NODA News

Before building a Web site, make sure you know what you want it to do for you and how to measure its success, writes J. Michael Roach in the February 14 Focus MDA, publication of the Missouri Dental Association.

To build a Web site, writes Roach, first ask yourself, "What do I need to accomplish? What are my objectives?" If your objective is to make more money, ask "What do I need to do to make more money?" Write the answers down.

Then ask, "How can the Internet and the Web help me to accomplish these objectives?" Once you've answered this question, you'll have a functional idea of what your site will need to accomplish.

To better understand this question, Roach says, typically requires the expertise of Internet Web developers, marketing specialists and business people with experience in your industry. Look at how you market your business now and what's been successful, such as radio, television, newspaper, word of mouth. Use this information when you develop the plan for your site.

Roach suggests determining each patient's monetary value to your practice and how many patients you believe you can attract with your Web site. Use this information to determine how much to invest at the beginning, Roach suggests.

SHOULD YOU HAVE A WEB SITE?

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. 37 NOVEMBER '99 NO. 9

According to Roach, you can then approach your Web developer with a clear marketing plan and list of requirements for the project, including the final cost. The rest can be negotiated with the developer.

The site, though, is not the end. You'll have to market your site in order to attract potential patients, he notes. Contact vendors, distributors and other organizations that run Web sites who may provide valuable exposure to your site. Develop relationships that use reciprocal links to cut costs.

Most importantly, Roach says, use your new Web address, or URL, on all advertising. It's as important as a phone number or address. Once a site is a success, ask patients if they've seen it. Listen and consider every response. With the right plan and the right site, you can produce a healthy Web investment that will grow with time. You'll never be "finished." A Web site is always a work in progress. Roach notes.

(from the ADA)

Honor Dentist deadline nears

December 1 is the deadline for submission of nominations for the NODA Honor Dentist Award and for the Victor B. Marquer Award for non-dentists.

The Honor Dentist Award is in recognition of outstanding contributions and exemplary conduct in the profession of dentistry made by a member of the NODA. Last year's recipient was Dr. Clay Hunley.

The Victor B. Marquer Award is in recognition of distinguished and dedicated service to the NODA by a non-dentist. Last year's recipient was Tony Abadie.

Please send your nominations and your reason for the recommendation(s) to:
Dr. Joe Kirn, Chairman, Honors & Awards
Committee, NODA, 2121 N. Causeway Blvd.,

LEARN ABOUT IT NOV.17

SEXUAL HARASSMENT

BY F. THOMAS GIACONA, DDS Chairman, Scientific Program Committee

now that I've got your attention . . . the next NODA general attendance meeting will be held in the LSUSD Auditorium A at 7 p.m. on Wednesday, November 17.

Matt Farley, an attorney and partner of the law firm of Preaus, Roddy & Krebs, LLP, in New Orleans will enlighten us about one of the most common forms of litigation associated with the modern day workplace.

Mr. Farley will comment on the current judgments and the effects on us as employers.

If you have paid attention to the news, you can understand how unpredictable juries can be.

Mr. Farley will discuss how juries are selected, what a "jury of your peers" really means and how to avoid them if you are in a situation to choose.

What are steps you can take to reduce your risk and exposure to this form of litigation? Should you have a written office policy? Sexual harassment is a relatively new area of the law that is here to stay and one that we need to pay serious attention to.

Mr. Farley promises to give us the information needed to understand its prevention in our offices.

As always, CE credit and the usual postmeeting libations will be available. Your attendance also entitles you to this meeting's cash drawing for a \$50 dues rebate and increases your chance for the end-of-the-year drawing for the full year's dues rebate.

Patterson Dental Supply is the sponsor of this month's meeting and will be on hand before and after the meeting. Please stop and talk with them and thank them for this sponsorship. See you on the 17th of November!

WHAT'S INSIDE

2 President's Message

Suite 153, Metairie, LA 70001.

- Report on Waterlines
- 3 NODA Profile
- 6 Remembering Our Colleagues

President's Message

by GUY A. RIBANDO, DDS

P.R. AND GENERAL SUPERVISION

he year is rapidly coming to an end and most of us are not prepared for what the new year (2000) has to offer. As I reflect on the possibilities for the next month and a half, I wonder about how the P.R. Campaign is going to affect our membership. I would like to have just a minute or so of your time to express my thoughts with the hope that it will give you a new insight into what P.R. is about for our profession.

Our image in the public eye has always been very, very positive, and yet it will not remain that way unless we make a concerted effort to keep it so because of the changing times with H.M.O.'s, P.P.O.'s and having third parties dictate how we practice dentistry. That is where the P.R. Campaign will contribute.

This campaign as I perceive it is really not about the number of new patients coming into our offices. To me it is about what the profession has to offer and also about how much we as a profession care about people – to let them know that we are available and able to help them improve their lives by enhancing their appearance and health. I ask you to please give it a chance for at least the first year.

I am aware of the concern of some regarding the extra cost. The cost of belonging and supporting professional organizations is going up all the time but this is not new to us. Just look at the cost of the automobiles today! We really can't lose in supporting this P.R. Campaign.

nother issue that is pressing in the short future and will be a hot topic over the next two years is the General Supervision of Hygienists. Many of you have expressed concerns about a lack of information about issues until it is too late to object.

This issue is now at the L.D.A. committee level and the committee is formulating a resolution to be presented at the L.D.A. House of Del-

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. egates in March. It will be up to the House of Delegates to pass/defeat this resolution. If it passes, then the state board will probably put it in the rules and regulations and that will be the end of the General Supervision of Hygienists in our offices issue.

f you have any concerns about this you should talk to Dr. Randy Green or Dr. Debbie Arnold, our two representatives on the L.D.A. Board. You might also speak to our state board representatives, Dr. Vance Wascom, Dr. Aubrey Beaudean and Dr. Chuck McCabe. I have had some people express concern to me about this issue and it needs to be explained fully before the L.D.A. meeting. I am sure that we will have enough information by March. Please take the time to study this issue. It is up to you to let us know whether you favor this or not.

Guy A. Ribando, DDS President



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When you patronize our advertisers – and we hope you will – tell them you saw their ad in *NODA News*.

These loyal friends help defray the costs of this monthly publication.

Read your dues form carefully!

The NODA central office expects to bill Year 2000 dues renewal forms by NOVEMBER 15. This will give our members more time to pay their dues prior to the January 1 deadline. If you do not receive your form by November 22, call the central office and another form will be sent to you.

When you receive your form, please read through your personal information carefully, and make any necessary changes to assure an accurate listing in the next roster. Also, pay particular attention to the "Mandatory Disclosures" on the reverse side of the form and take a copy of both front and back for your records and future tax preparation.

If you do not receive your (dues) form by Nov. 22, call the Central Office and another form will be sent to you.

Remember the Federal Government has imposed stringent control and reporting requirements with regard to all "PAC" contributions. For example:

- You are prohibited from including your PAC contribution in your dues payment. Federal law requires a separate, personal check be issued made payable to "PAC."
- By federal law, NODA and the LDA are required to report and transfer PAC contributions within ten days of receipt.

If further information is needed, please call either Mona Whittington or Alice Corkern in the NODA central office at 834-6449 or leave a voice mail message and your call will be returned.



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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. Melguizo: happy memories

Dr. Juan C. Melguizo looks back fondly on his days at LSU Dental School. He apparently thrived on the material, graduating second in a class of 102 and being named to OKU and Dr. C. Edmund Kells societies.

Asked if had memories of any particular professor, his answer was quick: "Yes, Dr. John Butler!"

"He organized groups of students and dentists to go on trips to treat patients in small villages in Latin America," Dr. Melguizo related. "My first trip with him was to Guatemala. We paid our own way, brought our own instruments and equipment. It was over Mardi Gras. We stayed about two weeks. When we finished in one village, we traveled to the next."

"I'll always remember Dr. Butler. He planned, organized, handled everything. He was an inspiration."

After graduation, Dr. Melguizo made two more trips with Dr. Butler's groups. "In Honduras people traveled for days, often on foot, to our clinic. The president of Honduras was so impressed he gave us a free ride on an Air Force plane to see the Mayan ruins. I served as translator for him. He even offered me a job!"

Born in Colombia, the son of a lawyer and senator, young Juan came to New Orleans in 1965. He graduated from Archbishop Shaw HS, moving on to UNO, then known as LSUNO, where he earned his BS. Entering LSUSD in 1974, he received his DDS in '78.

What influenced him toward dentistry?

"My father wanted me to be a lawyer, but I had no desire for law," Dr. Melguizo recalled. "I was undecided between medicine, veterinary medicine and dentistry."

He added that "I may have been influenced by my own dentist, Dr. Russell Demarco. He was a fine dentist and always a nice, easygoing person. You felt comfortable in his office."

After graduation he thought about specializing in orthodontics, but "I really liked all phases of dentistry and decided on general practice."

After graduation, Dr. Melguizo spent six years as an associate dentist to Dr. James Hagen in Marrero. In 1984 he entered a partnership with a group of physicians to build a building near Meadowcrest Hospital.

He practices there today at 151 Meadowcrest St. in Gretna. His associate is Dr. Jorge Schwarz who hails from Guatemala. The office staff consists of one full-time and one part-time hygienist, two chairside assistants and a receptionist.

Dr. Melguizo has been married for 14 years to his wife Susan, a native of Gretna and graduate of L.W. Higgins High School. He is the father of a son Camilo, age 22, and a stepson Justin, age 21.

What does he do when he's not practicing dentistry? He answers quickly: "I'm an addict for tennis!" He also likes to fish and keeps his boat in the garage of the family home in Stonebridge.

NODA News

The following change in the By-laws of the New Orleans Dental Association has been adopted by the Board of Governors and will be voted on by the general membership at the November general meeting.

ARTICLE XVI (DUES AND ASSESS-MENTS)

Section 3. The dues of the Associate Member of the New Orleans Dental Association shall be two-thirds (2/3) of the dues specified in ARTICLE XVI. Section 1.

Delete entire sentence and replace with:

Section 3. The dues of associate members of the New Orleans Dental Association shall be the same as the dues specified in ARTICLE XVI, Section 1.

ADA publishes buyer's guide

The ADA recently published "A Buyer's Guide to Dental Benefits," a colorful 12-page booklet that educates benefits purchasers on options in dental benefits plans, including the Association's preferred dental plan model of direct reimbursement.

The ADA is distributing the guide without charge, along with other benefits materials, to state dental societies.

Dentists who can identify patients within their practices who are involved in benefits decisions where they work can obtain copies of these materials by contacting their state dental societies, or by calling the ADA's Purchaser Information Service at extension 2746 on the member's toll-free line.

The guide provides benefits decision-makers with information on the variety of dental plans available, in order to help them find the one that best meets their needs.

The ADA supports the direct reimbursement model because it assures that group members may go to the dentist of their choice and because under this option 90 to 95 percent of available funds go for dental care.

(from the ADA)

Nominating body reports in December

The Nominating Committee of NODA will announce its slate of nominees for 2000-01 officers at the December 8 general membership meeting at the LSU Dental School.

At that time additional nominations may be made from the floor or by vote. Dr. James Roethele, president-elect, is chairman of the Nominating Committee.

Officers to be elected are: president-elect,

first vice president, second vice president, treasurer (two years), one member of the Board of Governors (1 year), one member, Board of Governors (3 years), and one alternate delegate to ADA (3 years).

The official election meeting is February 16 at Carlone's Restaurant. It will also be the annual dinner welcoming new members of NODA.

LET US	HAVE YOUR NEWS.					
NODA News wants to hear from you. Births? Weddings? Honors and Awards Opened a new office? Taken an associate? Retired? Written an article or book?						
My news						
Name: _						

4



LEARNING ABOUT TEETH: The second grade at Trinity School, 1315 Jackson Ave. in New Orleans, is shown after hearing a presentation on nutrition by a NODA member who points out that the ADA and NODA have lots of great educational aids available. With National Children's Dental Health Month coming up in February, it's something to keep in mind.

American Dental Assn. reports on waterline situation

The American Dental Association Seal of Acceptance now evaluates equipment and products in its program to further improve the quality of water used in your dental treatment. As a leader in the ongoing efforts for better quality water in dental office units, the ADA wants patients to know the following:

- Low levels of microorganisms are normally present in all municipal water systems.
- A thin layer of microorganisms, known as biofilm, accumulates in common devices used to transport water, such as showerheads, faucets and fountains. Biofilm may be present in your home or office, as well as in the waterlines of the handpieces used for dental procedures.
- There are no scientific reports linking illness to dental unit waterlines.

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. The National Centers for Disease Control & Prevention joins the dental profession in assuring patients that dental waterlines pose no cause for concern about public health.

Both the ADA and CDC have long recommended standard infection control procedures in the dental office, which include flushing waterlines at the beginning of each clinic day and between patients, and sterilization of dental handpieces between patients.

Scientific evidence demonstrates no adverse health effects from the water in dental unit waterlines. Nonetheless, as an organization dedicated to prevention, the ADA encourages patients with immune systems weakened by disease or medications to inform their dentist at the beginning of any office visit.

Moreover, the ADA has taken the initiative in calling on researchers and manufacturers to improve, even more, the quality of water used in dental patient care.

As a result of the ADA's commitment to improving water quality in dental offices, products recently cleared by the Food & Drug Administration such as new water filtration systems, improved disinfectants and dental units that are not dependent on municipal water supplies, are already in use, and more are on the way.

Plan your NODA year

NODA GENERAL MEETING Wed., Nov. 17, 1999 – LSUSD – 7:00 pm "Avoiding Sexual Harassment Litigation" Mr. Matt Farley, J.D.

NODA GENERAL MEETING Wed., Dec. 8, 1999 – LSUSD – 7:00 pm "Conservative Restorative Dentistry" Dr. John Burgess

NODA GENERAL MEETING Wed., Jan. 19, 2000 – LSUSD – 7:00 pm "Update in Aesthetics and Implant Dentistry" Dr. Avishai Sadan

NODA GENERAL ELECTION MEETING and NEW MEMBER DINNER Wed., Feb. 16, 2000 – Carlone's Restaurant "Dramatic Smile Makeover – Direct Resin Veneers" Dr. Corky Willhite

> NODA INSTALLATION DINNER Sat., March 18, 2000-7:00 pm Pontchartrain Center Dr. James Roethele

> TABLE CLINIC COMPETITION LSUSD ALUMNI DAY Friday, March 31, 2000 – LSUSD Table Clinics start at Noon

NODA CRAWFISH BOIL Fri., April 28, 2000 – 7:00 pm American Legion Home (RSVP required)

NODA GENERAL MEETING Wed., May 17, 2000 – LSUSD – 7:00 pm "Oral Pathology" Dr. Jim Weir

NEW ORLEANS DENTAL CONFERENCE September 27, 28, 29, 30, 2000 "On Track to Excellence" Ernest N. Morial Convention Center

Safety in the dental office is the top priority of the dental profession. As new products become available and research provides us with new technologies, the dental profession will remain committed to ensuring the highest possible quality of the water used in dental care.

Patients are encouraged to ask questions of their dentist about any aspect of their dental office visit.

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- Platelet Rich Plasma
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Academy of Osseointegration

For more information on the Academy or the 15th Annual Meeting, please contact:

Academy Headquarters
401 North Michigan Avenue
Chicago, IL 60611-4267 USA
P:800/656-7736 or 312/321-5169
F: 800/416-7736 or 312/321-5150
Email: academy@osseo.org
http://www.osseo.org.

Remembering Our Colleagues

BY JAMIE MANDERS, DDS Chairman, Dentist Well-Being and Advisory Committee

he speaker started his talk with "My name is Andy, and I'm an alcoholic." One hundred and thirty-five voices answered in unison, "Hi, Andy." And so began the Friday luncheon speech at the Eighth National Institute on Dentist Well-Being held at the ADA headquarters in Chicago August 19-21

Although I have been a volunteer with the LDA's Well-Being Committee for many years, a chill always runs through me when I hear those words. I have come to understand, perhaps as well as any person who is not herself "in recovery," the full significance of the exchange. This is the way meetings of Alcoholics Anonymous begin. The speaker stands before his peers, states his name, and admits to one and all that he is an alcoholic. The members of the audience, through each one's response, affirm that they, too, are alcoholics. What made this exchange so chilling to me is that I realized that most of the voices in the audience that day belonged to dentists.

Every two years the ADA sponsors a Well-Being Conference, and I have attended most of them. The title of the conference this year was Professional Challenges and Obligations. Although I sometimes feel that I know all that there is to know about chemical dependency and its impact on dentists, I always come away from these meetings with a greater understanding of the impact of this fatal disease on my afflicted colleagues. This year was no exception.

s always, it is the people I meet at these conferences who teach me the most. First there was Andy, our luncheon speaker, who described a harrowing tale of his descent into alcoholism and of finding his way out through AA. Then there was the young den-

tist from California who explained to me how he had not been able to begin his recovery until he admitted his worst transgression to others.

I surprised myself when I found myself asking him just what that transgression had been. He then told me the story of how once when he had been "using" intravenous drugs that his young daughter had been making noise and bothering him. To make her leave him alone, he injected her with Versed, his drug of choice. She did not bother him again.

I met Douglas Cook, MD, the Director of the Palmetto Recovery Center in Rayville, La. Palmetto is where the Louisiana Well-Being Committee refers most of its chemically dependent dentists. Dr. Cook, himself a recovering physician, gave two workshops at the conference which I attended, "Bridges Between Mind and Body" and "Recovery and Relapse." Although I have spoken to Dr. Cook on the telephone many times, we had never before met face-to-face. I

evening with the two of them learning why treating dentists is different from treating other professionals and other "lay" persons.

What affected me the most was to be in an auditorium filled with 135 men and women, who, to an uninformed observer, appeared to be just dentists at a continuing education course. But these people were different. Each had been to hell and back, each could and would tell his or her own horror story, and yet had survived and was now living a full, productive and spiritual life. Each admitted that he or she could not have done it alone, and that it was the community of other recovering dentists that made the "one day at a time" of recovery from alcoholism and chemical dependency possible.

am pleased to have played a small part in helping some Louisiana dentists find their way into this community. Over the years, I have found that the greatest obstacle to helping dentists find their way to recovery is twofold – other dentists and lack of money. It is not uncommon for a dentist who knows or strongly suspects that a friend or colleague has a chemical dependency problem, to refuse to become

I always come away from these meetings with a greater understanding of the impact of this fatal disease on my colleagues. This year was no exception.

was delighted to receive more information from him concerning the treatment methods used at Palmetto to help our Louisiana dentists.

nother person I got to know better was Jerome Gropper, a recovering dentist who works as a full-time therapist at Talbott Recovery Campus in Atlanta. Dr. Gropper and his colleague, Ms. Jane Walter, specialize in treating dentists at TRC. Some of our Louisiana dentists have received treatment at their facility. I was fortunate to spend an

involved. We in dentistry are, indeed, our brothers' keepers, and we must cooperate with the Well-Being Committee if the afflicted dentist is to have a chance of recovery.

(Continued on next page)

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John F. Girard R.J. Buras, Jr.

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Secondly, it costs between \$5,000 and \$10,000 a month to receive in-patient treatment for chemical dependency, and treatment often lasts from three to six months. The LDA has started a loan fund to partially finance this treatment. We began with a \$5,000 grant from the Alliance of the Louisiana Dental Association, then received an additional \$15,000 grant from the LDA, and we have recently been pledged \$1,000 a year from the New Orleans Dental Association. NODA plans to challenge the other component societies in the state to match their contribution.

I also wish to ask that each dentist who reads this article be so kind as to make a donation to the loan fund, no matter how small. Not all of us have the time or the inclination to do volunteer work in the field of chemical dependency, but as dentists we can all write a check. Would you please be so kind as to make it payable to the Louisiana Dental Association and mail it to the LDA at 7833 Office Park Plaza, Baton Rouge, LA, 70809. Please indicate on the check that it is for the Well-Being Committee's loan fund. Many thanks. You will be helping to save a colleague's life.

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The ADA Members Retirement Program, one of the nation's largest with assets in excess of \$1.4 billion, offers tax-qualified profit-sharing, pension, 401(k), and defined benefit plans, plus comprehensive record-keeping services. ADA members also have access to both traditional and Roth Individual Retirement Accounts, offering low annual fees and a choice of 16 investment accounts. For details, call the plans' administrator, Equitable Life, at:

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1-800-223-5790 (current retire. accts.)

1-800-248-2138 (IRA accounts)

ADA 1-800-621-8099

Membership That Matters.

How to write your Congressperson

Ever felt so strongly about an issue you said to yourself, "I'm going to write my member of Congress about this!," only to decide that your letter wouldn't make any difference?

Letters from constituents do make a difference. In fact, congressional staff members consistently say that individual letters from constituents can sway a member of Congress quicker and more effectively than visits from lobbyists.

Style: Letters to elected officials should resemble business correspondence. Use your own office or personal letterhead, based on which address is in the member's district. Letters from non-constituents tend to be ignored.

If you're writing to a Representative, the address you use will be:

The Honorable (Jean Smith)
United States House of Representatives
Washington, D.C. 20515.

For a Senator, use this address:

The Honorable (John Jones)

Unites States Senate

Washington, D.C. 20510.

Your greeting should be either "Dear Representative (Smith)" or Dear Senator (Jones)."

Content: Clarity and brevity are extremely important. State simply what concerns you and what your position is. Explain your concern in your first sentence. It's best to address only one issue in a letter. If you're writing about a specific bill, refer to it by name or number (e.g., H.R.

123, or S. 123), if possible. An ideal opening sentence would be: "I am writing to express my support for the Such-and-Such Act of 1999 (S. 123)."

In arguing your point, be sure to mention your community and how the proposed legislation will affect it. Be as specific as possible, and provide examples that support your assertions.

If you didn't include your name and address at the top of the letter, put them under your signature. Your zip code is essential in informing your member of Congress that you live in his or her district.

Other points to remember when drafting your letter:

- Try to keep is to one page.
- Keep it civil. You can say you're angry, but don't use diatribes, insults or threats.
- Don't overlook little details like your law-maker's full name. For example, Congressman Pete Stark's first name is actually Fortney, not Peter. (For accurate information about your members of Congress, see online Congressional Directory link in ADA ONLINE's Government and Politics content area, at www.ada.org/govt/index.html.)

So, fire up the word processor and don't be shy. Remember: your right "to petition the Government for a redress of grievances" is enshrined in the First Amendment to the U.S. Constitution.

Source: ADA Washington office



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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.

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Nov. 5	"Personal Stress Assessment and Man	agement"	DDS	\$	165.00
	w/Dr. Keith Rossein	07 cr. hrs.	Auxiliary	\$	85.00
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	w/Drs. Kent, Stover, Misiek, et al		** Call C.E. office		
Nov. 20	"Radiology for Dental Auxiliaries" w/Drs. Thunthy & Hubar	07 cr. hrs.	Auxiliary	\$	120.00
Dec. 3-6	"Choosing the Box"	25 cr. hrs.	DDS	*\$3	,950.00
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		Each add'l	Auxiliary	\$	350.00
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Dec. 10-12	"Expanded Duty Dental Assistant" a/k w/Ms. Dottie Austin	/a "EDDA"	Auxiliary	\$	369.00
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		*cove	rs all three	(3)	Session
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