

# The Perspective

## Look at our Dentists

### FEATURED CASE: Dr. Steve Barrett CHALLENGING SPACE ISSUES

When you are presented with challenging cases with spacing problems, any of our labs can help with the design. In this case, the patient has several unrestored implants (#7 and #8 position), as well as missing #6. The crown on #9 was missing, and #10 had a temporary crown. With a set of study models and photographs, the lab was able to digitally design the proposed provisional BioTemp bridge. Visualizing the case this way was very beneficial to me, as well as our patient. As a result of proper planning, we were able to deliver a temporary bridge that met the patient's expectations and set the stage for a highly predictable final result. 🌟



Dr. Steve Barrett, Partner & Clinical Director.

### PATIENT PERSPECTIVE STEVE WENTWORTH

Steven Wentworth has been a patient at the Atlantic Beach office in Jacksonville for several years. During a periodic exam, he mentioned he wasn't happy with his smile. He was going overseas in eight weeks and really wanted to get his teeth fixed before the trip. I consulted with Dr. Barrett via email, and we put together a treatment plan. The impressions for BioTemps® were done within a few days. I was excited to do his case because Mr. Wentworth is very nice and really deserves the perfect smile. The day of treatment, Dr. Barrett assisted with the preparation of the teeth and placement of the BioTemps®. At the end, Mr. Wentworth looked in the mirror and was so moved by the transformation he began to cry. Everyone in the room was touched by the experience. After we seated the final crowns he said to me, "Why didn't I do this sooner?" As Dentists we forget the positive, life changing impact we can have on our patients' lives. 🌟



🌟 Getting my new smile has given me greater confidence. I had to learn how to smile again and that it is OK now to show my teeth. Whether in a social or professional setting, I am not afraid to show the real me with a big smile. People tell me I have a beautiful smile now. That's new! I thank Dr. Barrett, Dr. Antony, and their awesome team for expert compassionate care in taking me to a new level, even at the age of 56. Now I need to do the bottom teeth ... coming soon! Thank you! 🌟



Dr. Steve Barrett, Partner & Clinical Director.  
Dr. Kathryn Antony, General Dentist.

### Insights From Some of Our In-House Specialty Support

#### CUSTOMER SERVICE PERSPECTIVE

by Bob Carr, Director of Customer Service



What is the difference between the Answering Service (AS) and the Call Back Center (CBC) and how do each of them work? The Answering Service is a contracted agency (outside Greenberg Dental) that captures all of our unanswered calls during both office hours and after hours. If a call goes unanswered in the office it will automatically roll over to the AS. The AS agent will take the caller's relevant information and immediately e-mail it to our in-house call back center. If the call comes in after hours, and is an emergency, the AS will text all information to the doctor on call for that particular office. The Call Back Center is located in administration and is staffed with Greenberg Dental employees that have experience with Dentrix. When a message is received from the AS a call back center staff member will call the patient and help them make an appointment. Each CBC staff member has access to the offices templates and will schedule the patient according to the doctor's and hygienist template. The CBC is also responsible for making patient appointments requested through our website. 🌟



#### NEW DOCTOR PERSPECTIVE

by Dr. Steve Barrett

We just completed another successful new doctor orientation. This was a great opportunity for the new doctor to visit Advanced Dental Materials, meet our regional HR assistants, meet a terrific team of trainers and have a chance to network with each other. There were many people who spent months preparing for this event, and to make it as beneficial as possible to our new doctors. I know there was a lot of material to digest over two days, but I have already seen several doctors utilizing the information they learned to jump start their career. In fact, several of you have already contacted me to come and work chair side with you. This is an exciting time for me as I enjoy the energy you all bring to our group. Building on the momentum from orientation, we will be hosting a series of webinars over the next three months. On behalf of Dr. Katsur, Dr. Greenberg and myself, I welcome all of you to our group! 🌟



The Structure To Perform. The Team To Help. Let Us Help You Exceed Your Expectations.

We welcome your feedback or any questions!  
[DrBarrett@GreenbergDental.com](mailto:DrBarrett@GreenbergDental.com)