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-  **SAN CARLOS:** 1178 Brittan Ave. San Carlos, CA 94070
-  **SUNNYVALE:** 990 W. Fermont Ave. #D Sunnyvale, CA 94087
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What's **Inside**

- Root Canal Awareness Week
- Care and Compassion
- "April is Oral Cancer Awareness Month"
- My Work Environment Beck Lazaro



What's **Inside**

- Stephanie Romano, Insurance Coordinator
- Cathleen Brown, R.D.A
- "A Mother's Hands "
- Bay Area Endodontics 2023 Continuing Education Event

Root Canal Awareness Week



Victor Peritore, D.D.S., M.S.D.

Every year, the American Association of Endodontists celebrates Root Canal Awareness Week (RCAW). This year, from May 6th through May 12th, Endodontists nationwide will promote awareness among General Dentists and prospective Endodontic patients the value of Endodontic care delivered by specialists.



During RCAW, the AAE encourages Endodontic practices to provide pro-bono treatments to select patients who would otherwise have to have teeth unnecessarily extracted. Some of these doctors will be profiled on the AAE's website along with patient testimonials. The patients' stories, in their own words, are made public to dispel false notions about Endodontics: that endodontic therapy is painful and that it's easier and cheaper to have the affected tooth extracted.

Another function of RCAW is to remind our Restorative Dentist partners that we are here to serve them and their patients, and that we have the skills, systems and equipment to provide their patients with the best Endodontic care, freeing up the Doctors' time to do what they do best. To this end, the AAE provides an Endodontic difficulty assesment form to aid Restorative Dentists in determining when their patients would be better served by referral to an Endodontist. It is available as an interactive smart phone app, AAE EndoCaseApp, in the iTunes and Google Play Stores.

We at Bay Area Endodontics believe in saving natural teeth when possible. We are proud to participate in Root Canal Awareness Week and honored to serve as allies to our Restorative Dentist partners and their patients.

Care and Compassion



Michael Ansari, Business Director

Like any healthcare profession, dentistry requires care and compassion to provide patients with quality treatment that addresses not only their physical health but also their emotional and psychological well-being.

THE IMPORTANCE OF CARE AND COMPASSION IN DENTISTRY

Dentistry can be a stressful and even frightening experience for many patients. They may experience anxiety, fear, and discomfort during procedures, which can have a negative impact on their overall health and quality of life. Therefore,

it is essential for dental teams to provide high-quality care and compassionate support to their patients.

Care and Compassion are Critical Qualities for Several Reasons.

First, they create a holistic approach to healthcare that considers not only the patient's physical health but also their emotional and psychological well-being. By addressing the patient's emotional and psychological needs, dental teams can help to reduce their anxiety and stress, which can lead to better dental experience and treatment outcomes.

Secondly, care and compassion help to build trust between the patient and the dental team. Patients are more likely to return for follow-up care and to recommend the dentist to others if they feel that they have received quality care and compassionate support. By building trust with their patients, dental teams can create long-lasting relationships that benefit both parties.

Finally, care and compassion can also help dental teams to avoid burnout and to find fulfillment in their work. By cultivating care and compassion for their patients, dental teams can experience a sense of purpose and fulfillment that goes beyond the technical aspects of their work.

DEMONSTRATING CARE AND COMPASSION

There are several ways that dental teams can demonstrate care and compassion in their practice. Below are some of the most important:

• Effective Communication

Effective Communication is a fundamental aspect of healthcare, and it is especially important in dentistry, where patients may feel anxious or uncertain about treatment. Dental teams should listen to the patient's concerns, explain the treatment process in simple language, and address any questions or doubts the patient may have. Dental teams should also be able to provide clear and concise instructions for post-treatment care, which can help patients recover more quickly and prevent complications.

• Attention to Detail

Dental experience and treatment require a high level of precision and accuracy, and small mistakes can have significant consequences for the patient's experience and oral health. Dental teams should pay close attention to every step of the experience, from the initial contact with the office, first visit and first impression, clarity in the steps that will be taken, financial clarity of fees and payments, diagnosis, treatment, and to the final step post-op instructions and pain management. They should also be willing to take the time to ensure that each step is completed correctly and to the best of their ability, even if it means taking longer than anticipated.

• Personalized Care and attention

Each patient is unique, and their treatment should be tailored to their specific needs and circumstances. Dental teams

should take the time to listen and understand each patient's reasons for making an appointment, health needs, medical history, dental health, and personal preferences before beginning treatment. They should also be willing to work with the patient to develop a treatment plan that considers their individual needs and concerns. By providing personalized care, dentists can build trust with their patients and create a more positive and supportive dental experience.

Care and compassion extend beyond the immediate dental experience. Patients who receive caring and compassionate care are more likely to develop a positive attitude towards oral health, leading to better long-term outcomes. They are also more likely to recommend their dentist to others, leading to increased patient satisfaction, patient retention, and practice growth.

APRIL IS ORAL CANCER AWARENESS MONTH

Cathleen Brown, R.D.A.

As a practicing R.D.A., I cannot overemphasize the importance of early detection and prevention of oral cancer. This condition is often asymptomatic in its early stages, and patients may not be aware of the presence of cancer until it has advanced, making it difficult to treat. Therefore, it is critical for dental professionals to prioritize their education and training in the detection and prevention of oral cancer. A comprehensive curriculum should include the fundamental principles of risk assessment, screening, and diagnosis of oral cancer.

It is important that the dental profession prioritize the education and training of dentists in the early detection and prevention of oral cancer, given its potential for morbidity and mortality. As dental professionals, we must be diligent in monitoring our patients' oral health and promptly identify any abnormal lesions or persistent oral ulcers that may indicate the presence of cancer. A proactive approach to oral cancer detection and prevention can significantly improve patient outcomes and quality of life. The consequences of failing to diagnose oral cancer promptly can be severe and may require invasive surgical intervention or lead to metastasis. As such, the spreading of knowledge and expertise in oral cancer detection and prevention among dental professionals is crucial. It is our responsibility as dental practitioners to be proactive in identifying and treating oral cancer to improve patient outcomes and minimize the morbidity and mortality associated with this condition. Producing a culture of vigilance and awareness in dental practice is crucial in identifying early warning signs of oral cancer. This involves regular oral cancer screenings for all patients, including a thorough examination of the head, neck, and oral cavity. It is essential to be aware of the signs and symptoms of oral cancer, such as persistent oral ulcers, leukoplakia, erythroplakia, and other abnormal lesions. Any suspicious lesions should be biopsied and sent for laboratory analysis to confirm the presence of cancer. Failure to diagnose oral cancer promptly may lead to more severe consequences, including metastasis and invasive surgical intervention. This includes not only education and training but also regular continuing education courses and professional development opportunities to stay up-to-date with the latest advancements in oral cancer detection and treatment. In addition to regular screenings, dental professionals can also help prevent oral cancer by educating their patients on risk factors and promoting healthy lifestyle habits. This includes smoking cessation, limiting alcohol consumption, and practicing good oral hygiene. Dental professionals can also provide HPV vaccination to eligible patients to reduce their risk of developing oral cancer.



My Work Environment



Beck Lazaro, R.D.A.

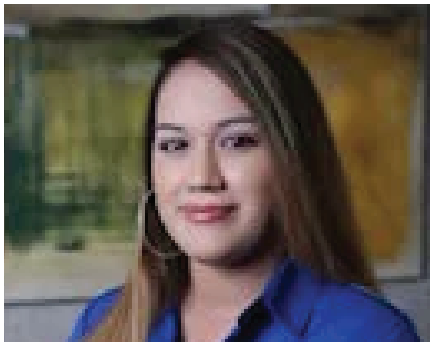
I started working at Bay Area Endodontics three months ago and I am so lucky to work with such wonderful doctors and staff.

I believe that working with a good team matters because if there is a sense of respect and trust among team members, it shows in the quality of the work.

Positive work environments require trust, cooperation, safety, risk-taking support, accountability and equity.

In my many years as a dental assistant, I have worked with several doctors. All of them have helped me to become a better dental assistant. At BAE I've had opportunities to alleviate patients' anxiety, and to demonstrate patience and compassion in my communications with patients and other team members.

At BAE, we work as a team. We help and respect each other, and laughter and friendship are important ingredients. We communicate openly and listen to each other's concerns, and strive to motivate each other to be our best selves. I am happy to be part of the team



Stephanie Romano, Insurance Coordinator

In my ten years as an Administrative Assistant at Bay Area Endodontics, I have become more

- Attentive to Detail
- Compassionate
- Knowledgeable
- Mindful

There have been many struggles along the way, but through the years I've seen improvements in myself. I love the job I do daily. It brings joy and happiness to my heart. I have formed relationships with my coworkers and with some I share an outside-the-office with friendship. Every day is different, some are easy-going, and others hard and crazy.

I was young and inexperienced when I started my employment with BAE. In the time that I've been here, I've grown personally. I have learned thoroughness in gathering information, and to complete my job assignments. I have learned to listen to the leadership team to improve my performance. It was hard in the beginning to accept feedback. I didn't receive it well but that was the inexperienced me. Now I'm fully aware that it is to improve myself to achieve bigger and brighter accomplishments. "Go big or go home."

When you're young, careless and think you know everything, you never think of others' feelings. Working at BAE I've learned to feel for the patients and have empathy. I have seen many patients come and go, many in excruciating pain, with facial swelling. To have a toothache is the worst feeling in the world you literally want to die. My heart felt for these patients. All I wanted to do was to help them. It brings me joy when I call to check in on them the next day and to hear that they've been relieved of their pain. They can finally go about their lives.

I have met people from all walks of life, such as vendors, dentists' employees from referring offices, and clients from all parts of the world. I've learned from every one of them. It has opened my eyes into things I could never imagine. No matter where you came from everyone has a story and sometimes people just want to be heard.

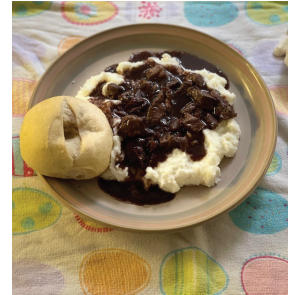


Cathleen Brown, R.D.A

Cathleen Brown, R.D.A., is Bay Area Endodontics' longest-standing employee. She has been with the company since 2005, when it was Michaelian Endodontics. Here she presents a recipe that has been passed down through her family and a poem celebrating Mother's Day.

THIS RECIPE WAS HANDED DOWN FROM MY NANA MANY YEARS AGO. THIS DISH IS STILL ONE OF MY FAMILY'S FAVORITE MEALS.

- Medallions of Beef with Red Wine Sauce (1- 1 ½ pounds of beef tenderloin)
- 4 T butter
- 4 large cloves of garlic, crushed
- 3 shallots, chopped
- 1 t dried thyme
- 1 T flour
- 2 cups canned beef broth
- 2 cups dry red wine



Cut tenderloin crosswise into 12 equal rounds. Pound beef rounds to flatten to generous ¼ inch medallions. Season with salt and pepper.

Melt 2 T of butter in a heavy skillet over medium heat. Working in batches, sauté beef in skillet until brown on the outside but still pink in the center, about 2 minutes per side.

Transfer beef to plate and cover. Add remaining butter to skillet, add the garlic, shallots, and thyme, and sauté till tender, about 3 minutes. Add flour, and stir for 1 minute. Add broth and wine to the skillet. Boil until the sauce thickens and is reduced to 1 ¼ cup, stirring occasionally about 12 minutes. Return beef and any collected juices to sauce in skillet, heat through, about 1 minute. Transfer to plates. Serve over mashed potatoes or noodles.

Enjoy!!



May 14, 2023, we will be celebrating Mother's Day!

A Mother Is Your First Friend

Your Best Friend

Your Forever Friend

-UNKNOWN-

A Mother's Hands

From **"The Best of Bits and Pieces"** April 2023

A young man applied for a job at a big company. During the interview, the hiring manager noticed that he had excellent grades all through college and graduate school. "Did you have any scholarships?" he asked.

"No, sir."

"Did your father pay for your education?"

"No, sir, my father passed away when I was one year old. My mother washed clothes to make money for my schooling."

The manager asked the young man to show him his hands, which were smooth and soft. "Did you ever help your mother wash the clothes?"

"No, sir, my mother always wanted me to study. Plus she said she could wash clothes faster than me." My manager said, "I want you to do something for me when you go home today, go and wash your mother's hands and then come back and see me tomorrow morning."

The young man was puzzled but he wanted the job when he went home. Yes, this mother let him wash her hands. His mother was confused too, but she held out her hands for him.

It was the first time he noticed that his mother's hands were so wrinkled with many bruises. Some of her joints were so stiff that his mother winced when he washed them.

This was the first time that the youth realized the bruises on the mother's hands for the price she had paid for his education and his future.

That night mother and son talked for a very long time. After his mother went to sleep. The young man quietly washed all the remaining clothes she'd set aside.

The next morning he returned to the manager's office. "Did you do as I asked?" the manager said.

The young man said "I learned appreciation without my mother. I wouldn't be successful today. I also learned the importance and value of family relationships."

The manager said, "This is what I am looking for. someone who can appreciate the help of others, who understands the suffering of others, and who doesn't make money the only goal in his life. You are hired."

Bay Area Endodontics 2023 Continuing Education Event



We invite our referring doctors to attend our upcoming Continuing Education Lecture, "Elevate Your Endodontic Experience". The speaker will be the Managing Partner of Bay Area Endodontics, Marshall Michaelian, DMD.

The lecture will be clinically focused, and designed to provide attendees with tools to perform the highest level of Endodontics and to know which cases to refer to a specialist. Dr. Michaelian will draw on current literature and more than twenty years of clinical experience including surgical and non-surgical phases of Endodontics and implant placement. Real-life cases treated by the

doctors of BAE will be included to illustrate the concepts in the lecture in the hope that we can all learn from the challenges and successes that come as part of a day's work at Bay Area Endodontics.

We hope to see our referring doctors for a fun and informative evening, May 18th at the Marriott San Mateo at 1770 S. Amphlett Blvd. Dinner and drinks will be served from **5:00** to **6:00** and the lecture will take place from **6:00** to **9:00**. The course is complimentary and qualifies for three C.E. units.



To know more about BAE
please scan the QR code
to check us out