assessment allows for prediction of, and preparation for, a child’s behavior and response to dental treatment. Behavior guidance for infants, children, adolescents, and persons with special health care needs, with a variety of non-pharmacological techniques, will be discussed. This presentation will also describe patient selection and an approach to customize behavior guidance techniques to the individual patient in order to provide care that is both safe and effective.

*American Academy of Pediatric Dentistry, Guideline on Behavior Guidance

Management of Early Childhood Caries

COURSE SYNOPSIS:

Early childhood caries is the most common chronic childhood disease, more common than asthma or ear infections. Millions of school days are lost worldwide every year due to poor oral health. Early assessment, ideally by age one, and early intervention are the best strategies for providing good oral health for young children. This strategy will also set them on the path for good lifelong oral health as adults. Clinical studies have suggested that a variety of risk factors exist for this transmissible infection. This presentation will discuss the newest concepts in caries prevention beginning prenatally through age six. Several prevention protocols will be presented with an emphasis on those techniques with measurable outcome data. Management of incipient and gross lesions will also be discussed with emphasis on caries arrest and minimally invasive techniques and materials.

Dr. Moursi is Professor and Chair of the Department of Pediatric Dentistry at the New York University College of Dentistry and on the Medical Staff at the New York University Langone Medical Center and the Bellevue Hospital Center in New York. Dr. Moursi completed his D.D.S. degree at the University of Michigan School of Dentistry, a pediatric dentistry residency at Children’s Hospital of Pittsburgh and then a Ph.D. in Craniofacial Biology from the University of California at San Francisco. He is a board-certified Diplomate of the American Board of Pediatric Dentistry and a Fellow of the American Academy of Pediatric Dentistry (AAPD).

Location: 150 Motor Parkway; Media Center – Lower Level; Hauppauge, NY 11788

Time: 9:00 a.m. – 4:00 p.m. Continental breakfast and check-in at 8:30 a.m. Buffet lunch 12 noon – 1:00 p.m.

Tuition: ADA members \$275 Non-ADA \$475 Aux: \$100

Seminar Series #2019-03

Amr Moursi DDS, PH.D - October 23, 2019

Registration form: Complete and Scan/Email your registration to [Contact@SuffolkDental.Org](mailto>Contact@SuffolkDental.Org) include your credit card information and we'll email you your receipt. Alternatively, complete, and send with check or credit card information to SCDS, 150 Motor Parkway, Suite 105, Hauppauge, NY 11788. For phone registration with credit card number, call 631-232-1400, or fax with credit card number to 631-232-1402. Please call us at 631-232-1400 should you have any questions about these courses.

Name:..... ADA #.....

Address:..... City:..... State:..... Zip:.....

Register me for: [] Course #2019-03 (\$275-ADA; \$475-non-ADA; \$100-Auxiliary)

[] Enclosed is a check payable to SCDS for \$.....

[] Charge my Visa/MC/AE #.....

CVV..... Exp..... Zip Code.....

Signature:.....



AGD Approved PACE Program Provider
FAGD/MGMD Credit
Approval does not imply
acceptance by a state or
provincial board of dentistry or
AGD endorsement
12/19/2017 to 12/18/2021
Provider ID # 219113

NEW MEMBERS

We welcome the following new members to Suffolk County Dental Society, elected between March and May 2019

Nader Azizi, DDS – Endo, Huntington (UCSF '99, UCSF '09)

Parisa Chamani, DDS – Gen, W. Babylon (Azad '93, NYU '08, NY Luth '10)

Pember Edwards, DDS – Gen, Wainscott (Dalhousie '16, Stony Brook '18)

Eric Hanson, DDS – Gen, St. James (Stony Brook '01, '02)

Luz House, DDS – Gen, W. Babylon (Loma Linda '14, NY Med '16)

Eunice Jung, DDS – Res/Gen (UCSF '17, Stony Brook '19)

Zev Lazarus, DMD – Perio, Bay Shore (Harvard '15, Stony Brook '17)

Jennifer Mackey, DDS – Gen, Huntington (U Buffalo '12, NY Med '13)

Lee Montes, DDS – Gen, Smithtown (Columbia '96, Stony Brook '97)

Kaitlan Polkinhorn, DDS – Gen, Commack (Univ of OK '15)

Maurice Saenz, DDS – Gen, Brentwood (NYU '92)

CALL FOR NOMINATIONS

The Suffolk County Dental Society's Nominating Committee will meet this summer to screen and select candidates for elective office at the local, state and national levels. To be eligible for any elective office a member must have served on our governing Board of Directors for at least three of the past five years. Other restrictions may apply for state and national positions. Nominations are invited for the following positions for 2020, to be considered this summer:

Officers of the SCDS: **President: Dr. Claudia Mahon-Vazquez** (as President-Elect 2019, automatically advances)

To be confirmed: **President-Elect: Dr. Patricia Hanlon, Vice President: Dr. Craig Smith, New Secretary: (one year term- usually advances through the other officer positions). Treasurer: Dr. John Guariglia** (will serve his 2nd year of his 1st term—eligible for 3 terms).

NYSDA Delegates: Three Delegates to NYSDA: (four year terms) Up to seven Alternate Delegates: (one year terms)

ADA Delegates: One Delegate to the ADA: (3 year term) One Alternate Delegate: (one year term)

Nominations for SCDS Directors for 2020 will be invited in the Fall of 2019. Members in good standing are invited to submit nominations to SCDS, 150 Motor Parkway, Suite 105, Hauppauge, NY 11788. Eligible candidates may nominate themselves by sending a letter of interest along with a copy of their curriculum vitae.

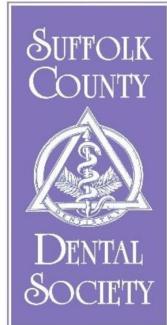
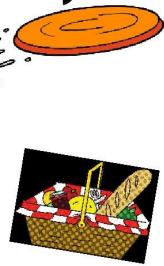
REMINDER

The electronic version of this publication (Suffolk Dental Bulletin) is an "enabled" PDF, all the links are actionable and you can click on them for more information, registration, and to email directly. The electronic version of this bulletin is always available via www.suffolkdental.org for you to take advantage of these features.

Suffolk County Dental Society



*Invites you to our
1st Annual Picnic*



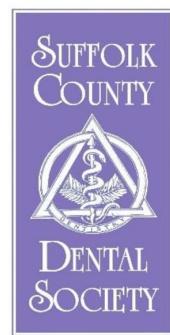
Schubert's Beach, Nissequogue

Sunday September 22, 2019

Noon-4pm

A bring your own event!

Driving Directions



Schubert's Beach



This is a social event open to all members and their family and friends in an area we have reserved. A casual, relaxed environment to mingle, eat and drink. Throw a frisbee, toss a bean bag, enjoy the outdoors and each other's company. This is an all ages event. Parking is free. We hope to see you there!



Features: Bathing Beaches, Benches, Boat Ramps, Fireplaces, Pavilion, Picnic Area, Refreshment Stand, Restrooms, See Saws, Showers, Slides, Surf Casting, Swings, Tables



Please RSVP to contact@suffolkdental.org or call (631) 232-1400 and let us know!

SUFFOLK COUNTY - DATC
DENTAL ASSISTANT COURSE
Starts Thursday, September 12, 2019

The Suffolk County Dental Society in conjunction with the Dental Auxiliary Training Center, is pleased to announce the **34th year** of continuation of the comprehensive dental assistant training course offered for the auxiliary staff of the SCDS membership.

FUNDAMENTALS of CHAIRSIDE DENTAL ASSISTING

To meet the demand for trained dental assistants, the dental society co-sponsors this course to assist interested students who have a desire to prepare and work in this exciting career field. Dental assistants who have been trained on the job can significantly improve their job and skills performance with this training.

The course is designed to train:

- * already employed dental assistants who have limited or no formal training.
- * those who are interested in preparing to take the DANB Exam.
- * students who are interested in preparing to enter the career field.

This comprehensive course will augment the on-the-job learning experience by giving the theoretical background of the profession of dental assisting and also provide hands-on-training in a classroom setting. The course has been structured in such a way that the total time required for completion is only 15 sessions totaling 45 hours plus a 15 hour independent study project. The course is a total of 60 hours.

Topics covered include:

Dental Terminology	Charting	Disease Transmission
Infection Control	Sterilization	Operative Dentistry
Dental Specialties	Anesthesia	Dental Instrumentation
4-Handed Dentistry	Dental Materials	Radiology
Dental Office Emergencies	Dental Anatomy	Preventive Oral Hygiene

**COURSE CERTIFICATE OF ACHIEVEMENT WILL BE GRANTED UPON
SUCCESSFUL COMPLETION OF REQUIRED COURSE WORK, ATTENDANCE, & FINAL EXAM**

COURSE NUMBER: SC101-4 (Thursday Evenings)
TIME: 6:30 to 9:30 PM
COURSE DATES: SEPTEMBER 12, through DECEMBER 19, 2019
PLACE: St. Charles Hospital & Rehabilitation Center
200 Belle Terre Road, Port Jefferson, NY 11777

Tuition: \$1100.00

Text, Ins. & Lab Fees: \$645.00

PLEASE CALL DATC TOLL FREE 1 (888) 595-3282
TO REGISTER FOR THIS PROGRAM.

A PAYMENT PLAN OPTION IS AVAILABLE.

ALSO: CALL US TO DISCUSS the DATC "SPECIAL PATHWAY" for
BECOMING A New York State LICENSED "CERTIFIED DENTAL ASSISTANT".

ARE YOU IN NEED OF A DENTAL ASSISTANT?

The Dental Auxiliary Training Center Fundamentals of Chairside Dental Assisting course that started in March will end in June and DATC graduates will be ready for employment. As a service to the SCDS dentist members, DATC has a placement service to help dentists find trained prospective employees. We will be happy to discuss your job requirements, and help you find a mature, responsible, motivated, dental assistant. Your job information can also be anonymously posted on the Dental Auxiliary Training Center website page. Our students and graduates search this page to find out about current dental assistant positions. If candidates are interested they will contact you directly via the email address you provide us to put in the job posting. To view current job postings, visit us on the web at www.datcnny.com, click on the JOBS page to see how we can post your job opening. As has been our policy for the last 34 years, there is never a fee for this service. Please call DATC Director, Lisa Lyle, at 1(914) 564-3774 for more information.

The Dr. Stephen B. Gold Memorial Seminar Series 2019



SEMINAR SERIES 2019



Course #2019-04, Wednesday, November 20, 2019: 7 m.c.e. credits

Mario E. Abdennour, DMD ,MMSc

Safety and Simplicity in Root Canal Instrumentation: myths, metal and motion

COURSE CONTENT: Nearly 25 years after the introduction of Nickel Titanium Rotary Files to endodontics, we've learned much about the clinical strengths and limitations of these great instruments. We must take advantage of these improvements to create an instrumentation protocol that combines Safety with Simplicity. As a result of recent advances in metallurgy, we now have both heat treated and non-heat treated rotary files. We have developed a blended technique that combines the advantages of both into one awesome Endodontic Technique!!! You will learn how to improve your instrumentation predictability while dramatically reducing instrument separation. Furthermore, a simple yet effective obturation method will be introduced that combines the latest in material science with endodontic synchronicity for passive, bonded root canal obturation.

At the conclusion of this lecture, participants will:

1. Learn how rotary file design influences instrumentation safety and efficiency.
2. Comprehend the advantages of heat-treated files and how best to use them.
3. Discover the most effective instrument motions available for shaping root canals and their advantages and limitations.
4. Fully understand the need to combine current technology with long established, evidence-based endodontic principles.
5. Fully appreciate the benefits of bioceramic obturation and the incorporation of matching posts.



About Dr Abdennour - Dr. Abdennour received his Doctor of Dental Medicine degree in 1989 from the Washington University School of Dental Medicine where he as well received the "outstanding clinical ability" award. Following his dental degree, he attended a postgraduate general practice residency at a U.S.C. affiliated hospital in California. In 2000 he received his specialty certificate in endodontics, as well as a Master in Medical Sciences in Oral Biology from the Advanced Graduate Endodontic Program at Harvard University School of Dental Medicine. Dr. Abdennour currently holds a faculty appointment as a clinical instructor at the Advanced Graduate Endodontic Program at the Harvard School of Dental Medicine where he teaches on a part-time basis micro-surgical and non-surgical endodontics.

Location: 150 Motor Parkway; Media Center – Lower Level; Hauppauge, NY 11788

Time: 9:00 a.m. – 4:00 p.m. Continental breakfast and check-in at 8:30 a.m. Buffet lunch 12 noon – 1:00 p.m.

Tuition: ADA members \$275 Non-ADA \$475 Aux: \$100

Seminar Series #2019-04

Mario E. Abdennour, DMD, MMSc - November 20, 2019

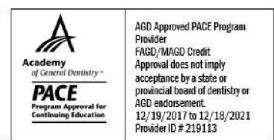
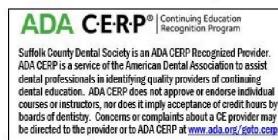
Registration form: Complete and Scan/Email your registration to [Contact@SuffolkDental.Org](mailto>Contact@SuffolkDental.Org) include your credit card information and we'll email you your receipt. Alternatively, complete, and send with check or credit card information to SCDS, 150 Motor Parkway, Suite 105, Hauppauge, NY 11788. For phone registration with credit card number, call 631-232-1400, or fax with credit card number to 631-232-1402.

Name:..... ADA #.....

Address:..... City:..... State:..... Zip:.....

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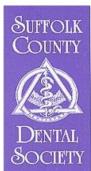


[] Charge my Visa/MC/AE #..... CVV..... Exp..... Zip Code.....

Signature:.....

Amount: \$.....

Do Not Miss It This Year



SAVE THE DATE
November 1st 2019



The Suffolk and Nassau County Dental Societies
cordially invite you to attend the 10th annual

Scrubs & Stilettos

A Women's Dental Conference

Join us for an innovative half-day of camaraderie, education and interactive round-table discussions on topics of special interest to women dentists.

Winner of the ADA Golden Apple Award and the NYSDA Hallmarks of Excellence Award

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### **HOLIDAY INN PLAINVIEW**

215 Sunnyside Boulevard, Plainview, NY 11803 --- (516) 349-7400

**FRIDAY, NOVEMBER 1<sup>st</sup>, 2019**

Time: 8:00-9:00a.m. breakfast and introductions. 9:00 a.m.-12:30pm: Keynote Address & Round Tables

Dear Fellow Women Dentists,  
Please join us on **Friday November 1<sup>st</sup>** for the Nassau and Suffolk County Dental Societies' tenth annual "Scrubs & Stilettos" conference for women dentists. Enjoy a full morning of camaraderie, interactive discussion and conversation around topics that affect women dentists, after a full (and healthy) breakfast. You will be able to attend up to three Round Tables during the morning from our exciting list of topics and speakers.

***3 C.E. Hours~Numerous raffles, prizes and give-aways!***

***Additional details to be announced shortly!***

***For more information you can call SCDS at 631-232-1400***

## MONDAY MORNING ETHICS - CONTINUED

{continued from page 17}

careful in your response. Do not ignore it. It is out there for everyone to read including future patients. Negative reviews can be managed in such a way as to allow some credibility to your practice. Too many positive reviews may create a doubt of perfection to patients. Section 5 of the Code discusses the Principle of Veracity ("truthfulness"). Under this Principle, all dentists have a "duty to communicate truthfully."<sup>2</sup> Truth telling promotes respect for your patients. It "respect[s] the position of trust inherent in the dentist-patient relationship."<sup>2</sup> Publishing bad reviews shows that you have nothing to hide and may even promote your positive reviews.

The Principle of Veracity also "expresses the concept that professionals have a duty to be honest and trustworthy in their dealings with people . . . communicating truthfully and without deception, and maintaining intellectual integrity."<sup>2</sup> With this in mind, dental offices need to develop or have procedures in place to handle negative online reviews. All dentists, including new dentists and retiring dentist who may be looking to sell their practice, may be the subject of a negative review. The response to the review will help future patients decide if this is the type of practice that suits their needs.

A Review Tracker's survey found that 94 percent of consumers have been convinced to avoid a business after a negative review. Responding to the complaint will show patients you care and take negative reviews seriously. It is also your way to make amends with the reviewing patient. Once again, your existing patients as well as future pa-

tients are reading your response. Keep it short and sweet and avoid any potentially identifiable information about the patient so as to respect the patient's privacy. First, apologize for the negative experience that they have had and then try to move the conversation off line by suggesting they contact the office for assistance in addressing their complaint. Hopefully, by responding in this way, your reviewer will update their original review. Even if the reviewer does not you have done as the Preamble of the Code recommends, exhibited "[q]ualities of honesty, compassion, kindness, integrity, fairness and charity . . ."<sup>2</sup> Never let a negative review go unnoticed. Do your best to correct the situation. This can be a learning experience for you and your staff.

In conclusion, responding to reviews is important. Ethical implications may exist, so understand the Code and each of the Principles as they can guide you to respond in a thoughtful manner. Take the time and make the effort to monitor your online presence and respond accordingly. Your success depends on it.

Sarah Handzel, "Survey Shows Dentists Reviews "Extremely Important" When Choosing Providers," Dentists' Money Digest, September 25, 2017 found at [dmdtoday.com](http://dmdtoday.com).

American Dental Association principles of ethics and code of professional conduct, with official advisory opinions revised to 2018. Accessible at [ada.com](http://ada.com)

2018 Review Trackers Online Reviews Survey: Statistics and Trends. At: [reviewtrackers.com](http://reviewtrackers.com)

Please email us at [Contact@SuffolkDental.Org](mailto:Contact@SuffolkDental.Org) we want to hear from you!

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*{Dr. Jonke is the Past Chair of the NYSDA Council on Ethics and is currently serving on the ADA Council on Ethics, Bylaws and Judicial Affairs.}*

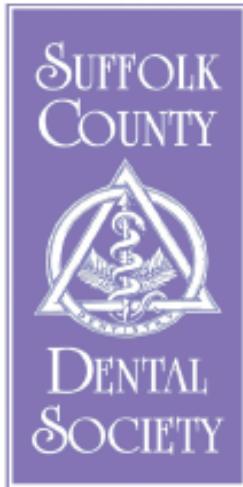
## SCDS IN ACTION





*proudly supports the*

# Suffolk County Dental Society



*From your friends at ENT and Allergy Associates, LLP*

**8 locations throughout NASSAU and SUFFOLK Counties!**

#### **SUFFOLK COUNTY:**

East Patchogue • Hauppauge • Melville • Port Jefferson • Riverhead • Southampton

#### **NASSAU COUNTY:**

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**Call us today. See us today!® 1-855-ENTA-DOC**  
**or Book Online, Anytime! at [entandallergy.com/booknow](http://entandallergy.com/booknow)**

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**Suffolk County Dental Society**

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(631) 232-1400 - Fax (631) 232-1402

email: [contact@suffolkdental.org](mailto:contact@suffolkdental.org)

## **SCDS EVENT REGISTRATION FORM**

*Scan and email to [contact@suffolkdental.org](mailto:contact@suffolkdental.org), or fax to 631-232-1402 or  
US Mail to SCDS, 150 Motor Pkwy, Ste 105, Hauppauge, NY 11788*

|                                  |                                 |                          |                                           |
|----------------------------------|---------------------------------|--------------------------|-------------------------------------------|
| <u>Summer Social</u> (ND)        | – Jul 30 – Insignia             | <input type="checkbox"/> | New Dentists Only—Registration required   |
| <u>Family Picnic</u>             | – Sep 22 – Schubert Beach       | <input type="checkbox"/> | Members Only, Registration Required       |
| <u>Gen Member Mtg</u>            | – Sep 25 – Radisson LI Hotel    | <input type="checkbox"/> | Dinner & Program (\$0 SCDS/\$100 other)   |
| <u>Dental Residents Only</u>     | – Oct 10 – Hilton Garden Inn SB | <input type="checkbox"/> | Residents Only - Registration Required    |
| <u>CPR/AED</u>                   | – Oct 11 – 150 Motor Pkwy       | <input type="checkbox"/> | \$100 ADA and Staff/\$150 Non-ADA         |
| Brewery Event (ND)               | – Oct 16 – Brick House Brewery  | <input type="checkbox"/> | New Dentists Only—Registration required   |
| <u>Seminar Series #3</u> (pg 19) | – Oct 23 – 150 Motor Pkwy       | <input type="checkbox"/> | \$275 ADA/\$475 Non-ADA/\$100 Aux         |
| <u>Scrubs and Stilettos</u>      | – Nov 1 – Holiday Inn Plainvw   | <input type="checkbox"/> | Call for Registration Info (631-232-1400) |
| <u>Gen Member Mtg</u>            | – Nov 6 – Radisson LI Hotel     | <input type="checkbox"/> | Dinner & Program (\$0 SCDS/\$100 other)   |
| <u>CPR/AED</u>                   | – Nov 13 – 150 Motor Pkwy       | <input type="checkbox"/> | \$100 ADA and Staff/\$150 Non-ADA         |
| <u>Seminar Series #4</u> (pg 23) | – Nov 20 – 150 Motor Pkwy       | <input type="checkbox"/> | \$275 ADA/\$475 Non-ADA/\$100 Aux         |

**For a complete list of upcoming events please see our calendar at [WWW.SuffolkDental.Org](http://WWW.SuffolkDental.Org)**

Dentist's Name: ..... ADA #: .....

Address: ..... Phone #: .....

[ ] Charge – Visa/MC/AE/DSCV #: ..... CVV: ..... Exp: .....

Zip: ..... Amount: \$..... Signature: .....