

## **Delivering W.O.W. Customer Service**

**Judy Kay Mausolf**

**9:30 – 11:30 a.m. (2 LIVE Credit hours)**

**Course # TH101**

Research shows that practices that build their office environment around serving the patient own and dominate the market. Customer service is often confusing, complex and vague! "I'm satisfied" means nothing in today's world. Set yourself apart from your colleagues: differentiate why you and your office and not the office down the street! Learn principles for strengthening communication skills, practice brand, and service standards. Illuminate the patient decision making processes to create lasting impressions and exceptional experiences. Inspire the entire team to deliver W.O.W. service with more passion and fun!

### *Lecture Objectives:*

- Understand W.O.W. Patient Philosophy.
- Illuminate a W.O.W. Decision Making Process.
- Learn techniques to make W.O.W. Impressions.
- Recognize essentials of W.O.W. Branding.
- Identify how to spot opportunities that create W.O.W. Touch Points.
- Understand W.O.W. Service Standards Concepts.

## **Restorative Materials & Techniques Simplified 2019**

**Dr. Jeff Brucia**

**9:30 – 11:30 a.m. (2 LIVE Credit hours)**

**Course # TH102**

The numerous choices in restorative materials has confused the clinician as to what is best indicated in a given situation. The continuous evolution in adhesive materials and techniques combined with the ever-increasing demands for predictable and long lasting aesthetic restorations demands continuous learning in the areas of material science and restorative technique. This lecture provides an overview of the restorative options you should be considering today as well as a comprehensive discussion of the ever-changing world of dentinal adhesives. Dr. Brucia has lectured internationally on this subject and will guide you through the collection of materials and techniques available today for providing both direct and indirect restorations that will meet your patients expectations for quality dental care. This is a must see program for all wet fingered restorative dentist. Conversation will continue in the afternoon hours, see course number 108.

### *Learning Objectives:*

- Review the options available in adhesive systems including the new advancements in Glass Ionomers and light curing units.

- Eliminate the frustration of post-operative sensitivity and restorative failure.
- Discuss the materials and techniques for direct composite restorations.
- Techniques and material selection for near or direct pulp exposures.
- Techniques for the preparation, impressions, temporization, lab communication, material selection and cementation of indirect restorations including margin elevation, fiber re-enforcement and when to seal the prep.
- Techniques and materials for repairing porcelain fractures.

### **Paving the Way to Tomorrow**

**Judy Bendit**

**9:30 – 11:30 a.m. (2 LIVE Credit hours)**

**Course # TH103**

Clinical practice today uses scientifically sound evidence-based approaches. There is a noticeable shift to the caries treatment paradigm by better preventing and managing caries as a disease. Judy will present a scientific overview of caries management by risk assessment utilizing new tools such as the ADA Caries Classification System, silver diamine fluoride (SDF), and glass ionomer cement (GIC) to managing caries. We will address the issues from the research and clinical perspective. The presentation provides an excellent update relevant to clinical applications for the hygienist. We will pave the way to a better understanding of the newest technologies. **Lecture Objectives:** Determine evidence-based treatment options to manage caries based on individual patient risk factors, Classify caries lesions by location, extent and activity then determine when nonsurgical and surgical treatments are appropriate, and Understand how to use SDF, partial caries removal, and GIC to treat caries chemically.

### **Dental Manifestations of HPP**

**Dr. Juan Yepes**

**10:00 – 11:30 a.m. (1.5 LIVE Credit hours)**

**Course # TH104**

This lecture will provide to the attendee the most updated information of hypophosphatasia (HPP) including the etiology, diagnosis, pathology and dental manifestations. The lecture will use case-presentation as the learning and discussion format and will cover the entire spectrum of this conditions with emphasis in the implications for the dental team.

#### *Lecture Objectives:*

- Understand the importance of an early diagnosis of HPP.
- Learn the most common clinical manifestations of HPP.
- Learn the dental manifestations of HPP.

## **Women's Health Lunch n' Learn**

**Dr. Tieraona Low Dog**

**11:30 a.m. – 1:00 p.m. (1.5 Credit hours)**

**Course # TH105**

**Cost: \$30**

While enjoying a nice, healthy lunch, Dr. Low Dog will present on Women's Health. As women search for ways to optimize their health, we must sift through an enormous amount of recommendations advertised in both conventional and complementary medicine. What is your personal health IQ? Do you know ways to reduce your risk of heart disease, breast cancer, and osteoporosis? Are natural hormones safe? Come join us for this highly informative session that explores strategies for optimizing health in women across her lifespan.

### *Lecture Objectives:*

- Identify three lifestyle interventions that can reduce the risk of chronic disease.
- Describe the evidence of safety and benefit for three dietary supplements used to reduce the symptoms of PMS and menopause.
- Discuss the evidence for three dietary interventions for weight loss and prevention of heart disease, and Diabetes.

## **Why Managing Your Practice Costs You Time & Money**

**Chuck Blakeman**

**12:30 – 2:30 p.m. (2 LIVE Credit hours)**

**Course # TH106**

Your practice should produce both time and money, not just money. Chuck Blakeman shows practice owners how to get off the treadmill, make more money in less time, get back to the passion that brought them into dentistry in the first place and build a business they can enjoy for decades. Use your practice to build your Ideal Lifestyle, not just an income.

How do you define Success and Significance? Why are you in business? Where is it taking you? Have you defined your "Big Why"? What does your Ideal Lifestyle look like? When do you expect to get there? How will your practice get you there? Get utter clarity on these questions and a new motivation to build your business.

### *Lecture Objectives:*

- Get to a place where your practice produces Time, Money and Significance.
- Make it easy to measure if each week/month/quarter your practice is accomplishing your objectives and making you money.
- Identify and shift to the highest and best use of your time—stop guessing.
- Turn your passion into a real business that works for you when you're on vacation.

## **Communication Solutions**

**Judy Kay Mausolf**

**1:00 – 3:00 p.m. (2 LIVE Credit hours)**

**Course # TH107**

Discover how to elevate your communication to a level that inspires open communication, prevents breakdowns, resolves conflict and builds trust and respect resulting in high performing team and patient relationships! Learn the skills to communicate positively and effectively with different and even difficult personalities. Discover formats to hold positive, effective and efficient huddles and team meetings. Transform attitudes from toxic to tremendous and create a positive environment where everyone looks forward to coming to the office. Judy Kay, communications expert, will share how you can elevate the level of communication in your life!

### *Lecture Objectives:*

- Learn verbal skills to communicate effectively with difficult and different personalities.
- Learn steps to address and resolve conflict.
- Establish protocols that eliminate gossip.
- Identify behaviors that elevate trust and respect.
- Discover methods that turn toxic attitudes to tremendous.
- Determine behaviors that inspire a culture of appreciation and celebration.
- Learn fundamentals for effective huddles and team meetings.

## **Restorative Materials & Techniques Simplified 2019**

**Dr. Jeff Brucia**

**1:00 – 4:00 p.m. (3 LIVE Credit hours)**

**Course # TH108**

The numerous choices in restorative materials has confused the clinician as to what is best indicated in a given situation. The continuous evolution in adhesive materials and techniques combined with the ever-increasing demands for predictable and long lasting aesthetic restorations demands continuous learning in the areas of material science and restorative technique. This lecture provides an overview of the restorative options you should be considering today as well as a comprehensive discussion of the ever-changing world of dentinal adhesives. Dr. Brucia has lectured internationally on this subject and will guide you through the collection of materials and techniques available today for providing both direct and indirect restorations that will meet your patients expectations for quality dental care. This is a must see program for all wet fingered restorative dentist. Conversation will continue in the afternoon hours, see course number 108.

### *Learning Objectives:*

- Review the options available in adhesive systems including the new advancements in Glass Ionomers and light curing units.
- Eliminate the frustration of post-operative sensitivity and restorative failure.
- Discuss the materials and techniques for direct composite restorations.
- Techniques and material selection for near or direct pulp exposures.
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- Techniques and materials for repairing porcelain fractures.

### **Jazz Up Your Clinical Routine Workshop**

**Judy Bendit**

**1:00 – 4:00 p.m. (3 LIVE Credit hours)**

**Course # TH109**

In this workshop, participants will experience a true “hands-on” approach to instrument design evaluation. Each participant gets the unique opportunity to examine the newest instruments designed specifically for the contemporary practitioner. This will provide the confidence, knowledge, and experience to aid them when deciding if they have “what it takes” to provide the best care for their patients.

### **Equipment Maintenance & Routine Care**

**Patterson Dental**

**1:30 – 2:30 p.m. (2 LIVE Credit hours)**

**Course # TH110**

Description coming soon.

### **Advancements in Pediatric Dentistry**

**Dr. Juan Yepes**

**2:00 – 4:00 p.m. (2 LIVE Credit hours)**

**Course # TH111**

This lecture will provide to the attendee the updated information about different “hot” topics in pediatric dentistry including radiation safety, use of silver diamine and new restoration materials for the use in the pediatric patient. The lecture will use case-presentation as the learning and discussion format and will cover the entire spectrum of the most relevant topics in pediatric dentistry in the XXI century.

*Lecture Objectives:*

- Understand the importance of radiation safety with the pediatric patient.

- Learn the criteria and use of silver diamine in pediatric dentistry.
- Learn the use of new dental materials in the practice of pediatric dentistry.

### **Make It Easy for Patients to Say YES**

**Dr. Paul Homoly**

**9:00 – 11:00 a.m. (2 LIVE Credit hours)**

**Course # FR200**

This course is perfectly suited for dentists and team members and teaches the skills to make case acceptance from single tooth to complex care dentistry predictably successful. It's specifically designed for you if you have a broad base general "bread and butter" practice and are also growing the complex care aspect of your practice – cosmetic, implant, CAD CAM, 3D imaging/airway, and rehabilitative dentistry. The session includes case study simulations that make your lessons immediately relevant to your everyday practice. The workshop is based on the book Making It Easy for Patients to say "YES".

#### *Lecture Objectives:*

- Left- and Right-side Patients – the 6 critical distinctions between simple and complex care patients.
- The Four Chiefs™ - The four essential conversations of case acceptance.
- The Choice Dialogue – Discover the readiness of the patient for care.
- The Discovery Guide™ - How to talk to patients about conditions they don't know they have.
- The Cross-Over Zone™ - Discomfort when talking about money.
- The Case Conversation – How to lead, not sell, patients into accepting your treatment recommendations.
- The Advocacy Dialogue – Managing patients who are not yet ready for care.

### **Digital Workflow in Implant Dentistry**

**Dr. Waldemar Polido**

**9:00 – 10:00 a.m. (1 LIVE Credit hour)**

**Course # FR201**

More than ever before digital processes are used in treatment planning for implant surgery and restorations. The multiple technologies of 3-D cone beam CT imaging, intraoral scanning, laboratory scanning, 3-D digital restorative design and CAM production have contributed to this trend. However, the novelty and attention that the digital planning and guided surgery bring to the Implant Dentistry scenario can not lead us clinicians to overlook important aspects that will influence the final outcome and the long term stability of the result.

#### *Learning Objectives:*

- Recognize concepts of digital tools utilized in implant rehabilitation.
- Identify indications and select appropriate digital tools for a specific clinical situation.

## **12 Keys to Success: HIPAA Update**

**Jay Dziwlik**

**9:30 – 10:30 a.m. (1 LIVE Credit hour)**

**Course # FR202**

This course will fulfill the annual federal training mandate for the dental team. Dentists and hygienists are invited to join the Indiana Dental Association in a fast paced, interactive entertaining program that fulfills your annual training requirement for federal HIPAA rules. The program will provide a quick overview of the HIPAA and its various parts; walkthrough the applications to a dental office; review of HIPAA enforcement and most frequent questions and concerns and provide an opportunity to ask specific dental related HIPAA questions. You will laugh and learn something as you fulfill your annual federal CE requirement.

### *Lecture Objectives:*

- Review the major sections of HIPAA including Coding, Privacy, Security, NPI and HITECH.
- Understand the patient interaction concerns and applications for HIPAA.
- Reviewed the enforcement of HIPAA including Breach of Notification, Common violations, fines and punishments.
- Discuss steps in a HIPAA Audit.

## **From Our Side of the Chair**

**Shannon Brinker**

**9:30 – 11:30 a.m. (2 LIVE Credit hours)**

**Course # FR203**

Today's esthetic practice requires the chair side dental assistant to be knowledgeable in more areas of clinical practice than ever before. The myriad of new materials and techniques available to the esthetic dentist require the chair side assistant to be timely and proficient to deliver optimal patient care. The purpose of this lecture/hands-on course is to train the dental assistant in learning these new procedures and techniques so that the clinical team can efficiently implement esthetic procedures into their dental practices immediately and efficiently!

### *Lecture Objectives:*

- Isolation techniques for esthetic dental procedure.
- Methods of provisionalization for partial and full coverage restorations.
- Dental materials update: What's new and What works well.
- Techniques to deliver bonded dental restorations.
- Steps to take a proper facebow transfer.
- Laboratory communication for esthetic restorations.
- Proper record keeping: making your chart medico legally correct.
- Team building: Working together efficiently and productively.
- Rubber dam placement made easy.

- Carving exquisite provisional restorations.
- Chair side color correction of provisional restorations.
- Steps to deliver a bonded restoration.
- Laboratory diagnostic composite mock ups.
- Intraoral photography workshop.

### **Top of the Heap: Frequently Prescribed Medications & Considerations**

**Dr. Thomas Viola**

**10:00 a.m. – Noon (2 LIVE Credit hours)**

**Course # FR204**

The challenge faced by all clinicians today is to provide safe and effective dental treatment to our medically complex patients. However, dental professionals find themselves practicing in a marketplace awash in direct to consumer advertising of prescription drugs and in the midst of an explosion of new drug entities over the last several years. Thus, many dental professionals may find it challenging to stay up to date with the latest prescribing trends in disease state management. This program will provide an overview of those frequently prescribed brand name medications whose actions, side effects, contraindications and potential drug interactions may have the greatest impact on dental therapy.

#### *Learning Objectives:*

- Identify the most frequently prescribed FDA approved brand name medications for the treatment of systemic illnesses.
- Discuss the basic mechanisms of action, potential adverse reactions, drug interactions and contraindications of these medications.
- Explain the clinical dental considerations of these medications and their potential impact on dental therapy.
- Describe patient management strategies essential for successful treatment planning and proper care of our medically complex dental patients.

### **Dental Extractions & Implant Placement**

**Dr. Waldemar Polido**

**10:30 a.m. – 12:30 p.m. (2 LIVE Credit hours)**

**Course # FR205**

Dental extraction is one of the most ancient procedures performed in dentistry. However, little steps have been done regarding surgical techniques for removal of a non-restorable tooth. With the advent of dental implants, recent studies have shown the impact of the extraction procedure in the alveolar bone and subsequent implant rehabilitation. Immediate or delayed implant placement, socket preservation procedures and staged grafts and implant placement are the possible choices to rehabilitate edentulous areas.

#### *Learning Objectives:*

- Understand the biological effects of tooth extraction.

- Recognize different moments for implant placement in relation to the extraction in the esthetic zone.
- Select clinical indications and techniques for immediate placement and tissue augmentation, with focus in the esthetic zone.

## **Business Side of Dentistry**

**Casey Hiers**

**11:00 a.m. – Noon (1 LIVE Credit hour)**

**Course # FR206**

This course addresses the #1 challenge in dentistry today THE BUSINESS SIDE OF DENTISTRY. Learn how to maximize your practice and avoid the common pitfalls that can suppress your cashflow. You cannot produce your way to exceptional profitability if proper systems and processes are not in place. We empower dentists & specialists to get off the hamster wheel and start treating the business side of your practice with the same expertise as the clinical.

### *Lecture Objectives:*

- How mastering the business side of your practice can be a 7-8 digit decision.
- Identify the common pitfalls that can prevent you from maximizing the profitability of your practice.
- Hear from your peers to gain a deeper understanding of the commonality of not maximizing practice profitability and learn steps for improvement.

## **Family Law Bites**

**Matt Dinn**

**11:30 a.m. – 12:30 p.m. (1 LIVE Credit hour)**

**Course # FR207**

Description coming soon.

## **Just Because You're an Expert, Doesn't Make You Interesting**

**Dr. Paul Homoly**

**12:30 – 2:30 p.m. (2 LIVE Credit hours)**

**Course # FR209**

It's never been tougher to hold people's attention as it is now: text messages, e-mail, voice mail, multitasking, social media...all of it competes for listeners' attention. Consequently, your role as a leader/influencer is more difficult; if people aren't listening, you're not leading or influencing. This session will help you become more interesting, influential, and memorable. It's designed for all members of the dental profession who are interested in making a greater impact during one-on-one conversations, speaking to a small group, or presenting in front of a large audience. You'll come away from this program with a greater confidence on being an interesting expert!

*Lecture Objectives:*

- Peak, then Point™ - creating vivid and memorable listener experiences.
- The Speech of 25™ - a simple method for rehearsing your presentation, giving it a natural look, sound, and feel.
- The Leaders Pyramid™ - the three essential components of being an interesting expert.
- Lead, Don't Sell™ - earning belief, then asking for action. The learning objective of Just Because You're an Expert...Doesn't Make You Interesting is making professionals more interesting, memorable, influential, and effective leaders and communicators.

**Up in Smoke? Will Cannabis Marry...or Replace Opioids in the Management of Pain & Addiction**

**Dr. Thomas Viola**

**12:30 – 2:30 p.m. (2 LIVE Credit hours)**

**Course # FR210**

This course will fulfill the Indiana State Board of Dentistry two-hour Opioid Training licensure requirement. Many states have legalized cannabis (marijuana) for medical use and for recreational purposes. It has been promoted as a replacement for opioids in the treatment of pain and even as a substitute for opioids in the treatment of addiction. Yet, due to its status as a Schedule I substance, there has been relatively little research regarding cannabis and its medicinal uses, especially in dentistry. This course will introduce the dental professional to the most current information regarding cannabis, including its various dosage forms, routes of administration, adverse effects, and effects on dental treatment. This course will also explore the rationale for the continued use of opioid analgesics and the potential use of cannabis in the management of acute dental pain. With so many dental patients, and dental professionals, potentially using cannabis, this course is a must for the entire dental team.

*Learning Objectives:*

- Discuss the pharmacology and mechanism of action of opioid and non-opioid analgesics.
- Describe the pharmacology, mechanism of action, routes of administration, adverse effects and dental considerations of cannabis.
- Identify the most current statistics on the opioid crisis in the United States.
- Describe the management of opioid addiction, including the purported uses of cannabis in this regard.
- Explore the proposed intended role of cannabis, with and without opioid analgesics, in the management of acute dental pain.

**Short Implants**

**Dr. Waldemar Polido**

**1:00 – 2:00 p.m. (1 LIVE Credit hour)**

**Course # FR211**

Several surgical techniques are employed to vertically reconstruct atrophic alveolar bone. However, these ancillary techniques have higher morbidity and are technique sensitive, prone to more

complications with less experienced surgeons. The use of short implants is an alternative to adequately restore partially edentulous patients, and its use has grown exponentially on the last years due to great improvements on materials and techniques. Recently, ultra-short implants have been introduced, showing promising results for the rehabilitation of patients with severely resorbed alveolar ridges.

*Learning Objectives:*

- List main characteristics of short and ultra-short implants.
- Select clinical indications where the use of short implants may be advantageous.
- Identify risks and pitfalls on the use of short/ultra-short implants.

**Fabricating Exquisite, Anterior Posterior, Single and Multiple Unit Provisionals**

**Shannon Brinker**

**1:00 – 3:00 p.m. (2 LIVE Credit hours)**

**Course # FR212**

The role of dental restorations used for provisional and indirect restorative procedures has changed dramatically in the past several years. These restorations are no longer regarded as temporary restorations but rather as provisional restorations with distinct functions and purposes. Provisional restorations have become a vital diagnostic and assessment tool to evaluate function color, shape, contour, occlusion, periodontal response, implant healing, and overall esthetics. An accurate fit and margination is essential to insure and maintain pulpal health. With increased demands being placed on provisional restorations, new materials and techniques are being developed and some existing protocols are being refined to accomplish desired goals. This hands-on course is designed to report on current materials, techniques, and concepts in fabricating and maintaining long-term esthetic provisionals.

*Lecture Objectives:*

- How to choose the Right Provisional Materials for Shade-Matching.
- Pre-Op Impression Techniques for easy trimming.
- Burr selection for fast and accurate trimming and polishing.
- Carving techniques for realistic anatomy and ideal occlusion.
- Single Tooth Provisional to Multiple Esthetic Veneers.
- How to replicate missing dentition and restore to proper contour and shape with provisionals.

**New Era in Dental Accounting**

**Casey Hiers**

**2:00 – 3:00 p.m. (1 LIVE Credit hour)**

**Course # FR213**

This presentation will focus on the unique accounting needs a dental practice owner encounters. You will learn how poor accounting strategies and principles can be detrimental to your growth and cash flow.

*Lecture Objective:*

- Realize tax surprises should be a thing of the past.
- Understand the importance of proper dental accounting and the implications of poor tax management.
- Gain a deeper understanding of what you should demand from your tax professionals.