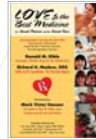




Full Circle



“LOVE IS THE BEST MEDICINE”

Excerpted from *Love Is the Best Medicine*® for Dental Patients and the Dental Team and reprinted by permission. © 2001 by Robert E. Lavine, DDS.

Contact Bisco Canada about how you may purchase this book and support the ongoing efforts to improve dental health care in Cambodia

The game of life is the game of boomerangs. Our thoughts, words, and deeds return to us – sooner or later – with astounding accuracy.

- Florence Shinn

It was a typical day in our endodontics office where we perform root canal and other specialized dental procedures. I was attending to the normally scheduled patients as well as numerous “up all night” emergencies. After anesthetizing Denise, my patient in Room 4, I proceeded to the adjacent operatory a few short steps away to assess an emergency patient who had just arrived.

Stephanie was in her late forties and spoke very little English. Fortunately, her sister-in-law accompanied her as a translator. After a brief introduction, I learned Stephanie had arrived in this country only a few months earlier and had been up all night with excruciating pain. When it was explained that an x-ray would be needed so that I could determine an appropriate treatment, a look of worry came over her face. You see, Stephanie did not have insurance, and finances were a real and troubling concern for her. Working as a cook, Stephanie was saving her modest income to make arrangements for her entire family to come to America. As the two discussed financial considerations, I excused myself to return to Room 4 and finish treatment on Denise.

When I came back to Stephanie’s room, the discussion seemed quite far from resolution. At that point, seeing Stephanie’s dilemma, I offered to do the consultation at no charge. They were very appreciative and I instructed my assistant to proceed with the x-ray. Denise had apparently overheard some of my conversation with Stephanie. As she got up from the dental chair to leave, Denise stated

that she would like to pay for the treatment of the woman in the next room because “finances shouldn’t prevent her from getting the best care available.” I commented that this gesture was very kind, but I was already doing the consultation at no charge.

Denise then clarified her intentions. She indicated she wanted to pay for the entire root canal procedure as well as the crown that would be required after treatment. I was astonished. Denise stated that the only stipulation was that she remained completely anonymous. I asked Denise to wait a moment so I could diagnose Stephanie’s situation – and collect my thoughts.

Stephanie, indeed, needed a root canal but was otherwise in very good dental health. I relayed the diagnosis and treatment plan to Denise, and on her way out, she left a check for the full amount to pay for Stephanie’s procedure. Additionally, she asked who Stephanie’s general dentist was so that she could contact the office and pay for the crown.

When I relayed the news to Stephanie and her sister-in-law, there were tears of joy and amazement. Stephanie’s sister-in-law mentioned that Stephanie had spent much of her adult life doing charitable work and helping others – now it had come full circle.

Even on our most routine days, the presence of the Divine can break through and make us take pause. Denise and I talked a bit, and she shared a phrase that will always remain with me: “I have come to realize it is far better to be able to give than to have to receive.” I feel fortunate to have met Denise and been a vehicle for this wondrous act of kindness.

Lisa M. Wendell, DMD



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we wish you all the best in 2007!**

2007 is shaping up to be an exciting year for Bisco Canada. Please be on the lookout for our new partnerships with great companies that manufacture products sure to impact your dentistry in a very positive way.

As always, we are available to help you any way we can.

Warmly,

Chris Chung, General Manager

GETTING THE CLEAR PICTURE: BUILDING A TEMPLATE



By Nancy McNutt and Anita Jupp

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Nancy McNutt is an expert on accounts receivables and has been collecting money, successfully, for over 27 years. Nancy is a lecturer at the ADEI and offers a comprehensive one day course, "Dentist or Banker?" that delves further into effective collection methods for the dental practice. Please call the ADEI for details on Nancy McNutt's program at 1-888-239-9908 or email ask@learndental.com

The most efficient practices are usually the most stress free practices. These practices have usually mastered the art of proper communication in practice and as a result, their days go by smoothly, their appointments run on time and the team is usually happier as a result. Efficiency in practice isn't luck; it requires hard work and a willingness to clearly communicate needs and desires.

Many dentists are frustrated at the manner in which their patients are scheduled. Some examples include expecting to be in two places at once. How can a doctor be in the middle of endodontic treatment and expect to be checking hygiene in two different rooms? Or the patient who is on N20 and the business team has booked an emergency patient in the side chair. It's a difficult situation. Or perhaps a patient who is booked for an insert of a crown or a bridge while an emergency patient has been booked for the doctor to 'take a quick peek'. It's not always possible for the doctor to see everyone and still remain on time. Unfortunately, this causes a lot of stress in practices. The dentist can't understand why the business team doesn't know she can't be in two places at once and the clinical team doesn't understand why the clinical team can't just handle it!

The lack of communication between the business and clinical team often happens because neither group has experienced the day to day procedures of the other and may not realize what is involved. Enlightened team members (both business and clinical) can eliminate many stressful moments by taking the following into consideration:

- Hygienists usually can't "squeeze" more patients in if they already have a full day. Their time is taken up by sterilizing the room,

making friendly conversation with a patient, taking medical history updates, asking about concerns, touring the mouth with the intraoral camera, taking necessary x-rays, check for decay, probe the gums, remove calculus, scale the teeth, polish the teeth, apply fluoride, educate the patient in regards to Oral Hygiene Instruction, document their findings, prepare for the doctor who will do the recall examination, discuss the treatment required by the patient, possibly prepare estimates and have xrays ready to be sent out, post treatment, book the next recall appointment and then sterilize the room for the next patient!

- The business team are answering two to three calls at one time, responding to patients at the desk asking "Is the doctor almost ready for me?", updating patient's insurance information, updating address changes, updating the new recall benefit, rescheduling family appointments that 'won't work', helping new patients complete their forms, posting treatment, preparing questionnaires for estimates, processing payments, checking the mail, sending out the mail, preparing the deposit, filing charts, pulling charts, confirming appointments, filling in 'the holes' in the schedule, making small talk with the patient who has been waiting and maintaining a smile throughout.

In a dental practice, everyone is busy! Often our schedules don't always allow us the time to relate our concerns to each other. For this reason, an office template is a great place to start. The template allows the doctor to elaborate on how she wants her patients booked. This also affords the business team to book effectively. If the template also elaborates on the doctors' preferred day, this will eliminate stress and no stress means happy people!

Benefits of using a Template:

- Allows the team to be more productive
- Helps to eliminate stress with scheduling

- Patients are not kept waiting
- The team has proper time to educate patients
- More time for customer service
- Adds a level of control to your day

Once every team member is aware of the doctor's desired schedule it will be apparent how to book. Don't be afraid of creating your perfect day. If you want a crown and bridge Friday, then create it. Your patients will follow suit. With the right words, you can inform your patients that, "Dr. Brown dedicates Fridays for performing crown and bridge procedures." Close your eyes and imagine a stress free day - the perfect schedule. It's possible but you have to make it happen.

The following is a general template and should be personalized for each practice.

<div style="border: 1px solid black; padding: 2px; text-align: center;"> Doctor's Name Address Telephone </div> Scheduling Template		
Procedure	Time Units required	Notes
C.O.E. (Dr. First or Hyg First)		In hyg chair or own chair
Adult		
Child		
Prot/Sc/Flu		
Spec /Emerg Exam + x-ray		In Dr. Chair or Hyg chair
Endo		Anterior tooth Posterior tooth or Referral to who?
Preferred time?		AM or PM? Back to Back?
Amalgam Filling		if applicable
Composite Filling		per surface
Impressions		Night guard (MandMax) Whitening (Dr. Chair/Hyg Chair)
Crown Preps		
Insert		
Mornings or Afternoons?		
Bridge Preps		
Insert		
Mornings or Afternoons?		
Preferred Emerg Time		
New Patient Blocking		
Consultations/Tx. Planning		
Extractions (Surgical)		or referred? (to who)
Ortho		or referred? (to who)
Children appointments		morning or afternoon
N20		morning or afternoon

http://www.learndental.com/newsletter/samples/ADEI_Scheduling_Template.doc

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Dr. Robert A. Lowe
March 30, 2007
Lecture For Dentists, Hygienists, and Assistants

Registration Information

- Deadline: Friday, March 23, 2007
- Location: 1100 W. Irving Park Rd., Schaumburg, IL
- Time: 8:30 AM - 1:00 PM (Doors will open at 8:00 AM)
- Fees: \$125.00 for each Doctor, Hygienist, or Assistant

How to Register:

- Call: 1-800-247-3368 (Customer Service)
- Fax the registration page to: 847-891-5049
- Send to Bisco via e-mail: binstitute@bisco.com



Course Objectives:

- Learn proper anatomic contour and how to achieve it using the most advanced dental materials available.
- Learn tooth preparation, anatomic placement, curing, contouring, finishing, and polishing techniques for posterior direct composite restorations.
- Learn how the preparation influences the potential results for all-porcelain and ceramometallic crowns.
- Learn provisionalization for full coverage restorations and the use of bis-acrylic resins for various restorations.
- Learn how soft tissue management is key to attaining successful final impressions on the first attempt, every time.
- Learn technologies, such as dental lasers, that are revolutionizing the way esthetic dentistry is performed.
- Learn creative ways of managing difficult esthetic and restorative problems that face all dentists.

BRAIN TEASERS

Medical Mix-up

There are 4 doctors who all work out of one medical building. Dr. Adam, Dr. Bob, Dr. Chuck and Dr. Dannielle. They must all share space in the facility. Each gets one day of the week from Monday to Thursday. But as luck would have it the facility's schedule got mixed.

They are a cosmetic surgeon, a podiatrist, a vet and a dentist. Their patients are Spot, Joe, Kate and Sid. Their bookings where for nasal hair removal, neutering, tooth filling and foot fungus removal.

Dr. Adam works only on Mondays and never on animals as they give him hives.

Kate requires a filling because she's a Krispy cream addict.

Fortunately, Joe was not neutered.

Dr. Bob had scheduled surgery, but not on Thursday or Wednesday; that's when he had nasal hair transplant classes.

Dr. Dannielle never took patients named Sid or ones with mushrooms protruding from their toes, and she liked pets but felt her husband was enough.

Sid was booked for cosmetic surgery on Tuesday because Wednesday he had to take his dog to be neutered.

Dr. Chuck didn't mind nasal hair, but preferred his patients to have hair all over. He also played golf Thursday-Sunday.

**So can you reschedule everyone?
Hint: spot is a dog**

The first three people to answer correctly will receive free **Bisco Foam Pellets (800/pkg)**. Please e-mail your answers to beyondbisco@biscocanada.com



Upcoming Events

Date	Location	Event
January 29 - February 2	The Fairmont Kea Lani Resort, Wailea, Maui	Discover Paradise and the latest trends in ADHESION DENTISTRY
February 1-3	Victoria Inn Hotel & Convention Centre Brandon, MB	Manitoba Dental Association - Annual Meeting & Convention
February 9	Victoria Conference Centre Victoria, BC (Co-Sponsored by Bisco Canada)	Victoria District and Dental Society (Continuing Education) Dr. Terry Donovan / Topics in Restorative Denistry
February 22-25	McCormick Place, Lakeside Center Chicago, Illinois	The Spirit of Generosity...The Generosity of Spirit The 142nd Chicago Dental Society Midwinter Meeting
March 8-10	Vancouver Convention and Exhibition Centre Vancouver, BC	Pacific Dental Conference (BISCO Booths # 1020 -1027)
March 20-24	Cologne, Germany	32nd International Dental Show (IDS)
March 30	1100 W. Irving Park Rd., Schaumburg, IL	Predictable Techniques for Total Esthetics presented by Dr. Robert A. Lowe



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