

**NCDHA 2012 SPRING SYMPOSIUM  
SCHEDULE**

8:30 a.m.-11:30 a.m.

Dr. Andrew Kelly, DDS  
Dianne Watterson, RDH

11:30 a.m.-1:00 p.m. Lunch  
(Lunch is included in registration fee.)

1:00 p.m.-4:00 p.m.

Dr. Andrew Kelly, DDS  
Dianne Watterson, RDH

*In the event of inclement weather the symposium  
will not be cancelled and no refunds can be offered  
unless the hotel officially closes.*

**NCDHA does not have a room block  
for this event. Please call the hotel directly  
to reserve your room.**

**EMBASSY SUITES**

**5400 John Q. Hammons Dr. NW  
Concord, NC 28027  
704-455-8200**

**[www.embassysuitesconcord.com](http://www.embassysuitesconcord.com)**

**DRIVING DIRECTIONS**

From I-85 Northbound, take exit 49, Speedway Blvd. Make a right at the top of the exit onto Speedway Blvd., and a left at John Q. Hammons Drive, NW to the entrance of the hotel.

From I-85 Southbound, take exit 49, Speedway Blvd. Make a left at the top of the exit onto Speedway Blvd., and a left at John Q. Hammons Drive, NW to the entrance of the hotel.

**NCDHA wants to support the  
Institute of Oral Health  
this year and we hope you will make  
a tax-free donation to IOH. Look for  
other events that NCDHA will sponsor.**

North Carolina Dental Hygiene Association  
PO Box 20875, Raleigh, NC 27619  
(O) 919-510-0944 • (F) 919-782-9470  
Website: [www.ncdha.org](http://www.ncdha.org)



**NCDHA**  
PO Box 20875  
Raleigh, NC 27619

# NCDHA 2012 SPRING SYMPOSIUM



**FRIDAY, MARCH 2, 2012  
EMBASSY SUITES  
CONVENTION CENTER  
CONCORD, NC**





## A SIMPLIFIED APPROACH TO PROVIDING IMPLANT DENTISTRY

**ANDREW KELLY,**  
DDS, FAGD, FAAID

**8:30 a.m. - 4:00 p.m.**

### Course Outline (6 Hrs. CE)

- When to Use Mini-Implants vs. Traditional Implant Therapy
- Biology and Physiology of Bone
- Osseointegration Biologic Process
- How Mini-Implants Evolved
- Diagnosis and Treatment Planning
- Minimally Invasive Surgical Procedures
- Restorative Options
- How to Incorporate Mini-Implants into Your Practice
- How to Market Dental Implants to Your Patients
- Billing and Coding Options

### Course Objectives

The objective of this course is to teach general practitioners on how to incorporate mini-dental implants into their practice. This course will provide the participant with the necessary skills to place mini-implants, restore them, and to treatment plan for these procedures. This comprehensive hands-on course has been developed to give the general practitioner the ability to learn by experiencing first hand both the surgical and restorative protocol associated with mini-implants.

### Profile

- Graduate of California State University Long Beach
- Doctor of Dental Surgery Degree from Howard University
- Fellow of the American Academy of Implant Dentistry
- Fellow of the American Academy of General Dentistry
- Diplomate of the American Board of Oral Implantology/ Implant Dentistry
- Member of International Congress of Oral Implantology
- Member of the Academy of Osseointegration
- Member of the American Academy of Cosmetic Dentistry
- Product evaluator for a number of leading dental implant manufacturers
- Lectures on dental implants and cosmetic dentistry

**BIG RAFFLE  
FOR THE SPRING SYMPOSIUM  
GET READY!**



## SYSTEMIC INFLUENCES ON ORAL HEALTH: SEPARATING FACT FROM FICTION

**DIANNE GLASSCOE WATTERSON**  
RDH, BS, MBA

**8:30 a.m. - 11:30 a.m.**

### Course Description (3 Hrs. CE)

Good oral health is not just the product of good oral hygiene. A growing body of evidence points to a wide array of systemic influences that affect oral health. Additionally, many articles promote the premise that periodontal disease is associated with many systemic diseases. Some associations are controversial. How strong is the evidence? What can we believe? This course examines the evidence surrounding many periodontal/systemic associations. We also examine various systemic diseases that have a direct impact on oral health.

### Course Objectives

- To increase knowledge about many systemic diseases that have oral implications
- To weigh the strength of the current evidence concerning the periodontal/systemic disease link
- To examine various lifestyle factors that affect oral health

### Course Topics

- Systemic diseases linked to periodontal diseases
  - Cardiovascular disease and atherosclerosis
  - Diabetes mellitus
  - Respiratory diseases
  - Pregnancy factors
  - Chemotherapy and radiation effects on oral health
  - Prostate cancer treatment
  - Osteoporosis
  - Rheumatoid arthritis
  - Head and neck cancer
- Lifestyle factors and oral health
  - Tobacco use
  - Recreational drug use
  - Excessive alcohol use
  - Oral piercings and systemic health
- Systemic diseases with oral implications
  - Crohn's disease
  - AIDS
  - HPV
- Wrap-up and questions

## TEN THINGS YOU SHOULD NEVER SAY TO PATIENTS: COMMUNICATION TOOLS YOU NEED

**DIANNE GLASSCOE WATTERSON**  
RDH, BS, MBA

**1:00 p.m. - 4:00 p.m.**

### Course Description (3 Hrs. CE)

Every superb dental professional needs two things - clinical or technical expertise and good communication skills - to be successful in dentistry. Clinical/technical expertise is not enough to build and maintain a thriving practice. This seminar dissects some of the most challenging communication scenarios in the dental office, such as what to say when patients reject treatment recommendations or when discussing third party benefits and financial matters. Other topics include one-on-one communication about patient care issues, barriers to communication, developing a superb chairside manner, reducing disappointments, verbal and non-verbal communication, and using effective analogies to assist patient understanding in discussions about dentistry. Every attendee will gain useful information to improve his/her own communication skills. Doctors and all staff members can benefit from this seminar.

### Course Objectives

Upon completion of this course, the attendee will be able to:

- Recognize the importance good verbal skills in patient interaction
- Understand the cycle of communication
- Recognize barriers to communication with regard to patient care
- Implement new strategies for reducing disappointments
- Use effective analogies when discussing different aspects of dental treatment
- Respond effectively to treatment concerns

### Course Topics

- Communication considerations and improving clinical outcomes
- The cycle of communication
- Barriers to communication
- Strategies for disappointments
- Using effective analogies in discussions about dentistry
- Verbal skills for promoting supportive maintenance
- Dealing with difficult patients - treatment concerns
- Dealing ethically in treatment considerations
- Interacting with the angry patient
- Five essentials of a superb chairside manner
- The importance of listening
- Becoming the consummate dental professional