## The Perspective

# Coordinating Multidisciplinary Care

### **Optimizes The Patient Experience** By Dr. Scott Aaron, Dr. Ryan Priemer and Nick Azzara •••••••

he opportunities to provide optimal patient care are numerous when working within an in-house multidisciplinary practice. In this environment there is every opportunity to help patients address their clinical issues efficiently, with the highest

degree of certainty. Yet, even when all providers are in the same location, there are still real challenges to move patients smoothly from the general dentist to the specialist, and then back again to the general dentist. Having access to specialists in the same location is a huge advantage, but to truly enhance the patient experience, care must be given with the communication process and patient flow between doctors and staff. According to Dr. Barrett, "There is relationship exists between GP and specialist.





something, especially when the message is aligned to what they will hear from the specialist, the more confident they are in the process and in us as providers. Comfortable and confident patients who are properly educated become less distracted by the anxiety of the unknown and more apt to accept treatment." The key according to Dr. Priemer, "Is for me as a general

Scott Aaron, DMD (Orthodontist, Central Florida) together with Ryan Priemer, DDS (General Dentist, Kissimmee) help us all to are in developing comprehensive treatment seamlessly." as a "Pre-Education" process when he and his staff are communicating to patients prior

understand how important these relationships plans for their patients and executing on them Dr. Ryan Priemer believes in what he refers to to referring to specialists. "I want my patients to have a general idea what to expect when

dentist to have a close relationship with the specialists, and to understand key nuances of their procedures." He goes onto say, "Whether it is describing what to expect from SRP prior to a periodontal referral, or the potential medication changes

before seeing the oral surgeon, the more I have learned from the specialists I work with at Greenberg Dental, the better I have become in pre-educating "The key for me as a general dentist is my patients and building their confidence. We have every opportunity to to have a close relationship with the learn from great specialists every day. I have leveraged this learning to help specialists, and to understand key me build strong and lasting relationships with my patients." nuances of their procedures." - Dr. Ryan Priemer At a recent Continuing Education Event at the Ace Café in Downtown

Dr. Aaron added, "Today with so much media

choices that will improve their chances of a

can be achieved, and the associated costs

involved in treatment. One of the orthodontic

successful outcome. Together, we can confidently

explain to the patient how and why certain results

Orlando, Dr. Ryan Priemer and Dr. Scott Aaron (Orthodontist) discussed the attributes of the bracket technology available to patients at Greenberg Dental, and how important it is for the general dentists to understand the little nuances of the technologies our specialists deploy. Dr. Priemer shared, "Understanding the technologies available from our Orthodontist is a great example of information, that when passed to the patient, could help smooth out the transfer process, and build trust in both providers and patient enthusiasm towards treatment."

surrounding adult aligners that purport to be done in six months or less, a coordinated message between general dentists and specialist is more important than ever. Patients can get confused by marketing claims. This seems especially true when it comes to implants or orthodontics. Working together, we can help patients make informed

prescriptions we are proud to offer patients at Greenberg Dental is the Damon™ (Ormco, Brea CA) Bracket Technology. When moving teeth Support from specialty care is most often right

turn for themselves, developing more rewarding careers in dentistry." 1 F. Bogdan, T. Barron; Alveolar Bone Modeling with a Fixed, Continuous-Arch Appliance, Clinical Impressions, Vol 20, 1, Summer 2017 **Greenberg Dental Welcomes Two** 

Jaw pain, difficulty chewing and clicking or grating sounds

in the jaw joint

**New Specialties: Facial Pain** 

down the hall. Board-Certified Oral Surgeons

literally right down the hall and available for

case consultation to support general dentists.

like Scott Lawson, DMD (L) and Board-Certified Orthodontists like Scott Aaron, DMD (R), are

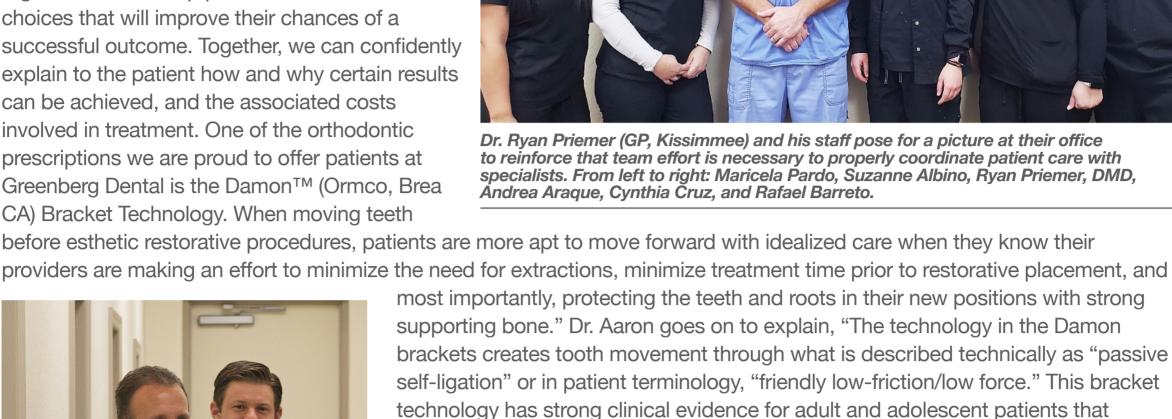
there is a solidified multidisciplinary approach that is highly coordinated, the outcome often exceeds even the patient's expectations. There is no greater reward for a general dentist than when coordinated treatment results in a beautiful smile the patient never imagined was possible. Leveraging specialty care is crucial to reaching this level. I love seeing specialists and general dentists like Dr. Scott Aaron and Dr. Ryan Priemer working together to help patients achieve healthy smiles, and in

arch form widening and increased alveolar bone." 1

Dr. Barrett expressed

emphatically, "When

Management & Dental Sleep Medicine By Dr. Steve Barrett and Nick Azzara Te have always had a multi-disciplinary approach to dental care", according to Dr. Steven Barrett. "Whenever we can



support treatment times being reduced by as much as 40%, along with significant



### Poinciana office) to their new positions." Temporomandibular Joint and Muscle Disorder (TMJD) According to the National Institute of Dental and Craniofacial Research, Temporomandibular joint dysfunction the prevalence of temporomandibular joint and muscle disorder (TMJD) is

supplemental estrogen or oral contraceptives are more likely to seek treatment for these conditions.1 Dr. Paul Andrews has a PhD in Pain Management, Pain Research and Education with a long and distinguished history of servicing patients with facial pain in Central Florida. Dr. Greenberg and Dr. Andrews have shared a mutual respect as professional colleagues

further support our general dentists in their quest to deliver more comprehensive dentistry, and leverage the unique

skills and passions of our colleagues, it is a big win for everyone. With this in mind, we welcome Dr. Paul Andrews (Facial

Pain Management-Central Florida, Altamonte Office) and Dr. Monica Varela, (Dental Sleep Specialist - Central Florida,

I know on the subject of Obstructive Sleep Apnea (OSA), we have a powerful combination to further help our patients." Dr. Andrews added, "I firmly believe that

since 1978. Dr. Andrews and his team (Pic 1) are available for referrals and will

operate out of the Altamonte Springs office on Fridays. (Pic 2). "We now have an in-

house expert in this discipline with Dr. Paul Andrews," states Dr. Andrew Greenberg

(Co-Founder). "Together with Dr. Monica Varela, who is as knowledgeable as anyone

Inflamed joint

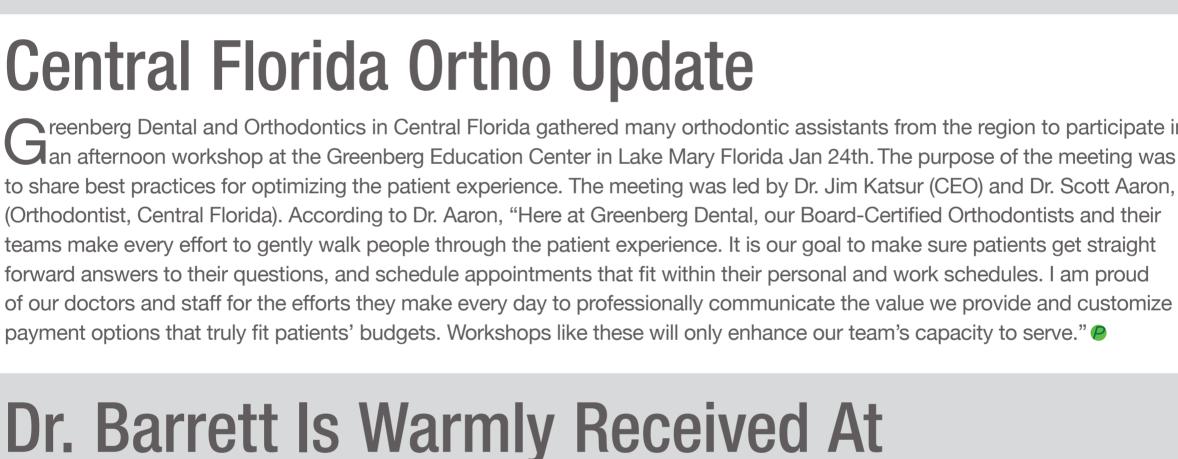
Americans. Approximately one in every 15 in the US population have a case of sleep apnea. What is more alarming, two to four percent of all Americans go undiagnosed, which is approximately one in 50 individuals. Dr. Monica Varela shares her personal journey that led her and Dr. Barrett to explore this new subspecialty position within Greenberg Dental. Dr. Varela writes: "In hindsight, my Dad had Obstructive Sleep Apnea. His seemingly harmless complaints, and elevated blood pressure were all symptoms associated with OSA. He was that one out of the 50 undiagnosed each year for OSA. It was too late when we realized. Since he

What is sleep apnea? Click this link to play video. have problems with sleeping. I snore, I barely rest during the night waking up often gasping or choking. I feel and taste acid in my mouth. I'm not always in a great mood because I just feel tired." The patient's chief complaint for the visit was the chipping

Thanks to this patient, I now realize that the dental issues we are often presented with can be great opportunities to help patients with other serious problems. This is what motivated me to take the additional training and subspecialize. The Academy of Sleep Medicine does recognize the role of dentists in providing treatment for the mild and moderate cases of sleep apnea. This treatment involves the use of MAD (Mandibular Advancement Devices) for those who qualify. The two most common symptoms of OSA are daytime sleepiness and snoring. My staff and I are open for referrals if your patients have these concerns. We do have HSTs (Home Sleep Tests) available at my office." Dr. Barrett summarized by stating, "The combination of these specialties will offer more great services to our patients. All dentists in Central Florida will receive more information on Facial Pain and Sleep Apnea along with questionnaires and patient referral forms in the very near future. Please join me in welcoming Dr. Andrews, Dr. Varela and their teams to their new specialty care positions." 1 https://www.nidcr.nih.gov/research/data-statistics/facial-pain/prevalence

center-nwhic-health-care-webpage

2 https://www.aahd.us/best-practice/national-womens-health-information-



Sleep Specialist Dr. Monica Varela, (center) in her Poinciana Office shown

here with her team ready to accept referrals and consultations. From L to R, Dental Assistants Kristel Boscan, Yelitza Santiago, Rosselyn Leon and

Dr. Paul Andrews (center) holds PhDs in Pain Management, Pain Research and Education working together with Dr. Varela and with all the dentists at Greenberg Dental, we will along with Diplomate status in many associations make a significant difference for all of our patients." including American Academy of Pain Management. He is available for consultations and referrals and joined in the Altamonte office Apnea comes from a Greek word that stands for "want of breath." each Friday by his highly experienced support team, Dental Assistants Kristy Cross (L) and Rosy According to the NWHIC<sup>2</sup> sleep apnea is prevalent in an estimated 18 million Medina (R). Most devices are made onsite. His team can support communication in English, Spanish, Sign Language and German.

It was not until one of my

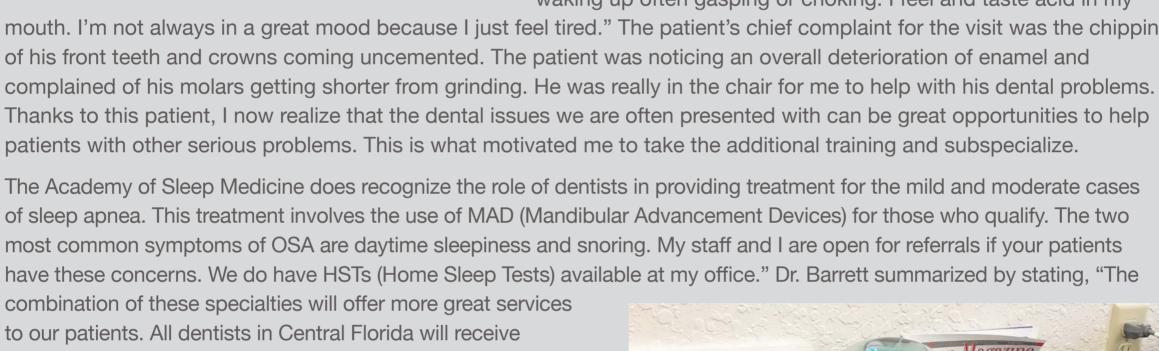
CHAIRSIDE

between 5% and 12%. Unusual for chronic pain conditions, the prevalence

rates of TMJ disorders are higher among younger persons. TMJ disorders

are at least twice as prevalent in women as men, and women using either

Kristy Cross (L) and Rosy Medina (R), the was never treated, it is very dental assistant team supporting Facial Pain Management shown here working with Eliott likely that OSA contributed Perez (Regional Trainer, Central Florida and Lead to his dissected aorta event. Implementor of Chartless Integration). Patient workflow for Pain Management will be integrated Dad was 59 when he died. into conventional and Chartless workflows.



A display of various sleep articles, pamphlets and an actual CPAP machine

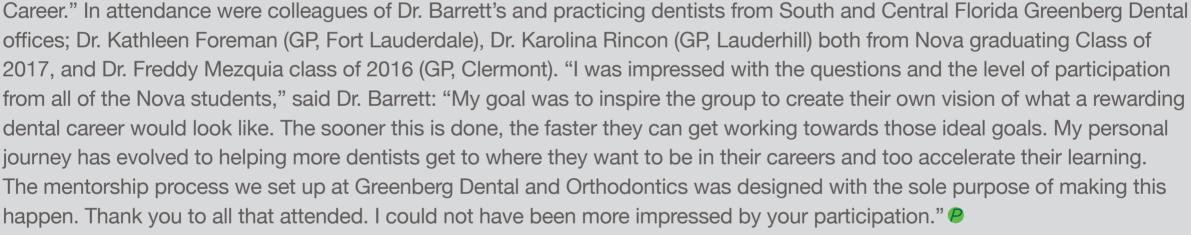
are on display for patients when they visit Dr. Varela and her team.

Za A

patients shared with me what he was going through, that I realized

he had a lot in common with Dad. The patient said, "Doc I usually

Betty Gomez. Central Florida Ortho Update reenberg Dental and Orthodontics in Central Florida gathered many orthodontic assistants from the region to participate in an afternoon workshop at the Greenberg Education Center in Lake Mary Florida Jan 24th. The purpose of the meeting was



onday, January 28th, at the Sheraton Suites in Plantation Florida, Greenberg Dental and Orthodontics hosted a dinner

for Nova Southeastern D3, D4 Dental Students, Faculty and Advisors. After dinner and a few words from Nick Azzara

(Clinical and Lab Consultant to Greenberg Dental), Dr. Steven Barrett presented "Creating a Vision for a Fulfilling and Rewarding

**Nova Southeastern Dinner Reception** 

D3, D4 Students, Faculty, Advisors and Dr. Barrett (Clinical Director) shown here speaking on topics ranging from mentorship, clinical Graduates from Nova Southeastern were invited excellence, esthetic dentistry, insurance, multidisciplinary care, patient financing and career to dinner presentation and dialog with Dr. Steven development. Barrett at the Sheraton Suites, Plantation Florida.

Polk County Offices Of Greenberg Dental

By Dr. Ramez Fidy •

Haven Greenberg Dental office throughout January. I see implant supported crowns, bridges and overdentures playing an

| | | ith the help of our vendor partners Asta and Implant Direct, two separate CE implant programs were held at the Winter

ever-growing role in the services we provide our patients in Polk County. The feedback about each event from the doctors was

Dr. Hetty Hong (GP, Winter Garden) shown here

participating in the hands-on implant workshop

Regional Director) who coordinated the program.

with Dr. Manuel Estrada (GP, Lakeland South),

and Dr. Ramez Fidy (GP, Winter Haven and

great. We found tremendous value in the hands-on exposure to the instruments and parts that each vendor provided. Special

Focus On Implants In January



Participants enjoying buffet supported by

Greenberg Dental and Orthodontics.

office, or a multitude of other issues often can be resolved within minutes. For those issues that require an on-site visit, all tickets are looked at daily, status levels are updated in the ticket histories, and service is scheduled with area

changing doc decals to name a few.

1. Location (operatory number)

2. Serial number (if applicable)

3. Summary of the problem

**Clinical Tip** 

By Nick Azzara

Update from Advanced Dental Materials By Monica Stepniowski, Director of Operations There are a few tips to ensure that your office receives the best service as quickly as possible. It is always recommended to fill out a help desk ticket via the KMG portal. Even if an ADM tech is on site and fixes the problem right away, entering a work ticket helps us keep a current log that we use to identify and solve issues. As soon as your request is received, it automatically is forwarded to the ADM quick response triage team. This team is poised for immediate response and can handle emergency troubleshooting via FaceTime. A Ramvac down due to low oil, a breaker issue causing lights not to turn on at the technicians. Routine schedules are already in place for items such as washing

The more information we have, the quicker we can get it addressed. For more helpful tips and tricks, please take advantage of the "Helpdesk Training Overview" deck. This simple to follow document provides instructions on creating a work order, checking the status of a helpdesk ticket, and much more. The link is found under latest news on the front page of the KMG portal. http://www.kmgemployeesite.com/helpdesk-training-overview-please-read/

lab delays. Even though the listed items occur in a very small percentage of cases, and only two out of the five are Insufficient technical, if addressed, they can help make restoration Clearance delivery even more productive and rewarding for doctors, staff and especially, the patients.

windows, changing air filters, routine maintenance on your equipment, and

Please note that ADM technicians will occasionally be at your office after

hours. You can help them by including as much detail in your ticket as

possible. The three most important things to include are:

March Here's a helpful reminder of what's coming up in Greenberg Dental CE Courses.



Freddy Mezquia (GP, Clermont) who attended to support new graduates and assist Dr. Barrett.

Advanced® Dental Materials

From L to R, Dr. Hetty Hong, Dr. Manuel Estrada,

Dr. Ramez Fidy, Dr. Abneris Rivera (GP, Lakeland

North), Dr. Maitri Patel (GP, Davenport), and

participating in hands on implant workshop.

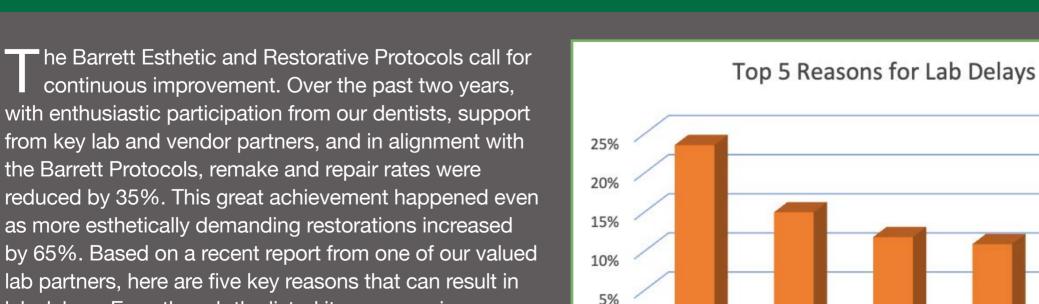
Dr. Mamta Sehgal (GP, Lakeland North) all

• Veneer Hands On Workshop, Saturday, March 16th, Lake Mary, FL Dr. Barrett Interview With Dentistry Today Online edition February/March 2019

To Read More Issues of The Perspective

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

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Please go to: www.GreenbergDental.com/newsletters

• Regional Socket Grafting Workshops: February 25 - Tampa; February 26-Jacksonville; March 4-Orlando • Glidewell Symposium Orlando, Bonnet Creek: November 8 & 9, 2019 Dr. Barrett invited to speak for a third consecutive year. • Overdenture Hands-On, Saturday June 1st, Lake Mary, FL

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We welcome your feedback or any questions! DrBarrett@GreenbergDental.com

All inquiries are confidential and go directly to Dr. Andrew Greenberg **Limited Opportunities Available** 

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