

NODA News

MISSION STATEMENT

To establish and maintain a cohesive organization that serves its membership by promoting the art, science, and professionalism of dentistry, and by communicating the value of oral health to the community.

VOL. 36 DECEMBER '98 NO. 10



A picture taken by Dr. Babin of Dr. Wayman and Dr. LeBlanc treating a patient with their dental assistant, Mrs. Linda McGar. The chair is a donated ophthalmology exam chair.

DENTISTS WITH A MISSION

Relieving pain in Nicaragua

In March, 1998, Dr. E. J. LeBlanc, Jr., Dr. Victor E. Babin, III, and Dr. William H. Wayman, all NODA members, journeyed to Granada, Nicaragua, as part of a long-standing medical mission sponsored by Christ the Healer. This mission was developed by Bishop Gregory M. Aymond and the Archdiocese of New Orleans and has a six-year history as a medical mission.

Nicaragua is presently the poorest country in our hemisphere, and the people have very little or no access to dental care. There are no plans to extend this mission to the entire country, but the mission will attempt to make a real difference for the people in Granada.

These people have very basic needs which are mostly unmet. Dr. LeBlanc, Dr. Babin, and Dr. Wayman feel they can make a difference in improving each patient's dental health by donating their time and resources to this dental mission.

On this trip in March, the doctors, rather than doing the state-of-the-art dentistry they usually do, spent the week in Granada doing mostly extractions to relieve people in pain. But each doctor came home with a profound sense of worthiness. The kindness and gratitude of the people made a large impression on each man and each returned knowing they had helped people who had almost no chance of having any dental work done, if not for this mission.

On the first day in Nicaragua, only a few patients were seen. Within two days however, once word had spread that the mission had arrived, there were more patients than could be seen. The people waited patiently for many hours in 90-degree heat without complaining, grateful for any help they would be given.

(Continued on page 5)

DUES NEWS

Dues renewal forms for 1999 have gone out. If you have not received yours, call the Central Office at 834-6449 and a new form will be mailed or faxed to you immediately.

Dues may be paid by check, Visa or MasterCard. 1999 dues are payable January 1 and, if not paid, are delinquent March 31.

ADA dues *only* were increased by \$17 for 1999 – from \$365 in '98 to \$382 for '99 for a full Active member. (NODA and LDA dues remain the same.) The \$17 increase represents \$10 to finalize current materials developed for the ADA Public Relations Campaign in '98, making these materials available to constituent and component associations; and \$7 to meet additional '99 ADA budget needs.

A convenient and relatively painless way to pay your dues for the year 2000 is by NODA's Automatic Bank Draft program. Sign up for the ABD program and a monthly installment will be automatically taken from your checking account. Then, by January 1, 2001, you will be paid in full!

(Continued on page 6)

DECEMBER 9 MEETING

SO WHAT'S BUGGING YOU?

BY CHRIS BROWN, DDS
and the Scientific Program Committee

The answer can be found out on Wednesday, December 9, at LSUSD in Auditorium A at 7 p.m. Yes, boys and girls, it will be like *deja vu* as Dr. John Mayo of the microbiology department at LSUSD lectures to us.

Only this time we will all really care as John shows us what is growing right under our very noses and handpieces where we live and work each day. And you thought that green thing in the corner was a new plant a patient brought in.

In addition to researching the biofilm question in water lines, Dr. Mayo has explored other concerns we have surrounding the task of providing an aseptic treatment area.

This lecture will be of interest to your dental team as well as our caring NODA members, so bring everyone out. Besides, after the presentation we will enjoy some holiday spirit and snacks as we offer our final CE program for 1998.



DR. MAYO

Patterson Dental Supply Co. will be the sponsors of the meeting and will have representatives on hand to help us get what we need to de-bug our space.

Don't forget about the free dues drawing and one hour CE credit brought to you by your dental association. Be There!!!

President's Message

by KENNETH G. SCHOTT, DDS

In this month's message, I would like to spend some time reflecting on the career of one of our members. **Dr. Louis Grush**, the long-time Executive Director of the New Orleans Dental Conference, has announced his retirement effective November 30, 1998. His service to our association and to dental continuing education is unsurpassed.

Lou graduated from Loyola University School of Dentistry in 1950, and after short stops in Elton, Louisiana, and the U.S. Army he set up practice in Slidell in 1954. In 1980, Lou served as the chairman of the Hospitality Committee for the American Dental Association Annual Session under general chairman Vince Liberto. In 1981 he served as general chairman of the New Orleans Dental Conference. He probably didn't realize it at the time, but these two events set the stage for the rest of his dental career.

In 1984 Lou accepted a full-time position at Louisiana State University School of Dentistry as director of continuing education and director of student affairs. He later became the director of alumni affairs. Also, in 1984, he accepted the position of executive director of the New Orleans Dental Conference. As a result of accepting these new positions, he became a prominent force in continuing education in our state and throughout the country.

Lou has guided the Conference through a period of tremendous growth and change. During his tenure as executive director, the Conference has changed from a small local meeting into a top-notch regional conference which takes a backseat to no meeting when it comes to the quality of its program.

In the middle of this time, he also helped oversee the return to New Orleans of the Amer-

ican Dental Association Annual Session in 1994. Lou served as the chairman of the program coordinating committee under general chairman Terry Walsh.

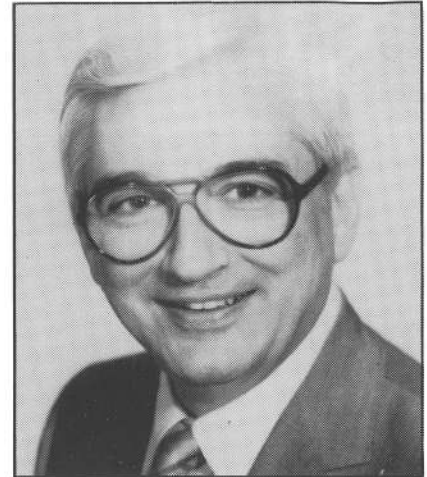
Lou retired from the dental school at the end of 1996, but agreed to stay with the Conference a little longer. He was a driving factor in a second major transition for the Conference in 1998 as it moved from the New Orleans Hilton to the Ernest N. Morial Convention Center. This turned out to be another successful step in the overall growth of the Conference. Lou had informed us early in the year of his intention to retire, and was helpful in the grooming of his successor, Dr. Debra Arnold.

On a personal note, I came to know him as a colleague and a friend and over the years the lessons I learned from him have helped me grow as a dentist as well as a person. There is a group of us who have been together and been involved with the Conference for a number of years and I am sure that they all share my sentiment.

So Lou, I know I am not being presumptuous to thank you on behalf of our Hardcore Committee. Thanks from Terry W., Randy, Terry F., Anthea, Lisa, Pat, Tommy G., Melanie, Jerry, Ronnie, Tommy M., Debbie, Normalee and the many others who have passed through your tutelage. Lastly, please accept a most appreciative and heartfelt thanks from me for being both a teacher and a friend. Best wishes to you and Ruth Ann in all your future endeavors.

I WISH EVERYONE A SAFE AND HAPPY HOLIDAY SEASON.

Ken Schott
President



Dr. Allen Copping has announced his retirement as president of Louisiana State University, effective in early '99, after 13 years as head of the university system. A graduate of Loyola University, he was dean of LSU Dental School and chancellor of LSU Medical Center before assuming the presidency. Dr. Copping was president of the New Orleans Dental Association in 1966, chairman of the N.O. Dental Conference in '61 and is a recipient of NODA's Honor Dentist Award.

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NODA News is published every month with the exception of June and August. Deadline for ads and editorial material is the 5th of the month preceding publication. Ads and news should be sent to Dr. Kristi Soileau, 2820 Napoleon Ave., Suite 470, New Orleans, LA 70115.

NODA News is a publication of the New Orleans Dental Assn., 2121 N. Causeway Blvd., Suite 153, Metairie, LA 70001. Phone (504) 834-6449.

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NODA PROFILE

NODA News continues a series of profiles of members of all ages and various lengths of membership in the Association. You may be next! Dentists are selected at random.

Dr. Maes: She found her niche

Sometimes seemingly little things can change a life or career choice.

Wendy Maes was thinking strongly about medicine as a career when she visited a college counselor to talk about it. While waiting her turn, she picked up a pamphlet on women in dentistry.

The future seemed to fall into place, when she realized that dentistry involved her loves of meticulous handwork and science, and dentistry emerged more strongly in her plans. Dentistry indeed was not new to her. As a child she had severe malocclusion problems and spent many hours with orthodontists. She believes that dentistry was in God's plan for her from the beginning.

After graduation from L. W. Higgins High School in Marrero, she attended LSU in Baton Rouge and UNO before transferring to the State University of New York at Stony Brook where she graduated in 1988 with her BS in biology.

Then it was back to New Orleans in '89 and the LSU School of Dentistry where Dr. Maes received her DDS in 1993. She admired and felt cared for by many of the professors, including Dr. Capdebosq and Dr. Jeansonne, and has especially fond memories of Dr. Rick Henry who was a part-time clinical professor in operative.

"He was kind and helpful; I learned a lot from him," she recalls, "and he helped me to feel like I was capable of performing my requirements on my sophomore year operative patients at a scary time in my school life."

Was it tough being a woman in the heavily male dental school? "I had no problem with that at all," she said. "Some told me that in the old days the students and even some professors picked on the women. I had no problem whatsoever. Actually, about 1/3 of my class was women."

After a short time as an associate dentist to Dr. David DuPont, her dentist since high school, she joined the office of Dr. Dwight Landry, in Harvey, LA, first as an associate and since 1995 as a partner. She is a member of the Academy of General Dentistry, the ADA, LDA and NODA.

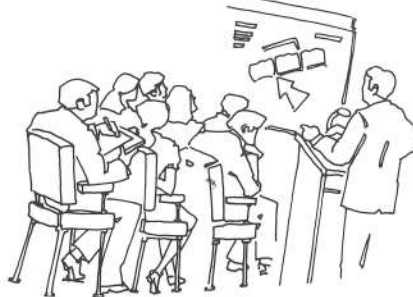


DR. MAES

They have a busy practice with a staff of one hygienist, four front desk people and five chairside assistants. Recently, a new associate, Dr. Bao-Loan Nguyen, a graduate of Creighton U. Dental School, joined the office.

Dr. Maes is married to Joseph Scavo, Jr., a UNO graduate who works in software development. For the past year they have been heavily involved in renovating a house in old Gretna. "It's a 100-year-old house, and it is being renovated from top to bottom," she points out.

They moved in on Halloween.



ADA.

What does it do for me? No. 5

Health Screening

The American Dental Association Health Foundation sponsors a health screening program, free of charge, for those who attend ADA Annual Session. The screening provides epidemiological data on areas of special concern to the dental professional, including urinary mercury levels, hepatitis, HIV, latex hypersensitivity, and carpal tunnel syndrome.

New Dentist Programs

New dentists can enhance their clinical knowledge and build their practice management and leadership skills each year by attending the ADA's National Conference on the New Dentist. In addition, the ADA sponsors the New Dental Committee Network, which provides those in practice less than ten years with a forum to discuss their unique practice issues and concerns. For details on other membership benefits for new dentists, call the Committee on the New Dentist at ADA extension 2779.

Contract Analysis Service

Available to ADA members at no cost, the Contract Analysis Service can help educate dentists regarding the potential risks and benefits of contractual relationships with third parties (e.g. managed care companies). Please contact your state dental society to take advantage of this free service. As a member, you may also request a copy of a free publication titled *What Every Dentist Should Know Before Signing a Provider Agreement* from your state dental society.

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Plan your NODA year

NODA GENERAL MEETING
Wed., Dec. 9, 1998 – LSUSD – 7:00 pm
“Nasty Microbes”
Dr. John Mayo

NODA GENERAL MEETING
Wed., Jan. 20, 1999 – LSUSD – 7:00 pm
“Implants in the Esthetic Zone”
Dr. Hisham Nasr

NODA GENERAL/ELECTION MEETING
& NEW MEMBER DINNER
Wed., Feb. 24, 1999 – Carlone’s Restaurant
“Can We Do Well While Serving Others?”
Dr. Michael Robichaux

NODA INSTALLATION DINNER
Sat., March 27, 1999 – 7:00 pm
English Turn Golf & Country Club
Dr. Guy A. Ribando

NODA CRAWFISH BOIL
Fri., April 16, 1999 – 7:00 pm
American Legion Home
(RSVP required)

NODA GENERAL MEETING
Wed., May 19, 1999 – LSUSD – 7:00 pm
“New Computer Technology:
A Hardware/Software Exhibit”
Dr. William Davenport

NEW ORLEANS DENTAL CONFERENCE
“50TH ANNIVERSARY”
Sept. 15-18, 1999
“Go For The Gold”
Ernest N. Morial Convention Center

NEW ELIGIBILITY PATH WAY FOR CDA EXAM

(from the LDA)

At its August 1998 Board meeting, the board of directors of the Dental Assisting National Board, Inc. approved a new pilot program to study the feasibility of an eligibility pathway for part-time dental assistants to qualify for CDA/GC examinations. The new eligibility pathway will be piloted for two years, with results of the pilot study reported back to the Board in 2001. Also, the Board added a new eligibility pathway that will allow a current CDA or a DDS/DMD graduated from an ADA accredited dental program to apply for examination without proof of high school graduation.

Have you ever thought . . .

We have taller buildings, but shorter tempers; wider freeways, but narrower viewpoints; we spend more but have less; we buy more but enjoy it less.

We have bigger houses and smaller families; more conveniences but less time; more degrees but less sense; more knowledge but less judgement; more medicine but less well-being.

We have added years to life not life to

years. We’ve been to the moon and back but have trouble crossing the street to meet the new neighbor. We’ve learned to rush but not to wait; we have more acquaintances but fewer friends.

We build more computers to hold more information but have less communication. We have become long on quantity but short on quality.

Source: *St. Louis Dentistry*, August/September 1998

SOLVING A PROBLEM

How to handle a difficult patient

When a patient criticizes or expresses dissatisfaction with a dentist’s work, the problem prevents successful treatment, says Brooke Bledsoe, ARM, AIC, in the March-April 1998 *Northwest Dentistry*.

The problem should be addressed sooner rather than later, Bledsoe says. Allowing your patient to become another dentist’s problem opens the door for criticism of your work without your response.

Dentists should first ask if the complaint is justified or if it can be clinically corrected; or is it based on

- disappointment arising from the patient’s unrealistic expectations;
- a poor result;
- an unexpected surprise result;
- a ploy to get out of paying a bill;
- or true financial hardship?

Whatever the reason, Bledsoe says, criticism or accusations are not easy for practitioners to accept without becoming defensive or angry. Bledsoe recommends saying nothing until you are under control, then try to create an atmosphere that promotes partnership with the patient.

Extend an invitation to the patient to join the doctor at no charge for consultation at the patient’s convenience. Bledsoe suggests the dentist’s office may be a more comfortable setting than the operatory.

Keep the dialogue courteous and honest. Listen attentively and allow the patient to vent his or her anger. Repeat the patient’s issues as you hear them to show that you give importance to his or her perspective. Maintain eye contact and comment occasionally to show that you are listening.

Communicating in this way can re-establish trust and create the necessary partnership to

continue further treatment. It also affords the dentists the opportunity to be an educator by teaching and explaining the reasons behind the practitioner’s methods and answering the concerns the patient has identified. Leave nothing to assumption, Bledsoe warns.

A perceptive dentist will pick up subtle cues and prevent further damage by prompt and direct intervention. Prompt response requires the doctor to take the initiative to confer with the patient, thereby shortening the time the patient has to dwell on and possibly exaggerate the problem.

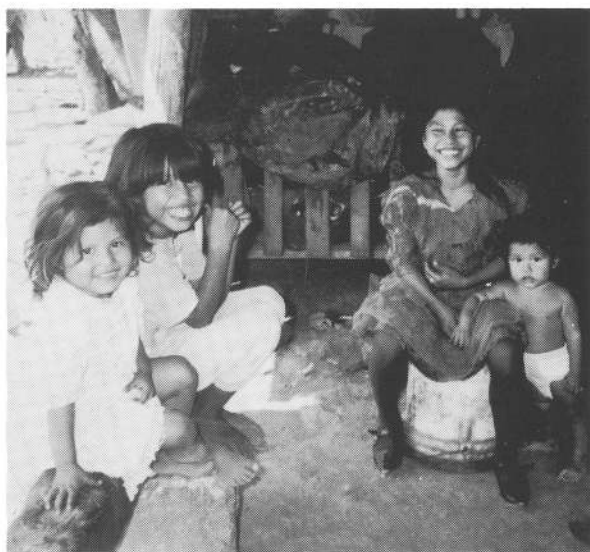
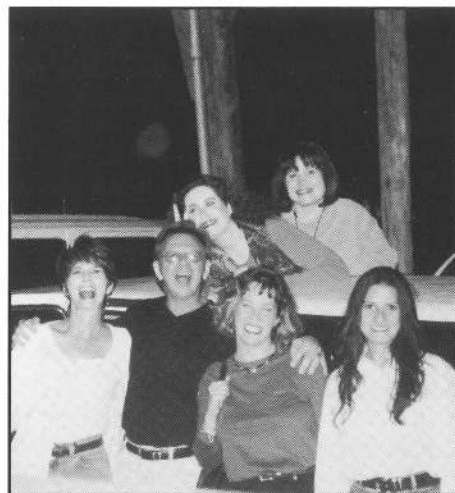
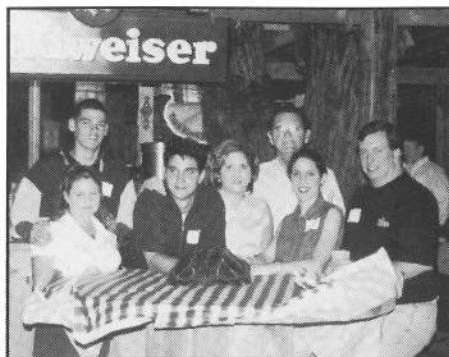
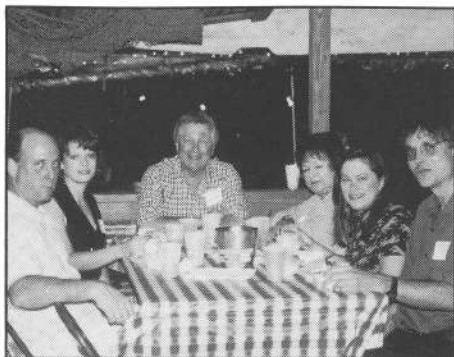
If a mutual solution cannot be reached from a face-to-face conference, Bledsoe suggests the dentist encourage a second opinion or peer review before the patient seeks satisfaction with an attorney or the state board.



Same Day SLIDE PROCESSING!
Westside Camera

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Food, fun at NODA's Staff Appreciation Night



Four children in the home of one family. Dirt floors, no door, no running water, no bathroom, and yet the children appear happy except for the little boy who was afraid of the strangers.

DENTISTS WITH A MISSION

(Continued from page 1)

The hopes of Dr. LeBlanc, Dr. Babin, and Dr. Wayman are to establish a permanent dental mission going four times a year in coordination with the medical mission. They are returning in January, 1999, with two hygienists and three dental assistants. They will be traveling with about twenty-five physicians and other medical personnel.

The expectations of this group are impressive. They will be working in a new hospital with a new modern dental clinic as well as other satellite clinics which are not as well equipped. Dr. Wayman plans to work with the Nicaraguan dentists and teach them modern endodontic techniques. He is taking equipment along to facilitate that goal. Because of the new dental clinic, Dr. Wayman feels any dentist should be able to do any procedure desired except for extensive crown and bridge.

The greatest feeling each dentist experienced upon coming home was a deeper and sincere appreciation for all that we have here in the United States.

Christ the Healer is interested in other volunteers, whether dental, medical, nursing, or others who have skills that would help improve the lives of those in Granada. Any dentist or dental staff interested in joining or learning more about this Mission can contact Dr. William Wayman, (504) 885-0177, or Sister Jane Dardenne, (504) 866-2266, at Christ the Healer.

BULLETIN BOARD

FAMILY PRACTICE/AND BUILDING FOR SALE: Metairie-Jefferson Area.
Contact 286-0747 / Pager 551-9626.

WESTBANK – PART TIME: Associate wanted, possible full time, leading to partnership, 394-4990.

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(Classified ads are \$25 each. Send ads and checks to Dr. Kristi Soileau's office, 2820 Napoleon Ave., Suite 470, New Orleans, LA 70115.)

DUES NEWS

(Continued from page 1)

Remember . . . this is for the year 2,000, not next year's (1999) dues, which must be paid in full by March 31.

Call Mona for an application for the Automatic Bank Draft program and she'll give you the full details.

NODA NEWS accepts advertisements from a variety of sources, but makes no independent investigation or verification of any claim or statement contained in the advertisements. Inclusion of advertisements should not be interpreted as an endorsement by the New Orleans Dental Association or NODA NEWS.

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Kristi Soileau, David DeGenova, Co-Editors

**Continuing Education Corner**

In an effort to keep you informed about available C.E. opportunities at the LSU School of Dentistry, this area will be devoted to informational updates.

DATE	1998	COURSE / TITLE		COST
December 8		"Current Techniques of Implant Restorative Dentistry" w/Dr. Wm. McGlumphy	03 cr. hrs. 6-9:00 p.m.	DDS \$ 120.00
December 11		"Last Chance Course II" w/Drs. Cade, Lemon, Moerschbaecher, Sadan and Wood	07 cr. hrs.	DDS \$ 220.00 Auxiliary \$ 145.00
December 11-13		"Expanded Duty Dental Assistant" w/Dottie Austin, CDA	24 cr. hrs.	Auxiliary \$ 369.00
1999	January 8-10	March 5-7	April 16-18	
		"Cosmetic Dentistry Continuum Level I"	72 cr. hrs.	DDS \$5,495.00 Auxiliary \$ 995.00 (Fees cover all three sessions)
		w/Drs. Jimmy Eubank, Buddy Mopper, Jeff Morley Ron Lemon, Jerry Chiche, Michael Miller, Roger Levin & Mike Bellerino, CDT		
January 9		"Radiology for Dental Auxiliaries" w/Drs. Thunthy & Hubar	07 cr. hrs.	Auxiliary \$ 120.00
January 15-17		"Local Anesthesia for the Dental Hygienist" w/Drs. Bert Wood, Janet Leigh and	72 cr. hrs.	Hygienist \$ 979.00
February 19-21		Tony Indovina		
February 7		"Oral Medicine" w/Dr. Michael Glick	06 cr. hrs.	DDS \$ 165.00
February 26-27		"Treatment Planning" w/Dr. John C. Kois	14 cr. hrs.	DDS \$ 495.00 Auxiliary \$ 170.00

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Merry
Christmas

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