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[www.kyagd.org](http://www.kyagd.org)

**WE WANT YOU!!!  
LOOKING FOR COMMITTEE MEMBERS**

## From the Board...



I had the honor of participating in the “White Coat” Ceremony at the University Of Louisville School Of Dentistry this past week-end. For those who may not be familiar, the ceremony is a significant event, marking a student’s entry into the field. I had to borrow a white coat because we did not have this type of ceremony when I started dental school and white doesn’t look good on me so I never invested in a white coat. I was representing the Kentucky Section of the International College of Dentists who co-sponsors the event with the Kentucky Section of the American College of Dentists. The ACD was represented by Dr. Mark Schulte, MAGD. These organizations sponsor the ceremony at UKCD also. I hope it is not lost on anyone that Mark and I are both AGD members. Dr. Schulte spoke on ethics and I spoke on leadership in the profession and in the community.

As I shook hands with and congratulated each new student I was inspired by the excitement in their faces. As AGD members we are devoted to lifelong education. These guys are all just starting the educational process. How great would it be if they had mentors to turn to?

Mentoring is important, not only because of the knowledge and skills students can learn from mentors, but also because mentoring provides professional socialization and personal support to facilitate success. A mentor is an individual—usually older, but always more experienced—who helps and guides another individual’s development. This guidance is done without the expectation of personal or monetary gain on the mentor’s part.

Great mentors are often those who are constantly trying to learn themselves. A desire to develop and help others. A good mentor is sincerely interested in helping someone else without any “official” reward. Good mentors do it because they genuinely want to see someone else succeed.

We all have more to give, giving it to someone you can help get better is the most effective thing you can do. Empowering others is a way to make the biggest difference.

The KyAGD has student chapters at both UK and U of L. We are always looking for volunteers. Have you thought about donating your time and talent? Contact me and we’ll get you busy.

***Samantha Shaver, DMD, FAGD***

[Samsworld@aol.com](mailto:Samsworld@aol.com)

### **Check Out AGD's Bright New Look!**

AGD is pleased to share its bright new look at [agd.org](http://agd.org).

On our new website, you will find the tools and resources you've come to rely on, as well as new features and a fresh, modern look fit for our thriving organization.

The mobile-friendly website includes improved organization and search capabilities, a Find an AGD Dentist tool for patients and content that is segmented for general dentists based on their career stage. Send your feedback to [news@agd.org](mailto:news@agd.org).

### **Invite Your Colleagues to Join AGD**

Invite your colleagues to join AGD — the largest association in the world exclusively for general dentists.

With more than 40,000 members, AGD is at its highest membership level ever. Why such strong growth? Because of great members like you, quality programs (Free CE, CE tracking, FAGD/MAGD distinctions and more) and unmatched value.

Visit the Refer-a-Colleague Program webpage to learn more about how you can share the benefits of AGD membership with your peers, and earn a chance to win a trip to AGD2018 in New Orleans.

### **Regulatory Burden Decreased on Some Denture Products**

On July 11, the U.S. Food and Drug Administration (FDA) provided a list of Class II devices that no longer require premarket notification to provide a reasonable assurance of safety and effectiveness. Included on the list of devices now exempt from premarket notification requirements are several denture products (some over-the-counter), including plastic tooth dentures, denture pads, cushions, reliners and denture hydrophilic resin coatings. This action will allow manufacturers to get their products onto the market without the expense or wait time; as such, the costs should decrease. Manufacturers still must adhere to good manufacturing practices and other requirements.

### **Submit Your CE Credit Online**

Are you planning to attend continuing education (CE) courses this summer? Submit your CE credit online for faster processing and easier tracking. Follow the five steps on the CE Submission Form, and your CE record will be updated within five business days. You'll also receive an email when your transcript has been updated. You can email your course completion certificates to [membership@agd.org](mailto:membership@agd.org), or fax them to 312.335.3432. Allow up to four weeks for CE submitted via email to be processed. Contact the AGD Membership Services Center at 888.243.3368 or [membership@agd.org](mailto:membership@agd.org) with questions about your CE submission.

## AGD NEWS AND UPDATES

### **AGD Holds 2017 Hill Day Event in Washington, D.C.**

On June 12–13, AGD advocacy leaders gathered in Washington, D.C. for AGD's annual Hill Day. Kentucky was represented by Dr. Darren Greenwell who also is a member of the Legislative and Governmental Affairs Council. As part of the event, attendees heard

from a variety of issue experts and met with lawmakers to urge their support for AGD's top priority issues, including oral health literacy and the following legislation: · H.R. 372, the Competitive Health Insurance Reform Act: Legislation that would repeal the provisions in the McCarran-Ferguson Act, which exempt the health insurance industry from federal antitrust laws. · H.R. 1614, the Student Loan Refinancing Act: Legislation that would allow new dentists to refinance their federal Direct Loans, Direct PLUS Loans and Direct Consolidation Loans whenever a lower interest rate is available.

AGD also presented its 2017 Legislator of Distinction Award to Congressman and dentist Rep. Paul A. Gosar, DDS (R-Ariz.), sponsor of the Competitive Health Insurance Reform Act.

In order to keep the issues of AGD Hill Day front and center before Congress, visit the Take Action page of AGD's website and take part in the active campaigns.

Dr. Greenwell and Congressman Brett Guthrie.



### **Energy & Commerce Committee Advances Action for Dental Health Act**

On July 27, 2017, the House Energy and Commerce Committee unanimously voted to advance H.R. 2422, the Action for Dental Health Act of 2017. Introduced by Rep. Robin Kelly (D-IL) and Rep. Mike Simpson (R-ID), H.R. 2422 targets federal dollars to state and local dental organizations to provide proven oral health care services in a manner that effectively addresses the barriers to dental care many Americans face. Similar versions of this bill were introduced in 2014 and 2015. The American Dental Association was instrumental in working with Congresswoman Kelly to develop this bill.

The bill will now head to the full House of Representatives.

## **Advertise with US**

**Want to Sponsor our Quarterly Newsletter?**

**\$100 for 1/4 page .....\$300 for a half page ..... \$500 for a full page spread**

**Newsletter e-mailed to Members and Non-Members and Posted our website**

## **Creating a Knowledgeable Team**

*by Eric G. Jackson, DDS, MAGD, FICOI, FICD, FADI*

A dental team needs to be knowledgeable about dentistry. At first glance, this statement might seem obvious and simplistic, but take a moment to ponder it further. Ask yourself: “Does each member of my dental team have a solid, general grasp of each procedure I perform? Could every team member pass along that knowledge and correctly educate a patient?” Even if you answered “yes” to both questions, dentistry is evolving faster than ever before, and with that comes changes and updates to clinical procedures and techniques. The more knowledgeable your dental team is about treatments and techniques, the easier it will be to create and maintain meaningful communication with your patients.

Like it or not, it’s a fact that patients often act differently with different office staff members. I don’t think this is an inherently bad thing, but simply the truth to patient care. How often will the dentist recommend treatment and answer all of the patient’s questions during an examination, only to have the patient ask the hygienist, the assistant or front desk member additional questions about the treatment? This happens to all of us from time to time, and it can be frustrating, but try to turn it into a positive. If the staff member is well-versed on the procedure in question, the patient inquiry can be viewed as a reinforcing second opinion. It’s a valuable opportunity to rediscuss the concepts with different participants and different examples and in various speaking styles. Dental knowledge is also imperative to effectively field patient phone calls at the front desk. A well-versed staff member can set the stage for excellent communication at the scheduled appointment by starting the discussion on the initial phone call.

My favorite method to create a knowledgeable team is to regularly hold staff “seminars” so we can discuss and review common patient questions and procedures. These seminars can be tailor-made to your office. They can be brief or lengthy, detailed or general, and frequent or infrequent as you see fit. Personally, I’ve always placed focus on getting all staff up-to-speed quickly on general concepts before delving into specific, detailed concepts. Achieving a uniform staff understanding of general concepts is a larger task than you might envision. I try to take 10-15 minutes during our lunch hour once a week to hold a staff seminar while we eat. Sometimes, I’ll have intraoral photos to discuss, but other times, it’s simply a verbal conversation. You could even make Microsoft PowerPoint presentations if you’d like. The following common general patient questions have been topics of some of our staff seminars:

- “Would I qualify for Invisalign?”
- “Do I need a crown with metal in it, or can I have a metal-free one?”
- “What does the doctor use the laser for?”
- “Should I do all my fillings at the same visit or split them up?”
- “How long does teeth-whitening last?”
- “I need a tooth extracted; will I need a bone graft?”

Once your general seminar topics have been exhausted, you have a few options. You could start the seminar series over from the beginning and run through it again. Or, you could start to delve deeper into procedural specifics and explain “why” techniques are what they are. Seminars centered on specific topics are excellent at creating a highly educated group of employees, but they often deal with detail outside the concerns of the common patient. It all depends on which direction you wish to grow your practice’s knowledge base. I feel I must mention a brief word of caution, especially regarding specific seminar topics. I am a big fan of scripting when it comes to answering patient questions during day-to-day operations. Care must be taken by staff members not to overstep their bounds both professionally and legally while disseminating their accumulated knowledge. If this should occur, it can cause quite a headache for the team and office as a whole. Scripting helps establish some loose parameters for the discussion so the staff member can defer to the doctor when applicable.

A highly knowledgeable staff is an invaluable asset to the dental practice and yields improved patient care. With well-informed staff members, patient communication is increased and improved. Day-to-day operations also tend to run smoother and with less hiccups. Additionally, both stress and workload for the dentist tend to be less due to the additional autonomy of skilled staff members. Without a doubt, everyone, from dentist, to staff, to patients, benefits from a highly knowledgeable dental team.



## **THE KENTUCKY AGD WELCOMES NEW MEMBERS**

We encourage you to welcome new members in your community. Don't forget to recommend AGD membership to your colleagues. We need your membership to advocate for all dentists.

### **Student members**

Denise A. Adegoke  
Sean Aiken  
John A. Delpont  
Emily D. Hale  
Jay A. Hartgrove  
Jesus E. Hernandez  
Austin B. Huff  
Nicholas A. Kaiser  
Lisa Kwarteng

Aneesha A. Laugani  
Kevin P. Mischel  
Zahara Munis  
Sierra B. Nunn  
Joseph L. Parker  
Savannah K. Pepper  
Lyn-Whitney Preston  
Emaan H. Qureshi  
Ayah Rashwan

Daniel F. Ritchey  
Krystina L. Sandefur  
McKenzie Hayden Smith  
Alexandrea L. Steury  
Samuel M. Thompson  
Ellen G. Vice  
Kelly L. Wiechart  
Guangfan Zhang

### **MEMBER SPOTLIGHT**

If you or any fellow KY AGD members have participated in any continuing education or advocacy promoting events, and/or community service events, please email me your pictures with a description of the event to share in our quarterly newsletters. Thank you!

Email: [michellecarmandmd@gmail.com](mailto:michellecarmandmd@gmail.com).



Please join us at the KDA annual meeting in French Lick, Indiana for a reception to honor our AGD fellows and masters.

On Friday August 25th from 5:00-6:30 pm join us for cocktails and good conversation on the patio across from the UK and UofL receptions.

All are invited! Come see us and bring a friend!

## **KY AGD Members Participate in 13th Annual Latino Health Fair**

Norton Healthcare Prevention and Wellness partnered with the Hispanic Latino Coalition and Doors to Hope to host its 13th Annual Latino Health Fair on Saturday, August 5th, 2017 from 8am to 12pm... and members of the KY AGD were there in action! Our volunteer dentists, dental students and staff performed 150 adult and child oral screenings with the help of translators. Our aim was to spread oral health awareness to as many people as possible especially those without access and to promote the Free Louisville Dental Society Dental Clinic and the U of L Dental School for any needed treatment.

Educating people on the importance of oral health is paramount to our organization and to spread that to our community should be our mission as dentists. Together we can impact patients' oral health and in turn their overall systemic health. Each community service event we participate in begins with a group of volunteers connected by a common desire to help others. As we complete each mission, united by hours of tough yet rewarding work, we must know that we make a difference in the lives of those who would otherwise have limited or no access to a dentist. I encourage you to contribute your time and skills to give someone their confidence and smile.

Thank you to our volunteers! Dr. James Boyd, Dr. Bernard Carman, Dr. Darren Greenwell MAGD, Dr. Peter Fotos, Dr. Michael Metz, Dental Students German Bazan and Brooke Shelton, and Dr. Greenwell's assistant Brenda.



## *Upcoming CE*

### **Kentucky AGD presents**

#### **ACLS Certification presented by Team CPR Louisville.**

ADL Dental Laboratory  
4411 Poplar Level Road  
Louisville, KY 40213

Date of Training: 12/15/2015-12/16/2017

Time of Training: 8:30am both days

\$399 for members \$499 for members

To register watch our [website](#) or call Maegan Bennett at 270-401-3928.

#### **Predictable Anterior and Posterior Resins and Diastema Closures presented by BioClear**

ADL Dental Laboratory  
4411 Poplar Level Road  
Louisville, KY 40213

February 10, 2018

9am to 4pm

To register watch our [website](#) or call Maegan Bennett at 270-401-3928.

### **Illinois AGD presents**

#### **Laser Dentistry from A to Z**

by Robert Convissar, DDS

October 13-14, 2017 for more info click [here](#).

#### **Today's Top Clinical Tips and The Art of Treatment Planning and Case Presentation**

by Dr. Lee Ann Brady

October 27, 2017 for more info click [here](#).

## **Board Meetings...**

**Next KYAGD Board Meeting**— October 2017 exact time and location TBD. If you are interested in getting involved with the board and attending our board meeting please contact Maegan Bennett at [maegan03@hotmail.com](mailto:maegan03@hotmail.com) or 270-401-3928.

**Next KYBOD Board Meeting**— September 9, 2017, at 9:00 am at 312 Whittington Parkway First Floor - Board Meeting Room Louisville, Kentucky 40222. For more information about attending a Board of Dentistry board meeting please contact the Board at 502-429-7280.





## **Metro Van Free Clinic Update**

Hello Everyone,

Hope your summer/travels/work is going well. Here is a quick review of our last clinic @ St Joe's on June 17th.

We treated 13 patients and provided \$5060 in Free dental Care. We had a ball.

Since we started in 12/15, we have provided over \$211,000 in free dental care to our community & helped 635 patients. We are making a difference!

Thanks to everyone who has participated and contributed!

Our next clinic is scheduled Sat Aug 19th @ 4th Ave Methodist church from 8:30-1pm.  
We need Dental, Hygiene, Assisting and Organizational volunteers...pretty much everyone;-)

Please email or call & let us know you are coming. Susan Lewis : 502-244-2005 or [jeransdell@yahoo.com](mailto:jeransdell@yahoo.com) 502-599-7361

Our Remaining 2017 clinics are listed below:

Sojourn Church 1207 S Shelby St, Louisville, KY 40203 11am-4pm

4th Ave Methodist 318 St Catherine St, Louisville, KY 40203 8:30am-1pm

St Joseph Church 1406 E Washington St, Louisville, KY 40206  
8am-1pm

St. Vincent DePaul 1029 S. Preston st. Louisville, KY 40203 (corner of Preston & St Catherine)  
Please call Susan @ 244-2005 or Randy 599-7361 (email: [jeransdell@yahoo.com](mailto:jeransdell@yahoo.com)) to Help

If you can Make all, or part of these, clinics...Or just visit to see what we are doing...We would love to see you!

4Hrs of KY CE is available....

Please bring a copy of your License, If its your first time. Hygienists are needed, family & staff are welcome!

August 19th Saturday 4th Ave Meth 8:30-1pm

Sept 9th ST Joes 8:30-1pm

Oct 21st 4th Ave Meth. 8:30-1pm

Nov 4th Sojourn 10-2pm

Nov 18th 4th Ave Meth 8:30-1pm

Dec 2nd St Joes 8:30-1pm

..."Impossible" is a word found only in the dictionary of fools...N. Bonaparte

Many, Many Thanks. **Randy Ransdell**

[jeransdell@yahoo.com](mailto:jeransdell@yahoo.com)