Why Become WOW!
Pace of the Office
Complexity of Restorations
Ever-changing Dental Materials
Distractions
Office Ambassador

Everyday Obstacles
Poor communication
Waiting on the Doctor
Not being Clinically Organized
Running-away Syndrome
Not being PROACTIVE

Establish the Art of Anesthetic
Current choices: ranked by reliability
Septocaine
Lidocaine
Carbocaine
Marcaine
Xylocaine

Set the Stage
Begin to OPEN conversation
Create comfort
Always review Medical Hx (red flags)
Sulfite allergy
Blood pressure
Blood thinners
CV Issues
Joint REPLACEMENTS
Pair procedure to Anesthetic

Sources of Pain During Anesthetic
Initial Needle Stick..... Topical
pH of Anesthetic...... Buffering
Pressure & Speed of Delivery..... Time

Apply Topical
Dry tissue / Less is Better / Leave undisturbed
Anterior: BeeGentle & Profound
Posterior: Profound & BTE (BestTopicalEver)

Anesthetics: 4% Septocaine / 4% Articadent / 3% Carbocaine
Needles: Septoject XL Needles (Septodont)
Warm Anesthetic: CalSet Warmer (Addent)
Tap on Shoulder - challenges the “Gate Control Theory” of Pain
Buffering:  Onset (OnaPharma)   Anutra Buffering (Anutra)

Anesthetic Reversal Agent:  Oraverse (Septodont)

Detail Digital Radiographs
Why Digital?
Safer for Patients + Environment
Reduces Cost
Educational
Efficient

Washable Apron:  SecureShield (Barrier Technology)
Properly position: Headrest + Alignment

Adopt Rectangular Collimation:  Try-Align (Idixray)

Create Exceptional Temporaries
Temporaries should be: placeholder / tissue friendly / functional / esthetic

Dual cured materials
Bis-acryl chemistry
Reduces heat = less Shrinkage (lock-on!!!)
Can add Flowable
Multiple shades
Easy to Use: 70-90 secs

Choices
Single Units: Integrity Multi-cure (Dentsply Sirona) / TempSpan (Pentron) / Temptation (Clinician’s Choice) / ProTemp Plus (3M/ESPE) / LuxaTemp (DMG)

Bridges & Bruxers:  PERFECTemp10 (DenMat)

1. Make a Shim:  TempSpan Clear (Pentron) / AlginX (Dentsply Sirona)
2. Fill 2/3 Full - Place - Light cure 5-10 secs intra-orally
3. Remove and light cure INSIDE surface of temp
4. Identify margins - trim w/ Acrylic bur & polishers:  Enhance (Dentsply Sirona)
5. Glaze:  DuraFinish (Parkell) / Surface Coat (Kurary) / Easy Glaze (Voco)
6. Cement:  TempGrip (Dentsply Sirona)

Prepare for Final Placement
Remove temp w/ Hemostat / Clean w/ Microbrush / CHX
Check Margins & Contacts
Occlusion:  Accu-Film II (Parkell) / TrollFoil (TrollDental)

Use Specific Preparation for Intaglio Surface & Polishers:  Ivoclean (Ivoclar Vivadent)
Always BLEED both Cement syringe AND Syringe tip!

Secure, Light tack if possible

Choices: *Calibra (Dentsply Sirona) / MaxCem Elite (Kerr) / RelyX Unicem 2 (3M/ESPE) / Multilink Automix (Ivoclar Vivadent)*

Implant Choice: *Ceramir (Doxa)*

**Synchronize Your Passing**

Sit correctly - POSTURE IS A MUST!
Master the Art… PRACTICE…. ORIENTATE
Adopt the “Noah Technique” - Always have 2 things ready!!!!

Pre-load and pre-position

Composite delivery: *CoMax Syringe (Addent)*

**Create Solid Class II Contacts**

Class II’s = 33% of your Practice INCOME!!!!!

Circumferential - Tofflemire matrix + holder
   Contacts are narrow, thin, and not in correct position
   Difficult to position

Sectional Matrices
   Improved stability + Contact position + Easier placement

3 Matrix sizes + Wedges + Rings: *Palodent Matrix System (Dentsply Sirona)*

*WedgeGuard: (Dentsply Sirona)*

Use Perio probe to MEASURE box depth

**Cure with Confidence**

37% of Composites are cured Adequately per the ADA in 2002

Improper Curing leads to:
   Recurrent decay
   Post-op Sensitivity
   Lower bond strength
   Micro-leakage

Curing lights DECREASE from 100% to 35% at the Gingival floor
Know: How long to cure
   When is it cured
   Can I over-cure
   Will my light cure all my materials

Consider: Proximity / Color & Type of material / Time / EYE PROTECTION

Double time for Halogen lights

Use proper tip and keep them CLEAN!

Know your Light’ Performance over Distance

REDNECK Curing test…. it’s a LIFESAVER!!!
Provide Ultimate Customer Service
Patients want: Friendly, Relationship, Positive atmosphere, Timelessness, Technology

When you greet… Shake for 6 seconds
Give Office Tours to ALL NEW PATIENTS
Comfort: neck pillows, lip balm, aromatherapy, water, WiFi
Post-Care Instructions and Personal Phone CALL!!!

Take home kits: Tess Oral Health

Master Alginate Impressions
Tray Selection is 1st and foremost
Identify INTERFERENCES… tori, missing teeth, super-erupted teeth
Quadrant vs. Full arch…
Mix alginate properly and TIME and store correctly - sealed, air tight

Best alginate Choice: ImprESSIX (Dentsply Sirona)
Alginate Substitute: AlgiNot (Kerr) / COUNTERFit (Clinician’s Choice)

Capture the Moment
Digital camera: CliniPix (www.clinipix.com)
Wireless Capture card: Eye-FI
Master Intra-oral cameras
Rearrange VITA shade guide: light to dark… B1, A1, B2 and so on
Shade matching tools: RiteLite2 (Addent)

Multi-task One MACHINE
Plastic + Heat + Pressure = Minor Tooth Movement (MTM) (Dentsply Raintree Essix)
Esthetic Placeholders & Pontics for Implants
Splints & Nightguards & Sports Mouthguards

Best choice: Drufomat (Dentsply Sirona)
Excellent ROI and GREAT PRACTICE BUILDER!!!

Understand Adhesion
3 Ways have EMERGED: Self etch / Total etch / Selective etch

Phosphoric Etch: 34-37% concentration / GEL
15-20 sec on Fresh cut Enamel
30-60 secs on Uncut
Choices:  *Uni-Etch (Bisco) / Ultraetch (Ultradent)*

Dispensing Adhesive/Bond:
- Shake
- Meticulously dispense
- Shield from light
- May need to REFRIGERATE
- Always tighten lid
- Pay close attention to EXPIRATION

Pair proper Microbrush to procedure

Liners & Bases: Insulate, protect, release fluoride
- Brands:  *TheraCal (Bisco) / Vitrebond Plus (3M/ESPE) / FujiLining LC (GC America)*

Composites: Work with your DR on THEIR combinations… of placing
- Flowable
- Universal
- Bulk-fil

Custom Design Placing Instruments:
- 1. Freedman Duckhead (TNPCCI) / Ladmore 3 Burnisher (TNBBL3)
- 2. Nordent LRT Curved Flexible Blade, Double end, Nitride (CEPFILRT)

Encourage Social Media
- Stay connected to Patients
- Create personal Birthday messages, texts, Seasonal & Holiday newsletters

Best choice:  *Solution Reach*

Become a Whitening Ambassador
- Whitening is the MOST profitable service you can offer!!!!
- Create a Whitening MENU - offer different kinds, methods, etc

1:5 Services are ELECTIVE… make it happen
*LumaSmile 16, 22, or 32% concentrations (DenMat)*

Build a Healthy Environment
- Procedural Mouthrinses
  - *Parox (Butler), CHX, Listerine Non-alcohol, Pro-Shield (Colgate)*

- Practice Correct Posture
- Implement Magnification & Illumination
  - PeriOptix (DenMat) and Firefly (DenMat)
Protect your Face, Nose, Hands & Fingers

Prevent Injury... USE CASSETTES

Develop Readiness

Use a CLEAN & CLEAR MIRROR:
- *Crystal HD (Zirc) / MirrorMagic (Zirc)*

Utilize cassettes

Organize everything!!! *Z.O.B.E. system (Zirc)*

Create a BUR catalogue

Use Single Use burs:
- *Solo (Premier), NeoDiamonds (Microcopy), Midwest ONCE (DentsplySirona)*

Group polishers / discs

Bundle floss and 2x2 gauze in cassettes  (Hu-Friedy)

Pre-measure & cut Retraction cord: *Knit-Pak(Premier)*

Finger Measure Rule:
- ~ Pinkie = Mx lateral / Mn incisor
- ~ RIng = Canines, Mx Centrals, Premolars
- ~ Middle = Molars

Impress the Preps and Your Patients

Final Impression Success is CRITICAL.....!

Identify: location, number of preps, landmarks

Take Radiograph AND Intra-Oral Photograph

Take Opposing and Mark Occlusion....
Paint Tray w/ Adhesive

Start TEMPORARY Shim making process

Final tray should extend 2-4 mm BEYOND teeth

Chemical Drying Agents or Pastes: *Traxodent (Premier), Expasyl (Kerr)*

Hemostatic Agents: *Hemostasyl (Kerr), Viscostat & Viscostat Clear (Ultradent)*

Retraction cord

Compression caps: *CompressionCap (Premier)*

Best cord packer: *Slide Packer (Ultradent)*

Do NOT TOUCH Cord w/ LATEX GLOVES!!!!
Triple Tray Rules:
1. Make sure you have Retro-molar pad clearance
2. Fill Opposing FIRST
3. Center Occlusion
4. Make sure patients is COMPLETELY CLOSED and stays that way

Synchronize the Process:
Who rinses and airs the prep?
Who fills the tray?
Who holds the tray?
Who sets the timer?

Complete Lab slip and Get APPROVAL from Dr on Impression and Communication
Do you need pictures or additional information…?

Build Yourself
Take your Daily Vitamins:
Stretch, Create a Quiet Moment, Deep breathe, Laugh

Strengthen your Core!
Stay mentally stimulated
Eat good nutrition
Maintain fitness
Adopt contagious Positivity

Become WOW!!!!!
Communicate
Take training
Utilize your Potential
Build on your Strengths
Become an Office Ambassador

Have Fun:)

Feel free to contact me… trost@htc.net