Personal Profiles
Getting to Know the Leading Endodontists in the State

Expert Opinion
Q&A with Renowned Endodontist
Dr. John Stropko

Industry Update
An “Insiders View” on the Latest Endodontic Technology
Dr. Richard Mounce

Featured Doctor
Brian Christopherson
Performing Microscope-based Procedures for Precision and Excellence

www.EndoReviewAz.com
INTRODUCING...ENDODONTIC REVIEW OF ARIZONA... THE ARIZONA ENDODONTIC RESOURCE DIRECTORY!

Your comprehensive directory created to bring AZ Endodontists and referring General Dentists...together. It is with great pleasure that we announce the inaugural launch of this timely and informative publication: Endodontic Review of Arizona. This is an exciting new, comprehensive directory that allows Endodontists and General Dentists to stay up to date and educated about what is happening in the field of Endodontics specific to the Arizona market.

Dentistry is not just about fixing teeth anymore, it’s about creating more meaningful lives and lifestyles. The Endodontic Review of Arizona is positioned to feature and promote practices, products, doctors, professional issues, technology and other key elements of today’s endodontic practices. In doing so, we hope to also bring you a more “personal look” at some of the top Endodontists in our State.

This directory is a valuable resource for the Arizona marketplace. It provides a glimpse into doctors and suppliers alike. The Endodontic Review of Arizona will continue to be delivered quarterly to your offices, to keep the information current and up-to-date.

Since it is designed expressly for and about the AZ Endodontic community, it is only fitting that we address and feature: a variety of topics, industry professionals and information specific to the endodontic field. It is created with the purpose of educating, informing, developing community, and enhancing the growth of industry practices and businesses with today’s Endodontic professionals in mind.

Simply stated, our goal: To bring Endodontists and referring General Dentists together to achieve exceptional results and to enhance the lives of their shared patients. We hope that you will welcome this important directory and utilize its ideas and information for the betterment of your practices.

PRACTICES FOR SALE

- **Anthem:** Fee for Service Practice, State of the Art Facility, Monthly Collections $80K
- **South Scottsdale:** 4 Ops, Low Overhead, Collections Over $400K, Great Opportunity to Grow
- **Scottsdale:** 6 Ops, 3 Equipped, Monthly Collections Over $60K
- **Northeast Phoenix:** Growing Practice, High Visibility Near SR 51, 4 Ops, Monthly Collections Over $60K
- **Phoenix:** High End Fee for Service Practice, Beautiful Facility, 4 Ops, Real Estate Also Available
- **Far East Valley:** Beautiful Facility, Collections $1.1 Million
- **Sun City West:** Modern Office, 4 Ops, Collections Over $60K
- **Orthodontic Practice:** Retiring Doctor, 2 Locations, Collections over $600K

FEATURED REAL ESTATE

**OFFICE CONDOS**
- **Goodyear/Palm Valley:** Office Condos in a Master Planned Community, Northwest Corner Thomas & Litchfield Road

**DENTAL SPACE**
- **Phoenix:** 27th Avenue & Carefree Highway, Brand New Office for Lease, Approximately 3,700 Square Feet, Divisible to 1,200 Square Feet
- **Scottsdale:** 7342 E. Thomas Road, Totally Remodeled, 3,006 Square Feet, Great for Specialists, $24 NNN, Partnership Interest Also Available
- **Scottsdale:** 7301 E. Thomas Road, Freestanding Dental Building for Lease for a Specialist, 7 Ops, Great Visibility!

CONGRATULATIONS TO:
- Jason McCargar, DMD
  who has acquired the dental practice of Michael R. Teich, DDS in Scottsdale, AZ

---

You create brighter smiles. We’ll create a brighter office – together.

Fifer Design Studio
Architectural and interior design

fiferdesign.com | 480-733-0531
Cover Story

Dr. Brian Christopherson offers excellent care that is both compassionate and cutting edge. With a microscope-based practice, Christopherson performs non-surgical as well as surgical procedures with precision. The practice is centered around the mission of providing the best treatment available and doing so in a calm pleasant environment.

See the full story on page 14.

FEATURED ENDODONTISTS

10. JAQUELINE S. ALLEN, DDS, MS Phoenix
10. CHARLES L. SIROKY, DDS Phoenix
12. MAHSHID ASRARI, DDS, MS Gilbert
14. BRIAN CHRISTOPHERSON, DDS, MS Mesa
16. GLEN E. DOYON, DMD Scottsdale
18. KENNETH J. FRICK, DDS, MS Scottsdale
18. DOUGLAS E. THOMAS, DDS Scottsdale
20. STEVEN L. FROST, DDS Mesa | Queen Creek
20. JAMES D. HAMBERLIN, DDS Mesa | Queen Creek
20. LANCE J. SKIDMORE, DDS, MS Mesa | Queen Creek
22. JONATHAN M. GUTMAN, DMD Tucson
22. GARY K. SILVER, DDS, MDS Tucson
24. STEVEN HYMOVITCH, DDS Phoenix
26. TOM McCLAMMY, DMD, MS Scottsdale
26. MIKE CAVENDER, DDS Scottsdale
28. OSCAR M. PENA, DDS, MSD, PC Tucson
30. LANCE SCHneider, DDS Chandler
32. FRANCINE VICKERS, DDS Scottsdale

FEATURE ARTICLES

8. DR. RICHARD MOUNCE
An “Insiders View” on the Latest Endodontic Technology

34. DR. JOHN STROPKO
Q&A with Renowned Endodontist

46. CHAOTIC CASES
Teeth Don’t Play Fair!

Industry Resources

36. FIFER DESIGN STUDIO
38. BURKHART DENTAL SUPPLY
40. PAUL DELOUGHERY: THE DENTAL LAWYER
42. BUILDCOR CONSTRUCTION
You wouldn’t let your clients work on their own teeth, would you?

Tired of paying such high taxes? Afraid of being sued?

With combined experience of over forty years, we have helped hundreds of professional clients save an average of $5,000 per year on taxes, while at the same time shielding their assets from lawsuits and protecting their families.

We provide estate planning, tax and business planning, and asset protection planning to dental professionals. We run circles around our competition when it comes to the sophisticated use of business entities and trusts for significant tax savings and asset protection. That is our mission … to help professionals and other business owners protect their hard earned money and loved ones.

Goodson, Manley, Forakis and Deloughery, PLC
340 E. Palm Lane, Suite 300
Phoenix, Arizona 85004-4610
Phone: 602-441-4868
Email: pdeloughery@ymail.com

“technology with a twist!”

480.949.7887 www.twistique.com
When one visits someone else’s practice, many times it is enlightening to observe how the other clinician performs treatment as well as observing how the equipment and office is laid out. Invariably, the observed clinician will have a material, concept or technique which is new to the observer. Breakthroughs often occur, in that the visiting doctor can be exposed to and adapt new technology or strategies. The success of magazines, books and newsletters that rate new products give credence to the need and hunger doctors have to provide their patients with the best in new products, techniques and information.

As a presenter, I frequently scan many sources for new materials and techniques that might have clinical application in search of the most effective and successful means to provide long-term results. Several stand out in providing real value to me as a clinician. As a FT endodontist in private practice, all of the mentioned products below have been employed extensively in my office and proven themselves. A brief description of what each product does and why it has value in my hands is included.

1. ELECTROtorque TLC
(Kavo, Lake Zurich, IL, USA)

The ELECTROtorque TLC system is simple, practical and powerful. A box is attached onto the dental unit which has a coupler connected to the 4 hole insert of the unit hose. The system provides the clinician with a comprehensive source of high speed, low speed and endodontic electric motor function. Through the use of attachments, at the push of a button, the clinician can switch between the needed speeds and functions. For a clinician outfitting a new office, the system eliminates cords and allows one-foot pedal for three functions, is cost effective relative to the alternatives and quieter than the traditional air driven high speed. The endodontic motor has auto reverse and torque control available. Figure 1.

2. The Global Surgical Operating Microscope
(global Surgical, St. Louis, MO, USA).

I like Global because the system is modular, expandable, simple to use, economical and the optics are very high quality. I’ve purchased 5 of these scopes in my practice career. It is difficult for me to contemplate performing endodontics without a SOM as many clinicians do. When I do volunteer dentistry in Micronesia (without the SOM), it is very challenging to both see and more importantly have a firm command over the access cavity and instrumentation process. Complete command and tactile control are possible with the SOM, so much so, that for me, its use on every patient is a must. Figure 2.

3. The Elements Obturation Unit
(SybionEndo, Orange, CA, USA).

The EOU is ergonomic, simple, multifunctional, and allows the clinician to have an immense range of possible procedures within their grasp. The unit provides the heat source for the SystemB downpack in SystemB obturation (and heat for all indications within endodontics) and provides the extrusion of heated gutta percha and RealSeal (SybronEndo, Orange, CA, USA) in disposable single dose cartridges. I bond all of my obturation with RealSeal and having the capability to perform multiple bonded warm compaction techniques in one box makes this process very efficient.

The extruder does not heat up as some of its similar predecessors did. The SystemB heat source side of the unit has both a timer and will allow heat for up to four seconds with only one touch of the machine, an important safety feature to prevent overheating the periodontal ligament during downpack. Figure 3.

4. DEXIS
(DEXIS Digital Radiography, Alpharetta, GA, USA).

I like DEXIS for its ease of use, image quality, software tools, reliability and functionality. Having been completely digital now for over 9 years, I cannot envision ever using paper films again. From the reduction of radiation needed, to the lack of chemicals, digital radiography, in the form of DEXIS, with its attendant benefits, is the present and the future of dental radiography.

5. UltraCal XS
(Ultradent, South Jordan UT, USA).

For ease of dispensing, the Navi Tip (Ultradent, South Jordan, UT, USA) is very hard to beat. The Navi Tip allows very accurate placement of calcium hydroxide into the apical third of a canal and is far more efficient and predictable in doing so than previous methods. The material is radiopaque, aqueous and indicated for retreatment cases and non-vital teeth addressed in two visits. Figure 4.

Several products are presented which can take the quality of endodontics performed to the next level. Those products listed have been used and tested in my office and shown themselves to be worthy of recommendation. I welcome your feedback.

Dr. Mounce has no commercial interest in any of the products mentioned in this article.

Dr. Mounce lectures globally and is widely published. He is in private practice in Endodontics in Vancouver, WA, USA. Amongst other appointments, he is the endodontic consultant for the Belau National Hospital Dental Clinic in the Republic of Palau, Koror, Palau (Micronesia).

Dr. Richard Mounce can be reached at: RichardMounce@MounceEndo.com
Allen Endodontics, LLC
LOCATION (ALLEN)
6520 N. 19th Ave., Suite B
Phoenix, AZ 85015-1698
PHONE
602-242-4745
EMAIL
dallens@dallestinoendo.com
WEBSITE
www.dallestinoendo.com
YEARS IN PRACTICE
8 years
EDUCATION
University of Missouri, University of Minnesota
LOCATION (SIROKY)
6520 N. 7th Ave., Suite 6
Phoenix, AZ 85013
PHONE
602-246-3944
YEARS IN PRACTICE
45 years
EDUCATION
University of Southern California

WHY SHOULD GENERAL DENTISTS REFER THEIR PATIENTS TO YOU?
We can handle both simple and complex cases with the same expertise. We treat people the way we want to be treated.

MAP LOCATION #1
When Mahshid Asrari, D.D.S., M.S. completes a root canal, her patients are often surprised at how comfortable and positive the procedure can be. They have told her that the experience was pleasant, wonderful and even exceptional. “I want to create an experience that will reflect well on the referring dentist,” she said. “I want the patient to thank their dentist for referring them to me.”

Dr. Asrari, who takes an innovative, patient-focused approach to endodontics, deliberately crafts the experience for her patients. She personally answers any questions that the patient might have and explains the procedure to them. She frequently hears from her patients that although they have had root canals before, they never really understood what was done. “Taking the time to make sure each patient is comfortable with the procedure is essential,” she said.

Someone who needs a root canal is usually in pain. “I don’t want to see my patients in pain. I try to be as gentle and sensitive to their pain as possible, and I never tell a patient to ‘just hang in there.’ If they have pain, we need to address it.” Because of this sensitivity, doctors feel comfortable referring children and apprehensive patients to her.

For patients, Dr. Asrari’s office is soothing; allowing all the tension they felt prior to the visit to slip away when they arrive. Patients tell her that the office reminds them of an upscale spa. “I designed the office to put my patients at ease,” she said. “We try to make each patient comfortable during their visit. We provide neck pillows and offer MP3 players so patients can listen to music and relax.” Of course, nitrous oxide and oral sedation is available for especially anxious patients.

Despite rave reviews of her office and chair side manner, Dr. Asrari admits that an upscale office is pointless unless the patients receive the highest quality care. “I strive to perform a flawless procedure on each and every tooth,” she explained. “Whether performing a root canal, apicoectomy, specification or other endodontic procedure, I think great satisfaction in achieving the treatment goal on each patient every day.”

Dr. Asrari has always been dedicated to expanding her knowledge and skills. “I come from a culture that emphasizes the importance of education,” she said. “Learning is a lifelong pursuit.” This philosophy helps explain her commitment to academic achievement. Dr. Asrari came to the United States to attend Utah State University, where she received her Bachelor of Science degree. She then attended Marquette University School of Dentistry, where she received her Doctor of Dental Surgery degree, Specialty Certificate in Endodontics and Master of Science degree. By the time she had finished her endodontic residency, she had published three articles and two abstracts in peer-reviewed journals and had presented her award-winning research in seven regional and national conferences. She has also shared her knowledge by teaching at Marquette University School of Dentistry as a faculty member.

Research and teaching have always played a part in Dr. Asrari’s dental career, and she feels her patients benefit as a result. “Research makes you think analytically, and teaching forces you to become an expert on the subject,” she explained. “When I treat a patient, I don’t just do the same thing over and over. Every case is unique. I try to find solutions that best fit the situation.” Dr. Asrari is able to take that approach by combining her analytical skills and knowledge with a keen interest in technology.

Dr. Asrari certainly delights in using the latest technology. “Growing up, my brothers, who were engineers, exposed me to technology, and my sisters, who were physicians, exposed me to medicine. Dentistry allows me to pursue my passion for both technology and medicine. Whether evaluating the latest optics, investigating plastic endodontic files or reviewing root end filling materials, Dr. Asrari enjoys exploring the latest innovations in endodontics. “It is thrilling to have a dentist ask me a really difficult question about technology or endodontics and know the answer,” she said. “I want to be a resource that improves their endodontic knowledge and skills.”

Dr. Asrari seeks to build a professional, working relationship with her referring dentists. “In essence, they are lending me their patients,” she said. “I want to make sure their patients return pleased with their experience.” This could be the reason dentists trust their patients to Dr. Asrari’s care. “When I finish a root canal and the patient tells me she had a truly positive, comfortable experience, I know she will tell her family and friends, and maybe, she will even thank her dentist for referring her to me.”
At Advanced Endodontics, Brian Christopherson, D.D.S. and his staff take pain seriously. “I look at pain as an emergency,” said Christopherson, who decided to pursue a career in dentistry and endodontics as a way to alleviate suffering. “If I were in pain, I would want to be treated right away.” Advanced Endodontics offers excellent care that is both compassionate and cutting edge. The practice is microscope-based, allowing Christopherson to perform non-surgical as well as surgical procedures with precision. “The microscope gives me the ability to much better see what I am doing,” he said. “I want to be as meticulous as possible.” A root canal could take as little as an hour or several hours depending on the tooth’s anatomy, and he never takes any shortcuts to get to the next case.

Follow up care is always a high priority. Christopherson wants to see the patient at least once a year after the procedure, if not every six months, to monitor healing and to catch any problems that might develop in their earliest stages. “I want to make sure the symptoms are gone,” he said. “It helps avoid pain and problems in the future. What I don’t want is for the patient to be having problems that I don’t know about.”

The practice tries to make itself easily available for contact from referring offices as well as the patients. “I make myself personally available for patients and other doctors,” he said.

Christopherson received his dental degree from the University of Pacific in 1994. He spent 10 years as a general dentist, including three years in the Air Force. After a while, though, he realized his passion was endodontics. He attended Boston University where he recently completed his endodontic residency. His experience as a general dentist has been invaluable. “I can relate more to the restorative dentist. I know their needs, and I can facilitate their treatment plans.” The father of five children, he is glad to be in the Valley, where he has family. Christopherson said his future plans include providing continually advancing care to his patients.

To learn more about Advanced Endodontics, contact the staff at 480-733-1778. The office is located at 2017 E. Adobe St., Mesa, AZ 85213.
Dr. Doyon received his dental degree from the University of Pennsylvania in 1980. He practiced general dentistry for 22 years in Audubon, New Jersey, a small town outside of Philadelphia. In 2004, he completed his specialty training in endodontics at the University of Maryland. He practiced endodontics in Syracuse, New York before coming to Arizona. He was selected to participate in a prospective clinical research study that will track the outcome of endodontic cases over the next five years to help determine some of the more important factors that contribute to predictable long-term success.

Having been a wet fingered restorative dentist for over 20 years helps Dr. Doyon understand the requirements of and different treatment modalities offered by his referring doctors. “Although there are exceptions to every rule, I believe that dentists shouldn’t specialize until they have had a few years experience as a general dentist. My experience as a real world restorative dentist helps me to really get ‘in the mind’ of the general dentist, the sub-contractor, if you will, meeting the needs of the restorative dentist, the general contractor. To me, communication is better than less communication. If there is anything out of the ordinary, I’d like to know how to meet the referring doctors’ concerns. It’s just easier to know how to help them out.”

According to Dr. Doyon, general dentistry experience was a key factor when John J. Stropko, D.D.S., a general dentist himself for 24 years, wanted to work with someone sharing not only a similar dental background but also a commitment to continuing education and learning and a compatible treatment philosophy. Dr. Doyon joined the practice two years ago, and in June 2007, when Dr. Stropko retires, he will continue to provide the excellence and innovations expected by doctors and patients alike.

To keep referring dentists informed of treatment progress, Dr. Doyon sends a consultation letter after the patient’s initial visit. This is followed by an interim treatment note, if necessary, and a final report. Through Dr. Doyon’s patient management software, referring doctors can monitor their patient’s status online. With their own user name and password, dentists have access to their patient’s files and can view digitized radiographs and additional photos that may not have been included in mailed reports.

Communication is an important virtue of the treatment process at CMSE. Dr. Doyon believes that it is important for the patient to be well informed on all aspects of their care. He also feels strongly that referring doctors should know they have a partner in the treatment of their patients. “I prefer to work as part of a team. I see myself as the sub-contractor, if you will, meeting the needs of the restorative dentist, the general contractor. To me, more communication is better than less communication. If there is anything out of the ordinary, I’d like to know how to meet the referring doctors’ concerns. It’s just easier to know how to help them out.”

According to Dr. Doyon, general dentistry experience was a key factor when John J. Stropko, D.D.S., was looking to take on a partner and transition his practice at CMSE. Dr. Doyon sent a consultation letter after the patient’s initial visit. This is followed by an interim treatment note, if necessary, and a final report. Through Dr. Doyon’s patient management software, referring doctors can monitor their patient’s status online. With their own user name and password, dentists have access to their patient’s files and can view digitized radiographs and additional photos that may not have been included in mailed reports. With the aid of his software, Dr. Doyon can also collect data about his cases and periodically meet with each referring dentist to discuss their cases and outcomes. "This is an opportunity to find out if there are ways that we can better serve our referring doctors," he said. "We want to meet their needs as well as the needs of the patient."

Having been a wet fingered restorative dentist for over 20 years helps Dr. Doyon understand the requirements of and different treatment modalities offered by his referring doctors. "Although there are exceptions to every rule, I believe that dentists shouldn’t specialize until they have had a few years experience as a general dentist. My experience as a real world restorative dentist helps me to really get my referring doctors’ concerns. It’s just easier to know how to help them out."
Kenneth J. Frick, D.D.S., M.S., and Douglas E. Thomas, D.D.S., partners at Pinnacle Peak Endodontics, have much in common: both completed their general residencies in the United States Air Force, both practiced general dentistry before pursuing endodontics and both are committed to evidence-based, personalized care for their patients.

“We provide a high level of care,” Dr. Frick said. “We explain to the patient what is going on. We educate them. I often hear from patients that they’ve never had a dentist spend so much time with them.”

Dr. Thomas hears similar comments. “We take the time to find out what the problem is,” he said. “Before treatment begins, we schedule a consult so we know what is going on and can treat accordingly. We might treat the same day, but we always do the consult first.”

Pinnacle Peak Endodontics strives to create a comfortable environment for the patient. For patients who need it, the doctors can prescribe oral sedation. XM radio and DirectTV are available in each of the four operatories, where television shows are broadcast on monitors mounted into the ceiling. Pillows are also available, and a warm, moist towel is provided for the patient’s face after the procedure.

To keep the atmosphere relaxed, the practice diligently tries to never overbook. If an appointment is expected to take 45 minutes, they will schedule an hour for it to make sure they have ample time with the patient. Scheduling this way also makes it easier for them to accommodate emergencies. “Patients want to know whether we’ll be able to complete the root canal procedure that first day,” Dr. Frick said. “I can’t always guarantee that, but I can guarantee that we can either stop or reduce the pain that first day and at least get medicine into the tooth to stabilize it.”

The doctors welcome referrals and the opportunity to consult with restorative dentists on their difficult cases. Several times a year, they give “mini-lectures” in their office where they discuss root canal procedures with general dentists. “Our presentation really helps them to figure out what cases they can comfortably treat in their office,” Dr. Frick said.

Pinnacle Peak Endodontics uses the latest technology to offer a full range of endodontic treatment. They use microscopes “100 percent of the time” as well as digital x-rays and other innovative technologies. They are entirely paperless. All patient files are stored on the computer, and the practice also has a website that allows for online registration and referrals.

Dr. Frick and Dr. Thomas believe that the success of a root canal, in part, depends on addressing the coronal seal of the tooth. For that reason, unless the referring dentist requests that they not do it, they will complete the build-up at the time of the root canal. Dr. Thomas said that it makes sense to do the build-up at the same time since the environment is already sterile. To help ensure a sterile environment in the office, the practice has a completely up-to-date sterilization center.

Patient education is an important part of their practice. During the procedure, they offer the patients the opportunity to see the tooth’s interior anatomy on the monitor overhead. After the procedure, the doctors will show the patient before and after pictures, if they are interested, and explain to them what was done.

Dr. Frick opened Pinnacle Peak Endodontics in 1999. A 1986 graduate of the University of Missouri, Kansas City School of Dentistry, he completed his general practice residency in the Air Force. After finishing his tour with the Air Force, he spent several years in general practice before completing his endodontic residency in 1997. Dr. Frick is a Diplomate of the American Board of Endodontics.

Dr. Thomas graduated from the dental program at the University of Texas Health Science Center in San Antonio in 1995. For several years, he served as a staff dentist in the Air Force. He received his endodontic training from Wilford Hall Medical Center. After completing his military obligation in 2005, he joined the practice and was made a partner in January 2007. Dr. Thomas is a member of the American Association of Endodontists and is working towards board certification. Once he completes the certification process, Dr. Thomas will join Dr. Frick as one of only 17 endodontists in Arizona who are board certified.

“We work hard to exceed expectations,” Dr. Frick said. “Patients can’t believe how easy the procedure is.”

Dr. Thomas added. “Patients are very satisfied with the treatment they receive here. We get hugs and handshakes all the time.”
The endodontists at Red Mountain Endodontics are dedicated to providing the highest standard of professional care in a friendly, comfortable environment. Having all grown up in Mesa, they are actively involved in the community. They have worked hard to establish a good reputation in the area and work even harder to maintain it.

“It has always been our goal to provide the best care possible,” said James D. Hamberlin, D.D.S. With that said, availability and accessibility are extremely important when it comes to treating their patients. Hamberlin and his partners, Steven L. Frost, D.D.S., and Lance J. Skidmore, D.D.S., M.S., are always able to accommodate patients in pain. The practice was built on Dr. Frost’s philosophy that emergency patients should be seen immediately. They allow flexibility in their schedule as a means to facilitate these emergency patients even if it means working through their lunch or staying late. They are available, as well, for early morning appointments and on Fridays. They are easily accessible to both referring dentists and patients.

It is important to Red Mountain Endodontics that patients are comfortable during their visit. They emphasize education by talking the patient through the root canal process with the understanding that education is much better than medication.

If their patients know what is happening, they are much more comfortable and at ease.

The doctors recognize that although local anesthesia is sufficient for most patients, some prefer the additional support of nitrous oxide, oral or IV sedation. These means can be arranged if they are necessary. “Most people, if they can tolerate a small filling, have no problem with a root canal in our office,” Dr. Hamberlin said. The staff, however, is sensitive to their patients’ needs by reading body language and facial expressions.

The practice employs the latest technology including digital x-rays, microscopes, apex locators, ultrasonics and electric hand pieces. They utilize a comprehensive endodontic specific software program. The Total Digital Office Software allows them to keep detailed electronic charts on all patients and provide instant reports to referring doctors. It has been a valuable asset to the practice.

With TDO, the office can be portable. If a patient of record calls with a concern, his chart can be accessed by the doctor and the situation can be assessed immediately. This is a definite advantage over having files locked in the office all weekend.

Another benefit the software offers is to streamline the registration and referral process. Patients can complete their history and consent forms on a personal computer using a password and login user name. If they don’t feel comfortable using a computer, a friendly staff member will assist them through the process at the office.

Referring doctors can use a user name and password to log onto the website to make referrals online and view their patients’ charts, x-rays and other relevant information. With this software, the endodontists can complete patient reports during the examination and email the report to the referring dentist while the patient is still in the chair. Traditional methods of report are available for referring dentists that prefer a printed copy.

Dr. Frost founded Red Mountain Endodontics in 1995. Dr. Hamberlin joined him in 1999 followed by Dr. Skidmore. The practice will continue to grow as they open a satellite office in Queen Creek during the summer of 2007. The doctors will rotate between the offices, and a centralized phone system will keep the offices connected.

A graduate of the dental school at the University of the Pacific in San Francisco, Dr. Frost received his endodontic training from Tufts University in Boston. He spends his spare time with his wife, five boys and his daughter.

Dr. Hamberlin also attended dental school at the University of the Pacific in San Francisco where he graduated as valedictorian. He attended the University of Washington for his endodontic training. He enjoys spending time with his family and outdoor activities.

Dr. Skidmore received his dental degree from the University of Colorado School of Dentistry in 2003. He completed a one-year general practice residency at the University Hospital in Denver and attended Marquette University for his masters in endodontics. In his spare time, he likes to play golf and tennis; however, what he enjoys the most is spending time with his wife and three daughters.

For more information, visit the Red Mountain Endodontic website, www.redmtendo.com, or call 480-396-6100. This is the centralized phone number for both of the following locations:

- 1056 S. Val Vista Dr. Suite 3 Mesa, AZ 85204
- 18610 E. Rittenhouse Rd. Suite 104 Queen Creek, AZ 85242

Red Mountain Endodontics

LOCATION
1056 S. Val Vista Dr., Suite 3
Mesa, AZ 85204
18610 E. Rittenhouse Rd., Suite 104
Queen Creek, AZ 85242

PHONE
480-396-6100

EMAIL
frost@redmtendo.com
hamberlin@redmtendo.com
skidmore@redmtendo.com

WEBSITE
www.redmtendo.com

YEARS IN PRACTICE
Dr. Frost: 13 years | Dr. Hamberlin: 8 years
Dr. Skidmore: 2 years

NUMBER OF STAFF
Twelve

EDUCATION
Dr. Frost: University of Pacific, Tufts University
Dr. Hamberlin: University of Pacific, University of Washington
Dr. Skidmore: University of Colorado, Marquette University

WHY SHOULD GENERAL DENTISTS REFER THEIR PATIENTS TO YOU?
We are easily accessible to both referring dentists and patients.

MAP LOCATION #6
Jonathan M. Gutman, DMD
Gary K. Silver, DDS, MDS

TUCSON ENDOdontists OFFER EFFICIENT AND COMFORTABLE CARE

Valley Endodontic Specialty Group

Valley Endodontic Specialty Group has brought outstanding patient care and service to Tucson since it opened its Wilmot Road office in August 2000. Gary K. Silver, D.D.S., M.D.S., who practices at the office, said that Valley Endodontics is unique in providing patient care in Tucson by participating in most dental plans available. In January, the group added a second Tucson location on Ina Road, establishing Valley Endodontics as one of the area’s premier endodontic providers.

Both locations offer gentle, efficient and caring treatment. The doctors and staff are sensitive to their patients, answering questions and taking the time to educate them about their treatment needs. In most cases, they can then treat their patient efficiently in one visit. After the procedure, they continue to show their care for the patient and follow up with him to ensure a quality outcome.

The practices can accommodate emergencies the same day. “We’re flexible,” said Jonathan M. Gutman, D.M.D., the Ina office endodontist. “We can work our schedule to get a patient in pain into our office for treatment.” The Ina and Wilmot offices have early morning appointments available. Both use the latest technology and techniques and offer oral sedation.

Gutman said the offices work hard to keep referring doctors informed of their patient’s progress. They send out x-rays and report the day the procedure is completed. When there is a complicated case, the doctors will get on the phone and discuss their findings and treatments with the referring dentist. Or, they will arrange a time to meet the referring dentist for lunch to discuss a patient’s care in even more depth.

“Our office is always available for referring dentists to visit,” Gutman said. “We love to have dentists stop by and see what we do.”

Having been in general practice for 14 years before becoming an endodontist, Silver feels he is in a unique position to be a resource to referring doctors. “I have a good understanding of general dentistry,” he said. “I can communicate well with the general dentist and sometimes bring up issues that they haven’t considered.”

What sets Gutman apart is his ability to treat young children. He said 60 percent of his patients are children under the age of 12. “I really enjoy being able to help kids,” he said. (Silver does not treat children.)

While working on children’s teeth can actually be easier than working on adult teeth, the real challenge, Gutman said, is keeping the children comfortable. He encourages them to bring their own music or game systems. IV sedation is available for anxious patients or those who are having work done on several teeth.

“We do our best to treat them like grown ups.”

Gutman believes the group receives many children because they accept Medicaid. They participate in most insurance programs and accept Mastercard, Visa, Discover and American Express.

In July 2007, the group will add an oral surgeon to its Tucson team. He will practice at the Ina office.

As a graduate of the University of Michigan School of Dentistry in Ann Arbor, Silver said dentistry was the only career he ever considered. “I actually liked going to the dentist as a child,” he said. “I thought it was kind of neat to see the office and all the instruments.” He is licensed to practice dentistry in both the United States and New Zealand, where he completed his endodontic specialty training at the University of Otago. To be able to practice endodontics in the United States, he completed additional endodontic training at the Veterans Affairs Medical Center in Long Beach, California.

Gutman was a member of the first undergraduate class at Boston University School of Dental Medicine in 1975. After earning his dental degree, he went directly from that program into the dental school’s endodontic training program where he trained under Herbert Schilder, the “father of modern endodontics.” He said endodontics “just clicked” for him. “I liked the idea of being able to save teeth and to get people out of pain,” he explained. Gutman had a private endodontic practice in New York for 27 years before joining the Valley Endodontic Specialty Group two years ago.

Founded in 1996 by Steve Hymovitch, D.D.S., Valley Endodontics Specialty Group is the largest endodontic group in the state of Arizona. In addition to the two Tucson locations, the group has five locations in the Phoenix metropolitan area.

For more information about the Valley Endodontic Specialty Group’s Tucson locations, visit the group’s website at www.valleyendodontic.com or contact the offices directly.

Gary K. Silver, D.D.S., M.D.S., who practices at the office, said that Valley Endodontics is unique in providing patient care in Tucson by participating in most dental plans available. In January, the group added a second Tucson location on Ina Road, establishing Valley Endodontics as one of the area’s premier endodontic providers.

Both locations offer gentle, efficient and caring treatment. The doctors and staff are sensitive to their patients, answering questions and taking the time to educate them about their treatment needs. In most cases, they can then treat their patient efficiently in one visit. After the procedure, they continue to show their care for the patient and follow up with him to ensure a quality outcome.

The practices can accommodate emergencies the same day. “We’re flexible,” said Jonathan M. Gutman, D.M.D., the Ina office endodontist. “We can work our schedule to get a patient in pain into our office for treatment.” The Ina and Wilmot offices have early morning appointments available. Both use the latest technology and techniques and offer oral sedation.

Gutman said the offices work hard to keep referring doctors informed of their patient’s progress. They send out x-rays and report the day the procedure is completed. When there is a complicated case, the doctors will get on the phone and discuss their findings and treatments with the referring dentist. Or, they will arrange a time to meet the referring dentist for lunch to discuss a patient’s care in even more depth.

“Our office is always available for referring dentists to visit,” Gutman said. “We love to have dentists stop by and see what we do.”

Having been in general practice for 14 years before becoming an endodontist, Silver feels he is in a unique position to be a resource to referring doctors. “I have a good understanding of general dentistry,” he said. “I can communicate well with the general dentist and sometimes bring up issues that they haven’t considered.”

What sets Gutman apart is his ability to treat young children. He said 60 percent of his patients are children under the age of 12. “I really enjoy being able to help kids,” he said. (Silver does not treat children.)
“We listen and respond to the needs of our patients and our referring doctors,” Hymovitch said. “Patients said they wanted Saturday appointments. We have Saturday appointments. A referring doctor might tell us that it would be helpful if we took a particular insurance, and we’ll look at the feasibility of taking that insurance.”

That is why the practice has seven offices. “Our referring doctors would suggest locations, or patients would say, ‘You should have a practice in my area.’ We respond to requests.”

Valley Endodontic Specialty Group uses the latest technologies to provide effective endodontic treatment and care. All offices use microscopes, and the doctors and staff continue their education with additional training to keep current on new techniques and procedures.

Hymovitch said they have assembled an exceptional team of doctors and staff at each location. Highly trained and well respected, these professionals are also a diverse group of individuals that bring their unique backgrounds and talents to the practice. “We have two doctors that grew up in Lebanon, two in Canada, one in Iraq, one in Israel, and one in Nicaragua,” he said. “We have three female endodontists, and several endodontists that speak Spanish.”

Having a diverse practice makes the team stronger, according to Hymovitch. “We all have similar qualities and talents, but we can see things from different perspectives. We have so much to offer each other, our referring doctors and our patients.”

As part of the largest endodontic practice in Arizona, the doctors and staff make every effort to offer personalized treatment that is gentle, efficient and caring. The doctors and staff of Valley Endodontic Specialty Group understand that, even when patients are in extreme pain, one of the last places they want to be is sitting in the dental chair. If a root canal is necessary, the doctors provide attentive care. They take the time to answer questions and address the concerns of both the patient and the referring doctor.

Efficiency is also important. “We understand how valuable our patients’ time and schedules are,” Hymovitch said. “In most cases, patients with routine root canals can be treated in just one visit.”

The group accepts and files most insurance plans. They also accept Mastercard, Visa, Discover and American Express payments.

“We try to be flexible,” Hymovitch said. “We’re here to treat our patients, but we’re also here to help referring doctors. We do this by meeting their patients’ needs.”

A native of Canada, Hymovitch received his dental degree from McGill University in Montreal. At the time, there was no endodontic training program available in Canada, so he attended the nearest American training program at Tufts University in Boston. After graduation, he spent four years in private practice in Massachusetts before moving to Arizona in 1994. For the next two years he practiced in a multi-specialty office. In May 1996, he began his own practice, Valley Endodontic Specialty Group.

Hymovitch is the father of four children (with a fifth on the way). When not working, he enjoys spending time with his wife and children and watching hockey.
Delivering the best endodontic care possible also means being available for emergencies in a timely fashion. "We are emergency partners in the community," Cavender said. "When you can see it, the better you can do it," McClammy said.

McClammy was an early convert to the microscope and advocates using every technological advantage possible also means being available for emergencies in a timely fashion. "We are emergency partners in the community," Cavender said. "When you can see it, the better you can do it," McClammy said.

McClammy was an early convert to the microscope and advocates using every technological advantage possible. One of the first general practitioners in the country (if not the world) to use it, he brought the practice's microscope to the country to use it, he brought the practice's microscope to the country. "I just couldn't do it without it," McClammy said. "There's no other way I could go," he added.

When not in the office, McClammy enjoys an active lifestyle in the outdoors. His non-dental time is spent with his wife, horses, and "dawgs." He is an active team roper. "Life is riding, roping, and root canals!" he said. "And not necessarily in that order!"

According to the energetic staff and doctors, there are numerous things that set North Scottsdale Endodontics apart from mainstream endodontics. "We are in the forefront of the latest technology," McClammy said. "We have the latest in technology that we refer patients to." The practice is able to offer patients the treatment they need while still providing the latest in technology.

"The option of being able to implant a tooth is very appealing to patients," McClammy said. "We have the latest in technology that we refer patients to." The practice is able to offer patients the treatment they need while still providing the latest in technology.

Cavender graduated from dental school in 1984. "I spent a year in a hospital-based general practice residency in West Virginia and another year in private practice of general dentistry."

After completing his endodontic fellowship program, Cavender moved back to his hometown of Charleston, West Virginia. For eight years, he has excelled in a solo endodontic practice and continued to further his endodontic education through the European Endodontic Annual Symposium and the North American Endodontic Association.

McClammy was pleased with the appointment of two new directors at the endodontic practice. "We have the latest in technology that we refer patients to," McClammy said. "We have the latest in technology that we refer patients to." The practice is able to offer patients the treatment they need while still providing the latest in technology.

"The option of being able to implant a tooth is very appealing to patients," McClammy said. "We have the latest in technology that we refer patients to." The practice is able to offer patients the treatment they need while still providing the latest in technology.

"The option of being able to implant a tooth is very appealing to patients," McClammy said. "We have the latest in technology that we refer patients to." The practice is able to offer patients the treatment they need while still providing the latest in technology.
Oscar M. Peña, DDS, MSD, PC

PROVIDING QUALITY TREATMENT IN A COMFORTABLE ENVIRONMENT

“One of the things I strive for is to provide the best root canals I can,” Peña said. “I perform a root canal therapy on my patients with the same quality of care that I would for my family.”

He takes a methodical approach to endodontics. “We take our time to prepare the tooth before we even start a root canal. We continue to take our time in each step including temporing the tooth and sealing it well. That’s basically the key to a successful root canal, how well cleaned and sealed the tooth is. Remove the bugs and don’t let them in.”

As a result, Peña has a low re-treatment rate. “Our success rate is pretty high,” he said. “That’s basically because of the time we take to get the procedure done right the first time.”

Treating the patient’s mouth as a whole and not just the root canal is another reason for their success. “We try to avoid a tunnel vision approach and see the entire patient in general,” he said. “We assess the tooth as it relates to the whole mouth and the general dentist’s treatment plan.” During the consultation, Peña makes a definitive diagnosis and gives the patient a realistic prognosis.

“I make every effort to try to achieve the best quality treatment,” he said. This includes using microscopes and 6-power surgical loops. “I am always in the range of 6- to 22-power fiber optic illumination of the treatment field 100 percent of the time.”

He also uses the ASI Advanced Endodontic System for efficiency. With everything custom built into one unit, it helps to cut down on clutter and tends to put patients at ease because they don’t see the many instruments. “It’s just one small unit with one rheostat pedal,” he explained.

Peña keeps patients informed and comfortable while in the dental chair. “We offer patients drinks when they come in and personal headphones while they are in the chair,” he said. “Patients love the atmosphere.”

“That was one of my goals,” he continued. “I wanted to create an office with a homey feel. I wanted a relaxing environment.”

He points to the ergonomically designed dental chairs with memory foam. “People love that. They just sink in and feel very at ease, and that’s important to me because they are going to be in that chair for at least an hour.”

The office welcomes new referrals. Peña invites referring dentists to contact him by phone or visit the office in person to see where their patients will be treated. He will also meet with referring dentists for lunch or dinner to discuss cases.

Even though this is a one-doctor practice, Peña is available to treat emergencies. “We allocate time every single day to see emergency patients,” he said. “We treat them the same day or at least within 24 hours.” For anxious patients, the practice offers nitrous oxide and oral sedation. Intravenous sedation can be arranged when necessary.

Peña regularly receives compliments on his root canals from referring dentists. “They are pleased with how nice the root canals are and how clean and well they are temporarily restored.” He follows up with the patients, too, recalling them to check the progress of the root canal, which helps to ensure the long-term success for the procedure.

The practice opened 2002. He has been fortunate to have a wonderful staff. “They try hard to go beyond what is asked of them and that is shown in their excellent care and customer service.”

Peña is a native Arizonian. He graduated with honors from the University of Arizona in Molecular & Cellular Biology and with honors from UCLA School of Dentistry. He then completed his endodontic training with a Master’s degree at the University of Washington School of Dentistry in Seattle.

In his spare time, he plays drums (he has been playing drums since he was in junior high), golf and racquetball. He also loves spending time with his family and traveling.

To learn more about Dr. Peña’s practice, contact him at 520-299-6662 or visit his website, www.ompendo.com. The office is located at 1605 E. River Road, Suite 151, Tucson, AZ 85718.
Dr. Lance Schneider, DDS

Putting the Patient's Needs Above All Else

When Lance Schneider, D.D.S. began considering names for his endodontic practice, the acacia tree seemed like a natural choice. “It symbolizes strength and longevity,” he said. Twelve years after opening in 1995, Acacia Endodontics continues to be a strong, extremely ethical practice that puts the patient’s needs and treatment plan above all else.

The practice performs a full range of conventional and surgical endodontic care. Intravenous sedation is available for patients who are anxious about the procedures.

According to Schneider, their office is currently the only endodontic group in Maricopa County that offers IV sedation, and he receives referrals from all over the state. Patients can respond to instruction under the sedation but have no real memory of the procedure when they wake up, he said, making it an ideal solution for someone anticipating a lot of pain or anxiety.

Schneider estimates that about 20 percent of his patients request IV sedation. While they are sedated, a staff member and the doctor monitors them with hospital-quality equipment including a cardiac monitor, automatic blood pressure readings, pulse oximetry and body temperature. The entire staff is ACLS certified, and the clinical assistants are trained in medical emergency protocols. “It is a very safe and friendly environment,” Schneider said. Schneider is also ACLS certified.

The other 80 percent of Acacia’s patients opt for local anesthesia. Schneider said they strive to make these patients as comfortable and relaxed as possible. During procedures, they use a “very gentle touch” to minimize discomfort.

“Patients are very appreciative of the care and concern they receive here,” Schneider said. The practice follows up with patients the night of the procedure and later sends out a comment card to receive feedback on the patient’s experience. The office has book full of returned cards expressing gratitude for the excellent care they received. “Let’s face it,” he said. “Not everybody needs endodontic treatment, and if I tell them if they don’t.”

Schneider also receives cards from patients thanking him for his honesty. “Let’s face it,” he said. “Not everybody needs endodontic treatment, and if I tell them if they don’t.” He feels it is very important to be ethical. For him, that means doing what is best for the patient and the situation and not modifying what he knows is the right thing to do.

Time is another priority. “We like to be on time,” Schneider said. “We can’t do quality treatments when we fall behind schedule.” He explained that when the office is overscheduled, it not only inconveniences the patient but also creates a stressful environment for the staff as they try to provide quality care. “We try to schedule an appointment for longer than we think it will take.”

Acacia Endodontics prides itself on staying current with all dental, endodontic, and medical technologies available. They employ the latest in technology, including microscopes and digital radiography. As an endodontic resource for both patients and referring offices, the practice maintains a comprehensive website, www.acacia-endo.com, which provides information on all procedures and IV sedation as well as post-operative instructions. The website also has a complete listing of participating insurance programs. This is helpful to the referring offices when guiding the patient into specialty care.

The staff is experienced, professional and very friendly, he said. They know the industry, they know insurance, and they can answer “virtually any question.” One staff member speaks Spanish, which helps make Spanish-speaking patients feel more comfortable with their treatment if they are not fluent in English.

Schneider received his dental degree from the Medical College of Virginia in 1981. He practiced general dentistry for seven years in Utah before deciding to specialize in endodontics. In 1990, he completed his residency training in endodontics at Baltimore College of Dental Surgery (the world’s oldest dental school and the home of the Smithsonian National Dental Museum) at the University of Maryland School of Dentistry. He is a recognized specialist in endodontics by the American Association of Endodontics and the American Dental Association.

He has a passion for anesthesiology and is a Diplomate of the National Dental Board of Anesthesiology. Schneider also is a Fellow of the American Dental Society of Anesthesiology (ADSA) and treasurer of its local chapter. In his spare time, he enjoys skiing, scuba diving, motorcycling and flying his Piper Dakota.

Acacia Endodontics continues to grow. In June 2007, Shaun Cullimore, D.M.D., a recent graduate of the University of Florida, will join the team, and Schneider is looking at possibly opening a second office in the Valley.

For more information about Acacia Endodontics visit the practice’s website at www.acacia-endo.com or contact them at 480-777-9938. The office is located at 1300 N. McClintock Dr., Suite B-2, Chandler, AZ 85226.
It is the philosophy of Francine Vickers, D.D.S. to offer her patients exceptional treatment in a caring manner and comfortable environment. She demonstrates her genuine concern for her patients by making them an integral part of the treatment process. “It is very important that patients understand their diagnosis and treatment options,” she said. As a result, she and her staff spend extra time educating patients, answering questions and listening to their concerns.

Many patients have a phobia of root canals and of dentistry in general. Once they understand the purpose of root canal therapy and that this treatment allows them to keep their teeth, they realize the significance of such an important treatment choice in maintaining their natural dentition.

Making patients as comfortable as possible is a priority. Her office provides headphones, music and DVDs. Patients are welcome to bring in their own music to listen to. Throughout the procedure, Vickers is responsive to her patient’s needs and treats them with compassion. “I like to let my patients know what to expect as we walk them through the root canal process. Patients appreciate being informed during treatment.”

When Dr. Vickers sees a new patient, a limited examination is performed and a consultation is provided. Most of the time, this is followed by same-day treatment, but more complicated cases may require additional time. Emergent cases are almost always seen the day the referring dentist contacts their office, and treatment is usually provided that same day for these patients as well. There is a recall system in place to follow up with patients to assure proper healing is taking place.

The practice enjoys a good relationship with referring doctors. They keep the doctor informed of the patient’s treatment through a combination of letters, faxes, emails and phone calls. X-rays can be sent via the mail or digitally through email. Referring dentists appreciate the caliber of work Dr. Vickers provides. She uses the latest in technology including microscopes and digital x-rays. Using a gentle touch, she completes procedures with quality and works to assure patients have a good outcome. “We have one opportunity to provide education, service and treatment to our patients, and we want them to leave with a positive experience,” she said.

“We get good feedback from our referring doctors and their staffs as well as our patients,” she continued. “Every patient is unique, and we try to cater our care to each person’s individual needs. Many of our patients have referred family and friends to our office. This is a great compliment to our team and the level of service we strive to provide.”

Dr. Vickers’ practice opened in 2001 and has a highly skilled, exceptionally friendly staff. Her assistants have worked exclusively in the field of endodontics, and her office manager is a certified dental assistant. They work together as a team to put the patient’s care and concerns first.

Dr. Vickers and her staff place an emphasis on continuing education.

“I think education is very valuable, not only for me but my staff,” she said. “We all take courses not only to stay current with the latest techniques, technology and trends but to improve ourselves as individuals and as healthcare providers. We are a very important part of our patients’ overall dental care and are also part of their overall healthcare; therefore, we continuously strive to improve our care for our patients and our doctors.”

Dr. Vickers began her dental career as an assistant. During that time, she became inspired to pursue a degree in dentistry. She attended the University of Colorado School of Dentistry, then completed a one-year hospital-based general practice residency in Phoenix with the Indian Health Service, a branch of the Public Health Service. Following her residency, she accepted an invitation from the dean at the University of Colorado School of Dentistry to return and become a member of faculty. She was director of the emergency clinic and worked with students in the clinic. She also was involved with the endodontic curriculum and a member of the faculty practice.

She said she has always enjoyed endodontics. While in dental school, she worked on a weekly basis with the dean at his endodontics practice where she found it fascinating to observe and listen to the patients. Her interest in this field continued during her first residency, and she knew this was the area of dentistry she would like to specialize in. Dr. Vickers completed her residency in endodontics at Oregon Health and Science University in 2000.

To learn more about Francine Vickers’ practice, call the office at 480-342-8118 or visit the website, www.drvickersendo.com. The practice is located at 9377 E. Bell Rd., Suite 337, Scottsdale, AZ 85260.

Francine Vickers, DDS
LOCATION 9377 E Bell Rd., Suite 337 Scottsdale, AZ 85260
PHONE 480-342-8118
EMAIL francine@drvickers.phxcoxmail.com
WEBSITE www.drvickersendo.com
YEARS IN PRACTICE 6 years
NUMBER OF STAFF Three
EDUCATION University of Colorado
WHY SHOULD GENERAL DENTISTS REFER THEIR PATIENTS TO YOU? We provide excellent service with a lot of TLC.

It is very important that patients understand their diagnosis and treatment options, she said. As a result, she and her staff spend extra time educating patients, answering questions and listening to their concerns.
75% of all endodontic work in the United States is done by general dentists. I want to teach them what it takes to increase the predictability of the endodontic treatment they render, and educate their patients about their work is always humbling for me to get an invitation to lecture to my colleagues and teach. I feel that one of my missions is to "raise the bar", by assisting with how to develop a teacher/caller persona. When a previous student calls me up and says, "I've been asked to be on the endodontic faculty. What do you recommend?" That's easy! When a previous student calls me up and says, "I've been asked to give a presentation that will bring the doctors up to speed as to the basics of endodontics." That's great! When a previous student calls me up and says, "I want to increase the predictability of the endodontic treatment we render, and give someone a great feeling about their work is always humbling!" Bringing back the classroom to dentists is the way I want to go. They can incorporate it into their daily practice, and "keeps me off the streets" during my spare time.

"I've been extremely blessed, and believe that my retirement is responsible for many of the advances in our specialty. The Scottsdale Center for Dentistry is an incredible environment. I'm very pleased that I'm able to share my knowledge and experience with anyone that wants to listen!"
Q & A: MARTY FIFER, AIA; FIFER DESIGN STUDIO

Licensed Architect Marty Fifer answers questions regarding dental office ground-up architecture, tenant improvements and other construction conundrums quarterly.

Q: At what point in the process should I get an architect involved?
A: Whether you’re thinking about a ground-up office design or a tenant improvement, I recommend talking to an architect as soon as possible. The following are a few reasons to do so before signing any purchase contract:

1. An architect can verify the feasibility of a space. Our firm bases its conclusions on several factors such as the space’s size, utility requirements, entry/exit door locations and parking, just to name a few. Not only will you be better prepared when you do sign on the dotted line, you’ll have a little more piece-of-mind when making one of your biggest financial investments.

2. Early involvement by an architect can help avoid potential conflicts with lenders and developers at closing by providing the necessary documents at the time of closing. Our experience in the field pays off when managing projects and timelines. Closing penalties are sometimes applied if these documents have not been prepared in time.

3. We are able to devote more time to crucial architectural decisions by being involved early in the process. By carefully working together and thinking out specialized solutions to your location’s unique strengths and challenges, we can ensure that your office design is a success. We’ve found that our most satisfied clients are the ones able to devote the time necessary to this part of the process.

Q: How long does the entire process take?
A: Every project’s timeline is unique, but by working with a trusted professional, you can work more efficiently and quickly. We advise our clients to allocate the following general guidelines for each of the stages of their project:

1. Design and engineering – three (3) months
2. Municipal review of drawings – two (2) months
   Each city’s review process and timing is different.
3. Building – between three and four (3-4) months
   This figure largely depends upon the size and complexity of the project.

Q: I’m familiar with your firm’s high-end themed and destination offices, but my practice merely needs a simple, straightforward office design. Is that something your firm would be interested in working on?
A: Of course! Our experience in all types of dental office designs and our focus on our client’s unique needs make us especially qualified to develop all types of spaces. To simplify the process, our firm has three design levels: Gold, Platinum and Diamond. Each level has different amounts of detail and complexity. We are as sensitive to our clients’ budgets as we are to their functional and aesthetic requirements. Our clients’ business plan really does serve as the ‘blueprint’ for everything we do.

No matter the level of design, we work hard to ensure that the design matches the practice’s brand image while remaining functional to the doctors and their staffs. That way, both patients and employees stay happy and loyal – which definitely keeps our clients happy, too.

Marty Fifer, AIA is the founder of Fifer Design Studio, Inc., an architectural and interior design firm specializing in commercial, professional and architecture and design. Fifer Design Studio’s online portfolio can be viewed at FiferDesign.com or by scheduling a consultation at 480.733.2631 or mfifer@fiferdesign.com

Fifer Design Studio works with its clients and partners to create standout architectural solutions that are built for business. Not only can we handle any project from the ground-up, we’ll always have an eye on your bottom-line.

We know that we’re not just building an office, we’re building a relationship. 480.733.2631
Values. Ethics. People.

and outcomes are evaluated for complete client satisfaction. Burkhart can help build powerful dental practices:

• Practice Development and Management Consultation
• Attentive Account Managers, not salespeople
• Continuing Education to Improve the Dental Practice
• Professional Dental Supplies
• Supply Savings Guarantee
• Equipment Planning
• Equipment Repair and Maintenance
• Finance Options
• Act with integrity / earn client trust
• Be a knowledgeable resource
• Work in the clients best interest
• Professional innovative consultations, education, products and services that allow a practitioner to focus on the practice of dentistry.
• Planning and Development of New Dental Offices, Remodels or Expansions:
• Education. Burkhart helps dentists succeed through education, information and training. Successful dentists learn to be good practitioners, who manage a staff, operate a business, handle finances and maintain outstanding patient care.

Over a century ago, Burkhart Dental Supply was established based on a few core operating principles, by which it still operates today. Today, ethics, values and people: it is with the employees. Distinguished by its values, this company focuses on their key attributes:

• Act with integrity / earn client trust
• Be a knowledgeable resource
• Work in the clients best interest
• Professional innovative consultations, education, products and services that allow a practitioner to focus on the practice of dentistry.
• Planning and Development of New Dental Offices, Remodels or Expansions:
• Education. Burkhart helps dentists succeed through education, information and training. Successful dentists learn to be good practitioners, who manage a staff, operate a business, handle finances and maintain outstanding patient care.

Established over a century ago, Burkhart Dental Supply is one of the largest family-owned dental supply companies in the industry, serving the needs of dental professionals across the country. With headquarters in Tacoma, Washington, the company still believes in providing the highest degree of service, quality, ethics, trust and integrity. They employ the best equipment by the most respected manufacturers in the industry. Burkhart continues to help dentists be dentists by providing all the essential services and products for practitioners: rather than clients choosing items from a catalog, Burkhart positions the company as a full-service, full-support operation in partnership with dental practitioners. They personalize the specific services and products to fit the individual office requirements. From private business consultations, training, equipment and supplies, Burkhart operates hand-in-hand with their dental industry clients. While maintaining their focus on the dental industry, Burkhart continues to help dentists be dentists by providing all the essential services and products for practitioners: rather than clients choosing items from a catalog, Burkhart positions the company as a full-service, full-support operation in partnership with dental practitioners. They personalize the specific services and products to fit the individual office requirements. From private business consultations, training, equipment and supplies, Burkhart operates hand-in-hand with their dental industry clients.

While maintaining their focus on the dental industry, Burkhart continues to help dentists be dentists by providing all the essential services and products for practitioners: rather than clients choosing items from a catalog, Burkhart positions the company as a full-service, full-support operation in partnership with dental practitioners. They personalize the specific services and products to fit the individual office requirements. From private business consultations, training, equipment and supplies, Burkhart operates hand-in-hand with their dental industry clients.

For dental professionals, the staff at Burkhart Dental Supply not only provides superior dental products, services and support, but also works with the client to create a business environment that is focused on their own personal growth, and for the environment of opportunity to grow and to contribute. Burkhart’s associates are leaders in the industry. They have an understanding of the dental industry and its operations, and the relationships they develop provide an environment of opportunity to grow and to contribute. Burkhart’s associates are leaders in the industry. They have an understanding of the dental industry and its operations, and the relationships they develop provide an environment of opportunity to grow and to contribute. Burkhart’s associates are leaders in the industry. They have an understanding of the dental industry and its operations, and the relationships they develop provide an environment of opportunity to grow and to contribute.

Burkhart is driven by values, ethics and people, to achieve excellent results. Key features of the Phoenix office are the specialty showroom of high-quality dental equipment, service department, sales department and of course the well-trained and qualified associates to answer questions and provide appropriate assistance.

The Phoenix office is the quality, service, reliability and integrity. They empower themselves to the full-service support of their local dental practitioners for the empowerment and success of growing the environment of opportunity to grow and to contribute. They place extraordinary value on their people. They invest well in hiring and training their associates, who in turn, provide us with a fully trained, professional, knowledgeable and efficient team of professionals. They provide an environment of opportunity to grow and to contribute.

It is through building strong professional relationships, that Burkhart serves their clients and takes pride in delivering the best solutions for each situation. Whether you need an account manager, equipment specialist, service technician or general assistance – the focus is to achieve the goals of each client.

Communication. Burkhart invests the time to ask the right questions, to take certain to understand client goals. They develop a fully integrated and customized plan to generate the appropriate solutions for each client. A fully integrated and customized plan is developed to answer the questions and provide appropriate assistance. Be assured that the staff is ready to help each client determine the best solutions for each situation.

Teamwork. Burkhart account managers, equipment specialists, service technicians, trainers and all others involved in a project work as a team. It is with a full team effort that all projects come to fruition.

As a consultation is complete, a fully integrated and customized plan is developed to generate the appropriate solutions for each client. We ask the appropriate questions and provide appropriate assistance. Be assured that the staff is ready to help each client determine the best solutions for each situation.

For dental professionals, the staff at Burkhart Dental Supply not only provides superior dental products, services and support, but also works with the client to create a business environment that is focused on their own personal growth, and for the environment of opportunity to grow and to contribute.
When it comes to business, be sure that you, your family and your business are poised for success and protected against lawsuits. At Goodson, Manley, Forakis and Deloughery, P.C., the dental industry is our specialty. Attorney Paul Deloughery, believes in the proactive approach to business and legal planning. With expertise in all aspects of dental practice, he helps you plan for the future − and protect your personal assets − with proper planning and legal solutions that help you enjoy a fruitful and secure future.

Consider the following:

• Estate and business planning and preservation
• Testamentary wills
• Revocable and irrevocable trusts
• Tax planning
• Estate planning: step-parents, adoptive families, unmarried couples, domestic partners
• Retirement and exit strategies
• And other essential areas of legal support

Are you considering whether to form a limited liability company (LLC)? You may want to take these points into consideration:

1. LLCs offer limited liability for owners, but that protection is only as good as the steps you take to ensure it. Make sure the LLC is properly incorporated, registered, and that appropriate insurance coverage is in place.

2. Make sure the LLC has proper insurance coverage to protect against potential claims. This includes directors' and officers' liability insurance, as well as errors and omissions insurance.

3. Consider forming a separate entity to own and operate the LLC. This can help protect your personal assets from lawsuits.

4. Be sure to keep detailed records of transactions and communications related to the LLC.

5. Always consult with a qualified professional before forming an LLC or taking any action related to it.

With Paul Deloughery and his staff, you will work closely with someone who understands the dental industry − its unique challenges and opportunities. They will guide you through the process and help you develop a plan that is tailored to your specific needs.

Contact us today to find out how you can protect your assets, your business and your life. Feel secure in the future of your business and your life. Know that you, your business and your family are protected from great loss and liability. Know you have planned well for your future.
She added, “There’s definitely an advantage to working with a family-run business like BuildCor. Our reputation is associated with the quality of the work we do.”

There are no plans to grow the company any time soon. “We’re happy being a company of 14 people plus Tim and myself,” she said. “It allows us to offer personal service to our clients and keep an eye on the quality of what we are doing.”

For us, nothing less than the best will ever be acceptable.”

BuildCor Construction, LLC
722 E. Flynn Lane
Phoenix, Arizona 85014
Phone: 602-265-7592
Fax: 602-265-7594
vleason@netscape.net

Contact us today to find out how we can help make all your office remodeling dreams come true.
**Align Yourself with the Best in the Business**

The Drummond Group aligned with Equity Management Group

Believes in order to properly treat your Real Estate Investment needs...We must first Diagnose:
- Residential or Commercial
- Short Term/Long Term Goals
- Personal vs. Professional Goals
- Desired Return On Investment

Our goal is to create complete Clarity around all opportunities and expectations. As a Team we want you to be confident in your real estate acquisitions.

CONTACT US TODAY:
602-433-3500 or 1-877-300-8859
Provident Medical Telemessaging
www.promedtel.com

**Provident Medical Telemessaging**

Provident Medical Telemessaging delivers peace of mind to you and your patients—with professional communications services. Your patients communicate with a medical operator 24/7, even when no one is in the office. The professionally trained staff understands how to ask the right questions to serve the needs of you and your patients. Communicate with confidence!

Powerful communications keep you connected with your patients and medical community.

Discover how we can best serve you:
- Message taking
- Paging
- Patching
- Fax & email
- Appointment scheduling
- Message retention: audio & text
- Pre-screening announcements
- Customized for your practice.

**CONTACT US TODAY:**
602-433-3500 or 1-877-300-8859
Provident Medical Telemessaging
www.promedtel.com

**People By Marcus**

Distinctive Photography

For all your mortgage needs
480-889-3212

www.PeopleByMarcus.com

IMAGERY AS UNIQUE AS YOU

**Senior**

**Kids**

**Relationships**

**Events**
Teeth Don’t Play Fair!

It is difficult to determine the number of canals and the canal morphology by the pre-treatment radiograph.

The nerve forms the tooth from the outside in so the canal is shaped like the root. The file should be centered in the root. If not, then look for another canal space.
K3 Equals Safety

"By far, in my hands, SybronEndo’s K3 files have the best blend of safety, smooth tactile sensation, and cutting efficiency available today, bar none of any rotary nickel-titanium system."

– DR. RICHARD MOUNCE,
Vancouver, WA

Is safety the most important feature you look for in a rotary file? If it is, SybronEndo’s K3 NiTi files are your answer. K3 files are able to safely negotiate canals from straightforward single roots to even the most challenging S-shaped curves.