Smile Reminder aids doctors in disaster recovery

Patient communication service proves effective during floods, fires and hurricanes

Emergencies, disasters and accidental damage can have crippling effects on health care practices. Smile Reminder, a comprehensive patient communication service, aids health care professionals with the preservation of patient information and the ability to communicate with patients during times of difficulty. Leveraging off-site data storage, SMS text and e-mail technology, both patient information and lines of communication can be maintained even during power and telephone failures.

While Smile Reminder’s core service is aiding health care professionals in their day-to-day operations, its value during times of distress is exceptional.

When Hurricane Wilma hit Miami, Dr. Daniel A. Del Castillo discovered the power of Smile Reminder’s service in a disaster. Using the Smile Reminder software, he was able to consistently update his patients with real-time alerts.

“I was also able to send e-mails and text messages regarding office closures and re-openings,” Del Castillo said. “When people were without power, the only way to communicate was via cell phones. Smile Reminder made it easy to contact people in such a crazy time.”

With alternate channels of communication accessible to doctors and health care professionals, reconnecting with patients during emergencies and disasters becomes effortless and effective.

Hurricane Ike recently affected the practice of Dr. Kathy Frazier of Houston, Texas.

“During the hurricane and power outage, we did not have access to our server or network,” she said. “I called Smile Reminder who communicated with all of our patients daily, letting them know the status of our office and our appointment schedule. Their customer service team was fantastic in responding to our needs.”

Most important, Smile Reminder’s software system also automatically backs up patient information on an off-site server. The server is accessible via the Internet, ensuring that valuable patient information remains secure during fire, flood or any other threat to the precious data.

“It is not uncommon for an office to call us in a panic when a serious event has happened at their location,” remarks Tenni Toole, VP of customer service at Smile Reminder. “They are always relieved to know that a back-up copy of all the patient contact information is kept on our secured servers.”

In addition to aiding customers in times of disaster, Smile Reminder also allows offices to streamline their daily routine and strengthen doctor/patient relationships. The service is also filled with useful features such as automated appointment reminders, personalized birthday greetings, electronic newsletters and post-appointment surveys.

Messages can be sent — on predefined schedules or at a moment’s notice — to all patients or select patients using a number of mobile and electronic devices. More health care professionals are turning to Smile Reminder’s software system to engage patients in an improved level of interactivity and customer service.

Hectic times call for support and reassurance. While nature occasionally creates unavoidable obstacles, Smile Reminder’s convenient service acts as a valuable tool in keeping communication lines open all the time, even during times of uncertainty — just one of the many ways in which Smile Reminder helps doctors and patients remain connected.

About Smile Reminder

Smile Reminder, a pioneer in text and e-mail messaging to patients, is the clear leader in providing patient communication and interaction solutions for health care providers. Smile Reminder’s patient-pending solution enables practices to increase revenue, streamline efficiencies and build patient loyalty.

Based on purpose-driven technology, Smile Reminder equips practices with a “high-tech” solution that does not sacrifice the “high-touch” personalization when communicating with patients. Smile Reminder messaging solutions include every type of personalized patient e-communication including appointment reminders, confirmations, recare/recall, new patient referrals, birthday wishes, holiday wishes, surveys, newsletters, customized promotions and more.

For more information, please visit www.smilereminder.com.

(Source: Smile Reminder)

New KOMET USA product catalog now available

KOMET USA, a recognized world-wide leader in the production of highly specialized and precise dental rotary instruments, announced its new 2009 bilingual product catalog is now available.

The 384-page catalog replaces all prior KOMET USA catalogs and contains some of the newest, innovative dental rotary instruments manufactured in the industry.

“KOMET customers will be amazed with some of the products now offered in our new catalog that weren’t included in our first catalog,” said Warren White, KOMET USA’s chief operating officer of sales and marketing. “KOMET takes great pride in the specialized and precise dental rotary instruments we manufacture. Quality is extremely important to us. KOMET is one of the few dental manufacturers that can sell direct and ship product across the Atlantic Ocean, with virtually no back orders, proving that it is truly a global company.”

“We’re also proud to publish the first bilingual dental rotary instrument catalog for our Spanish speaking customers.”

Some of the products KOMET would like to highlight in the new catalog are:

- **CeraBar® KISM** — high efficiency, ceramic round bur for excavating and cutting in cavities, soft dentin
- **Crown Prepping Carbides** — allow for precise and controlled tooth reduction while providing a finished surface comparable to that achieved by using a diamond finisher
- **Q-Finisher** — for efficient working on composite filling with optimal results, reducing the working steps from three to two
- **S-Diamonds** — designed with special staggered surfaces creating a multiple edge structure, which assures increased material reduction, good chip removal and better cooling
- **Composite Polishing System** — a new kit that is composed of several disposable polishers designed for creating smooth and natural looking composite restorations

KOMET would like to remind all its customers that while they review the product catalog, they will be ordering directly from the manufacturer, not a distributor. All orders are shipped directly from KOMET’s plant in Lemgo, Germany and, in most cases, KOMET delivers your orders within 48 hours with virtually no back orders.

About KOMET USA

KOMET is a recognized world-wide leader in the production of highly specialized and precise dental rotary instruments. KOMET operates in the USA through the name KOMET USA and sells direct to practitioners and dental laboratories. For more information about KOMET USA or to order your new catalog, call (888) 356-3857 or visit www.komet-usa.com.

(Source: KOMET USA)
38th ANNUAL MEETING
OF THE ORDRE DES DENTISTES DU QUÉBEC

MONTREAL CANADA

CANADA’S LARGEST ANNUAL
SCIENTIFIC AND DENTAL EXHIBITION
MAY 23 – 26, MONTREAL, QUEBEC, CANADA

FEATUREING

• Over 75 scientific sessions in English and in French presented by top clinicians from around the world
• Over 240 exhibitors occupying more than 475 booths representing Canada’s largest dental trade event
• Hands-on workshops and seminars covering all aspects of dentistry on May 23 and 24
• All scientific sessions and access to the exhibit floor included in one low registration fee on May 25 and 26
• CERP approved continuing dental education credits for all sessions
• Class reunions of the Quebec Dental Faculties
• and much more

All this under one roof at the Palais des congrès de Montréal in the heart of downtown Montreal

Journées dentaires internationales du Québec

For more information, please contact:
Journées dentaires internationales du Québec
15-625, boul. René-Lévesque Ouest, Montréal, QC, H3B 1R2
Tel.: 514 875-8511 #2222 • Fax: 514 875-1561
E-mail: congres@odq.qc.ca • Website: www.odq.qc.ca
StemSave™, Inc., a market leader in the field of stem cell recovery and cryo-preservation, has been recognized by world renowned doctors on CBS’s nationally syndicated hit series, “The Doctors,” as an ideal service to recover stem cells for families who did not bank their children’s cord blood.

On the episode that aired Jan. 8, James Sears, M.D., a board-certified pediatrician, explains that stem cells offer the potential for the future treatment of serious ailments. And furthermore, the banking of stem cells found in teeth provides parents with a new way to have access to the powerful medical applications of stem cells, particularly for those parents who missed the opportunity to bank stem cells from umbilical cord blood.

“We are thrilled to be recognized by the world-renowned physicians who host ‘The Doctors,’” said Dr. Gregory Chotkowski, DMD, and president of StemSave. “We make harvesting stem cells from teeth easy and affordable; this way everyone can benefit from the powerful medical applications of stem cells.”

StemSave is a collaborative effort between stem cell researchers and the dental community to provide families, individuals and stem cell researchers a cost effective, non-invasive methodology for the recovery and cryopreservation of powerful and valuable adult stem cells residing within baby teeth, wisdom teeth and permanent teeth for future use in personalized medicine and regenerative medical therapies. The stem cells are recovered as part of routine dental procedures, so patients don’t need to have any special appointments or surgeries.

StemSave’s network of dentists is the largest in the United States and continues to expand rapidly. Through StemSave, dentists are now able to play a greater role in the overall health of their patients by participating in groundbreaking stem cell recovery.

The science and application of stem cells to treat today’s most difficult diseases and injuries is no longer science fiction. With news of the first organ transplant grown from an individual’s own stem cells, and the U.S. Army’s $250 million investment in regenerative therapies, the promise of stem cells is being recognized today.

About StemSave, Inc.

StemSave provides an affordable and non-invasive method for the recovery and cryo-preservation of the powerful adult stem cells found in teeth by teaming up with dentists to harvest stem cells during routine dental procedures.

For more information, see www.stemsave.com.

(Source: StemSave, Inc.)
Problem getting your patients comfortable?

Crescent Products has the solution

How often have your patients experienced neck or back problems during their visit to your practice? How often have you experienced discomfort because the patient is not positioned in the dental chair properly? If either of those questions brings a common scenario to mind, you will be pleased to know that there is a very simple, inexpensive solution for you.

Crescent Products, Inc. developed a memory-foam comfort product line specific for the dental chair. These products enable the patient to experience comfort unlike any they’ve ever had in a dental chair, and they enable you to properly position the patient for treatment — making your job easier.

It is astounding to see the difference these products make to the patients — they love them! Perhaps that’s why these products are in thousands and thousands of practices all over the world. Dr. Parsa Zadeh of the Beverly Hills Center for Reconstructive and Cosmetic Surgery has this to say: “We have spent tens of thousands of dollars from flat screen TVs to warm towels to pamper our patients while they are in our office. Most amazingly, this relatively small addition was noticed by every patient and they invariably verbalized their satisfaction and their improved comfort in the chair. We have since purchased a set for every chair and we enjoy hearing our patients thanking us for their comfort.”

What, specifically, are Dr. Zadeh’s patients so excited about? The dental headrest, dental backrest and premium chair pads are made with memory foam, allowing the patient to conform to the product, providing them much needed support and eliminating tension during their procedure.

The headrest allows the patient’s head to angle back, bringing the chin upwards and allowing for easier access during treatment. The backrest is a memory foam pillow that supports the lumbar area, eliminating strain to the lower back. In conjunction with the headrest and backrest, the patient receives additional hip and lower back pain relief with the Crescent Products’ knee support. When the knees are elevated, the tension is immediately eliminated in those areas.

When performing lengthy procedures, you know all too well that the longer the patient is in the chair, the more uncomfortable he or she can become.

That is why the premium chair pad is a must-have for all your dental chairs. This dental chair cushion is a full-body memory foam pad that relieves the pressure points on the entire body, relieving tension and providing the patient with a feeling of luxury. If you haven’t yet tried these products, it is time to experience them today!

You can view all the products at www.crescentproducts.com/dental.htm or call Crescent Products at (800) 989-8085.

(Source: Crescent Products)

Pulpdent donates sealants to National Children’s Oral Health Foundation

Pulpdent Corporation has announced it is continuing its support for children’s oral health by donating sealants and other materials to the National Children’s Oral Health Foundation, an organization that works to provide dental care to economically disadvantaged children. The donation provides enough materials to seal 12,000 teeth.

In celebration of its 60th anniversary in 2007, Pulpdent donated 60,000 sealants to public health organizations servicing underserved and underprivileged populations. Pulpdent increased its participation in these programs in 2008 and will continue its strong support of public health initiatives in 2009.

The donation to the National Children’s Oral Health Foundation includes Embrace WetBond Pit and Fissure Sealant, Etch-Rite Dental Etching Gel, Flecta disposable mouth mirrors, informational handouts for parents, posters and “Embracelets,” which are colorful bracelets for children to wear that are printed with the message “embrace oral health.”

Pit and fissure sealants have been proven to be effective in preventing pediatric oral disease, which is the most common chronic disease among children. The effects of tooth decay are profound and can lead to pain, infection, problems associated with learning, speech and eating, problems at school or work, negative self-image and poor nutrition.

Embrace is the only sealant that bonds to the moist tooth. A five-year clinical study shows unsurpassed results for retention and caries prevention.

Embrace contains no Bis-GMA, and therefore there is no possibility of bisphenol A (BPA). Among the leading pit and fissure sealants, only Embrace can make this claim. Media reports about the possible harmful effects of bisphenol A have created public concern with regard to the presence of Bis-GMA and bisphenol A in many pit and fissure sealants.

Pulpdent manufactures high-quality products for the dental profession, including adhesives, composites, sealants, cements, etching gels and bonding accessories. For more information call (800) 343-4542 or visit www.pulpdent.com.