



LCDS Dentists Gather at Silvan Ridge Winery for Spring Social

While LCDS' main mission is providing Continuing Education opportunities, we want to ensure that members have the opportunity to gather and get to know one another in a relaxed setting. On March 14th, Columbia Bank sponsored the spring social at Silvan Ridge Winery. Attendees enjoyed charcuterie, wine, and mingling. This summer LCDS will have three social events including a Retiree Luncheon, Women Dentists Garden Wine Party, and a Family Picnic. In September, LCDS will have our fall social at Hop Valley Brewery in Eugene.

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Lane County Dental Society
4736 Royal Ave.
PMB #109142
Eugene, OR 97402
office@lanedentalsociety.org

Visit us at lanedentalsociety.org



Executive Director Message

Nissa Newton

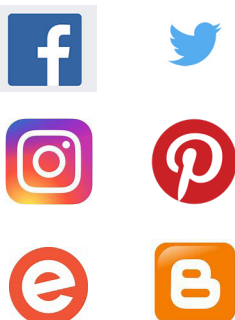
February and March have been busy at LCDS. On February 24th we had our annual business meeting and our Medical Emergency's class with Dr. Sam Bae. March 14th, we had our Silvan Ridge Winery Dentist social. We are looking forward to our "Lasers in the Hands of Hygiene" lecture with Janet Press RDH on May 12th. The afternoon hands-on laser class is full. There is plenty of space still available for the morning lecture.

On March 14th we had a fund social at Silvan Ridge Winery. I was happy to see so many dentists getting to know each other better. We have several social events this summer and will be having our fall social at Hop Valley Brewery. Last year, 56 people attended this social event. Make sure to mark your calendar for Thursday, September 14th. I will be starting requests for prize donations soon. We hope to have a lot of great prizes like last year!

I am looking forward to attending the Oregon Dental Association Conference April 13-15, 2023. I hope that we will have a lot of members attending and hope to meet new potential members as well. This time there are no hybrid options. There are many classes, speakers, and topics to choose from. Learning tracks include public health, wellness, expert express lecture series which includes eight ODA members who are experts in their field. Friday evening of the concert will be ODA's Night of Smiles event filled with entertainment including dancing, prizes, Vegas style games, along with giant Jenga and connect four. Make sure to sign up for this event when you register. You can register online at <https://www.oregondental.org/meetings-events/oregon-dental-conference>.

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Did You Know About These ADA Benefits?

- **ADA Member App:** Chat, store CE transcripts and docs, explore career paths and more.
- **Advocacy:** From student loan reform to funding for dental care, add your voice and make an impact
- **Dental insurance issues:** Get help navigating everyday dental insurance obstacles on behalf of your patients.
- **Volunteer your time:** Explore opportunities to give back to your community and shape the future of dentistry.
- **ADA Practice Transitions:** Get expert help on your next steps whether you're buying, hiring, selling or job hunting.
- **Market yourself:** Help patients find you by keeping your Find-a-Dentist profile up-to-date.
- **Legal resources:** Better understand dental provider contracts and access legal resources for your practice.
- **ADA Accelerator Series:** Drive your goals forward with financial leadership, self-care and work/life tools.
- **Refinance student loans:** Take control of your student loans with Laurel Road (r) Members get a special interest rate.
- **Protect what matters:** Competitive group rates on insurance plans for your life and your business.
- **Save for Retirement:** ADA Members Retirement Program has options for 401(k) plans, annuities and investments
- **ADA Member Advantage:** Exclusive discounts on best-in-class products and services that can save your time and money.
- **Travel Benefits:** Save on your next trip with discounts on rental cars, cruises and hotels.
- **ADAHealthExchange.com:** Explore health insurance marketplace options and state-endorsed plans.

For more information about these benefits, visit ada.org/join-the-ada/member-benefits



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Jan Malone Dental Assisting Scholarship - LCC Foundation

The Jan Malone Scholarship Endowment has been providing support to Lane Community College Dental Assisting students for 15 years. During this time the scholarship has paid \$32,375 in scholarship support. Hope Fields and Erin Jackson were the latest recipients during 2022-2023.

The current value of the endowment is \$35,627.90. During 2022, the scholarship endowment paid \$1,000 in gifts.

Additional contributions could either be used to increase the endowment or to

add funds to the scholarship's spendable account. You can also donate to the scholarship fund through planned giving.

Donations for this scholarship fund can be made to the Lane Community College Foundation, 4000 E 30th Ave, Bldg 19 #270, Eugene, OR 97401. Please make sure to indicate that the donation is for the Jan Malone Dental Assisting Scholarship. For more information you can contact Wendy Jett, LCC Foundation's Director at 541-463-5804 or by email at wendy@laneccfoundation.org.



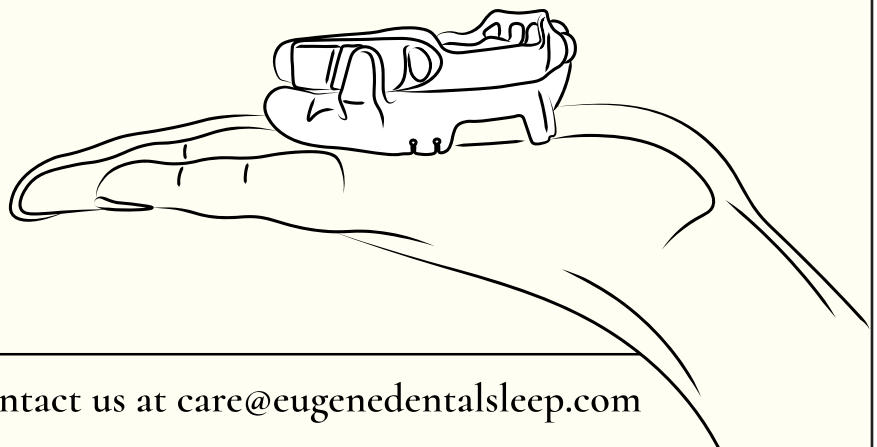
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- Oral Appliance Therapy (OAT)
- Sleep Coaching



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When Patients are Angry: De-escalation and Risk

The Dentists Insurance Company (TDIC)

Handling unhappy patients can be an unfortunate reality of practice ownership. On the rare occasion anger escalates to aggression, be mindful of your obligation to provide a safe working environment for your employees. Follow guidance for safe and appropriate de-escalation tactics.

The Dentists Insurance Company's Risk Management Advice Line, which provides guidance to TDIC policyholders and dental association members, has received an increasing number of calls recently regarding patients who are overly aggressive or display unreasonable anger toward dental providers and staff.

Risk Management Analyst Shelli Macaluso reports, "We get calls where the patients are refusing to leave the office and are acting aggressively, using profanity and making threatening statements while other patients are present." Unfortunately, these matters can escalate to the point where staff and practice owners feel threatened.

In one instance, the Advice Line received a call from a dentist during an escalating situation.

A patient who was known to be very fearful of dental treatment had presented for his appointment. The dentist and her assistant always spent time trying to comfort the patient and minimize his anxiety. During the call to the Advice Line, the dentist explained to the analyst that despite red flags and signs that the patient could get hostile when upset, she really had a desire to help him.

The dentist proceeded with treatment, communicating to the anxious patient that she would be as gentle as possible with him. She cautioned him that he might feel slight discomfort while the anesthetic injection was administered. During the injection, the patient violently grabbed the dentist's hand and squeezed it hard enough to cause pain. She withdrew the needle and tried to calm him down without success.

The patient left the treatment area, but then entered the front office area where he continued to behave in a way that upset and frightened the office staff. He eventually left the building but lingered outside the office for an extended time pacing back and forth while angrily staring in the windows, which prompted the dentist's call to the Advice Line.

The Risk Management analyst recommended that the dentist contact law enforcement immediately given the patient's outward expression of anger, physical interaction with the dentist and menacing behavior outside the office. This was a situation that warranted immediate dismissal of the patient, so the analyst guided the dentist in the proper documentation and communication.

De-escalation and Mitigation

Some key communication strategies are important when dealing with angry or aggressive patients.

- **Set boundaries.** Have clear expectations of behavior for both patients and staff, along with planned responses for when anyone crosses those boundaries.
- **Remain calm.** Always respond with a professional demeanor.
- **Be understanding and empathetic.** Listening is an essential element of communication. Let upset patients know you are willing to hear them out. "Sometimes patients just want to be heard," Senior Risk Management Analyst Taiba Solaiman explains.
- **Remember documentation.** Just as you make careful notes regarding treatment in a patient's chart, you should document any conflicts that arise with a patient.
- **Know when to contact law enforcement.** If a patient refuses to leave the office when asked to do so or engages in behavior including — but not limited to — harassing staff by calling repeatedly, making threats to show up at the office and do harm or physically interacting with anyone in the office, it is appropriate to call the police to intervene.

On the rare occasion anger escalates to aggression, be aware of your obligation to provide a safe working environment for your employees. Also be mindful of the anxiety you and your employees may experience after a traumatic event and provide supportive resources. Request the aid of law enforcement to assist with de-escalating the situation when needed and seek expert support from TDIC risk management analysts to assist with properly dismissing a patient from care.



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Consani Associates Seminar Opportunities:

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Sat Apr 22nd

The Oxford Hotel

SEATTLE

Sat May 20th

Hilton Conv. Ctr. Sea-Tac

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Sat Sep 23rd

Hilton Garden Inn

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Cutting edge transition trends for both practice owners and future owners.

Topics include:

Demographics and the future supply of dentists in the US.

DSOs studies. What to know about them and how to negotiate with them.

What is the future for DSOs and what is their market share shaping up to be.

Dentist disability insurance. What to look for in a policy.

Is your practice ready for an associate? Are you? Associateship compensation.

Avoid common mistakes and create a strong partnership that works.

What every spouse and family estate should know about your practice.

Banking trends. What to expect at transition time.

Practice Evaluation and Sale. Credentialing and accounts receivable challenges.

Prepare your practice for sale and command the maximum practical sales value.

First-come first-served. **E-mail us to register for a valuable day of information and fun.**



LANE COUNTY DENTAL SOCIETY

Speaker: Janet Press, RHD

May 12, 2023, 9 am - 4 pm
Lane Community College
Free for LCDS Members
\$125 for non-LCDS dentists
\$50 for office staff
Register:
www.bit.ly/LCDSEVENTBRITE

Columbia Bank Speaker sponsored by: Columbia Bank
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Lasers in the Hands of Dental Hygiene Lecture (3 CE)

Laser Hands-on Simulation Workshop (2 CE)
***limited to 20 attendees SOLD OUT**



Janet is a Dental Hygiene graduate of the University of New Mexico, Albuquerque, maintains RDH licensure in Nevada and California and has practiced in general and periodontal specialty since 1975. Ms. Press holds the Academy of Laser Dentistry Fellowship and received Certification in soft tissue laser training thru the ALD in 1995. Previously, Director of the Dynamic Team and Laser Certification programs, Janet was an integral faculty member at the Las Vegas Institute for Advanced Dental Studies (LVI) for ten years. Internationally recognized published author and expert in the field of Dental Hygiene Laser Education she has provided Laser education/training to Dentists and Dental Hygienists in the academic environment as well as the private sector for 20 years. Ms. Press is recognized nationally for her significant contribution in the growth of "Lasers in Dental Hygiene" and the regulations that surround the use of lasers in numerous states. Janet was also named "Distinguished Dental Professional" by Dentsply International. Ms. Press is a Certified Laser Safety Officer, nationally recognized AGD PACE course provider, an ADA C.E.R.P. approved speaker bringing together science and cutting-edge patient care, expanded practice protocols, and professional motivation to the Dental Health Professionals at national and international conferences, state and local dental meetings and in private dental offices. She is the owner of 21st Century Dentistry, LLC, specializing in Laser Certification Training, Dental Team Communication, and Hands-on Clinical Dental Hygiene Education.

9 am - 12 pm Lasers in the Hands of Dental Hygiene

Course Description: Incorporating Laser as a treatment adjunct is a tremendous asset for the Dental Hygienist to jump-start change in the eyes of the patients and expand your practice model of patient health and wellness. Join in as we explore how Laser assisted Hygiene fundamentally impacts the treatment of Periodontal Disease through bacterial biofilm disinfection and the physiologic healing benefits of Diode Laser therapy.

Course Objectives: Learn about the science of laser wavelengths and the unique absorption characteristics of light energy when combating the periodontal infections. Understand the advantage of thermal disinfection and the effect laser application has in treating gingivitis and periodontitis infection, decreasing systemic levels of inflammation, and the role it plays by improving a patient's medical risk profile of susceptibility. Discuss the clinical techniques associated with laser sulcular debridement (LAPT) and disinfection (LBR) that Increase patient treatment acceptance by communicating effectively the therapeutic value of laser assisted hygiene. Discover the potential for Doctor surgical Laser applications.

1 pm - 3 pm Laser Hands-on Simulation Workshop

Course Description (morning session required to attend): In this hands-on workshop you will learn the specifics of laser fiber optic delivery and discover the delicate nature of using a Diode laser device. Working with simulation exercises that mimic specific laser procedures, this workshop is designed to build basic clinical understanding in the delivery of laser light energy by using Diode Lasers.

Course Objectives: Discover the difference in laser capability between Doctor "Hot" Laser Settings vs. Dental Hygiene "Warm" Laser Settings. Experience simulated clinical methods associated with Doctor soft tissue surgery, Hygiene laser debridement, and laser bacterial disinfection. Practice initiated and bare fiber tip applications to gain understanding of their very specific clinical procedural necessity.



LCDS is designated as an Approved PACE Program Provider by the Academy of General Dentistry. The formal continuing education programs of this provider are accepted by AGD for Fellowship, Mastership and membership maintenance credit. Approval does not imply acceptance by a State or provincial board of dentistry or AGD Endorsement. The current term of AGD approval extends from 1/16/2023 to 1/15/2027.

ADA C.E.R.P.® Continuing Education Recognition Program

LCDS is an ADA CERP recognized provider approved by the Oregon Dental Association. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

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Lane County Dental Society 2023 Business Meeting Update

On February 24, before our Medical Emergency CE, LCDS held its annual business meeting. Updates were given regarding plans for 2023, including meetings and socials. Debbie from ODA encouraged LCDS members to attend the April ODA Conference and said she wanted to see them at their November regional event in Florence. She emphasized the amount of fun that will be had in addition to CE opportunities. The membership

approved 2023 slate of officers, which included Dr. Mercedes Del Valle as President, Dr. Jordan Lentfer as Past President, Dr. Ivan Pasklev as Secretary, and Carly Peterschmidt as Treasurer. Directors at Large include Dr. Evan Harpster, Dr. Travis Alcorn, and Dr. Matt Bahen. After over seven years of not raising dues, membership approved raising LCDS dues to \$500 starting in 2024.



LANE COUNTY 2023
DENTAL SOCIETY

Events

April 13-15, 2023

Oregon Dental Association Conference
Oregon Convention Center, Portland, OR
Register here: <http://www.oregondentalconference.org>

May 12, 2023, 9 am - 3 pm

Lasers with Janet Press, RDH
Lane Community College, Building 19
Light Breakfast and Lunch Provided
Free for LCDS Members,
\$125 nonmember dentists, \$50 dental staff
-Lasers in the Hands of Hygiene (3 CEs) 9 am - 12 pm
-2 Hour Hands-on Laser Workshop (2 CEs) 1-3 pm
(sold out)

June 6, 2023, 12:00 - 2:00 PM

Lane County Dental Society Retiree Luncheon
Veterans Memorial Association
1626 Willamette St. Eugene, OR 97401
\$25 for each for all attendees
Email office@landentalsociety.com for any questions.

July 15, 2023, 3-5 pm

Women Dentist Garden Wine Party
Sponsored by Columbia Bank
Hendrick's Park Francis M. Wilkins Shelter
2918 Summit Ave, Eugene, OR 97403

August 5th, 2023, 10:00 am - 1:00 pm

LCDS Family Picnic
Sponsored by Columbia Bank
Alton Baker Park Shelter 2
632 Day Island Rd., Eugene OR 97401

September 14, 2023, 5:30 - 8:00 pm

LCDS Hop Valley Dentist Social
Sponsored by Columbia Bank
Hop Valley Brewing Co.
990 West 1st Ave, Eugene, OR 97402

October 6, 2023, 9:00 am- 4:00 pm

LCDS Mini Conference: Improve the Health of Your Practice
Morning Session Keynote Speaker:
Dr. Joshua Austin "The Mental Health Connection" 9 am -12 pm
Afternoon Session 1: Panel "Volunteers in Action" 1- 2:30 pm
Afternoon Session 2: Dr. Michael Ralph Shirtcliff "Disability Insurance"
Free for LCDS Members,
\$125 nonmember dentists, \$50 dental staff

Nov 4, 2023, save the date

Oregon Dental Association Regional Event
Driftwood Shores, Florence, Oregon

Dec 8, 2023, 9 am- 4:00 pm

Refreshing Your Pediatric Dental Knowledge and Skills (6 CEs) with Dr. Greg Psaltis DDS
-So Little Room, So Much to See (3 CEs) 9am - 12pm
-But Aren't They Just Baby Teeth? (3 CEs) 1 - 4pm
Free for LCDS Members,
\$125 nonmember dentists, \$50 dental staff

Classifieds

Local Eugene Pediatric Dentist looking for position, share space or sick and vacation coverage 1-2 days a week. Will travel up 60 miles from Eugene. Please send inquiry to mike@mikedds.com.

Don Dexter Gallery Grand Opening, Saturday, April 15th, 4pm – 7pm, 2911 Tennyson Ave #202, Eugene, OR 97408. Since 1997, Don Dexter Gallery has hosted established and emerging local artists in Dr. Donald Dexter's former dental practice, expanding into a gallery space in mid-April 2023. Please join us on Saturday, April 15th, for the grand opening of Don Dexter Gallery at Crescent Village. The gallery will feature a variety of mediums and artists based in Oregon and beyond. The grand opening will include a group exhibition of digital photography work by a brilliant array of PhotoZone Gallery members, on view through June 30th.

Oregon Dental Hygienist's Association would love to collaborate with Oregon based presenters for their monthly in-person and/or online 2 hour CE classes. ODHA is very interested in topics that increase hygienists' clinical knowledge base and assist them in meeting their required continuing education credits. We are also looking for speakers for our Annual Dental Hygienists' Conference in November 2023. Contact email: ingot@odha.org with subject line: A Potential Local Speaker for 2023.

Dental Office Space Becoming Available to Lease or Own

- 622 E 22nd Ave, Ste C, Eugene, OR, 97405
- 2,316 square feet
- Current rent is \$4,285/month (\$1.85/sq ft/mo)
- The space is currently set up for an orthodontist, but has an open floor plan that could be converted to private operatories for other types of dental care; A new tenant improvement allowance is being budgeted.

- The grounds are beautifully landscaped and the complex is within walking distance of South Eugene neighborhoods, schools, and eateries.
- There is ample free parking for staff and patients
- For specialists, the complex consists of 6 general dentists, which can be a geographic source of referrals.
- For questions or inquiries, please contact Dr. George McCully at gamdmd@peak.org or (541) 913-6542.



Executive Council Minutes December 6, 2022

Dr. Jordan Lentfer's Office

Present: Dr. Jordan Lentfer, Dr. Kevin Sweeney, Dr. Carly Peterschmidt, Dr. Matt Bahen, Dr. Evan Harpster, Dr. Mercedes Del Valle

Absent: Dr. Ivan Paskalev, Dr. Christina Sola Martin, Dr. Travis Alcorn

Call to Order, 5:45 PM

Reading of Antitrust Policy

Financial update

Review of November 2022 Balance Sheet Previous Year Comparison, Profit and Loss, Profit and Loss Budget Performance with Budget Performance. In comparison to previous year, more expenditures for events, publications, and activities. Current \$30,000 sponsorships for 2023 booked in 2022 will move onto 2023 books at the end of 2022. Dr. Lentfer made a motion to approve financials and Dr. Peterschmidt seconded the motion. All approved.

2023 Budget proposal review, about \$5,000 less than previous draft. Less in grants this year because one grant received last year was a one-time event. Submitted ADA ARCA grant for summer women's event and will apply for ODA grant for LCDS family event. Looking to receive sponsorships for retiree event, woman's event, and family event. It is important for LCDS to get the right sponsors that match with our mission. Proposed budget allows for COLA increase for E.D. Administrative Expenses include ADA Management Conference, ACSE membership. This year 100% home office, so it will look a little different from last year. Professional Services Includes CPA that provides tax services. AGD recertification cost in 2022 was \$850, will not need to pay again until 2024 and provides good value for our membership. Readjusted budget to ensure enough money to provide for increasing costs of food.

Golf Event proposed by Consani and Associates representative Adam Bratland to support Lane County Dental Charities. Need

for committee members. Goal for event to cover cost of the event (including LCDS administration) and excess split among dental charities. Shadow Hills golf course was recommended. Council decided event needs to be in the Eugene area, attendance needs to be less effort to get to the event.

Associate Business Membership Proposal: \$250 for non-sponsoring business partners. They would receive a listing on our Business Associate Page, discount on attendance, invitation to social events, and invitation to donate prizes. 20% discount on Newsletter Advertising \$100 discount on tables at events. Reduced rate for event tickets.

Associate Membership Benefit Proposal: ODA members with other societies pay \$50 for an associate membership. Benefits would include 20% off our events, invitation to social events, listing in Directory on Associate Membership page.

Event Ticket Price Increase Proposal: New prices effective January 1st, Staff \$50, Nonmember Dentist Price \$125, Associate Member Dentists \$100, Webinar price \$50

Dues Increase Discussion: Inflation is going up. We have not raised dues in many years. Costs are going up. During Covid we did not want to increase dues. \$100 increase was proposed. The benefit value of our CE programs is increasing.

Proposed Sponsorship Rates for 2024 Platinum \$12,000, Gold \$7,500, Silver \$5,000. Special Summer Event Sponsorships \$1,200.

Motion to approve budget by Dr. Peterschmidt and seconded by Dr. Dell Valle. All approved.

Dr. Sweeney motioned to approve all presented and discussed proposals, Dr. Harpster Seconded. All approved.

Discussion regarding 2023 elections. We are still looking for President and President elect for 2023.

Continuing Education and Social Events 12/16/2022 9am- 2pm, The Christensen Bottom Line (4 CE's): Gordon Christensen 56

registered.

2/24/2023 1-2 PM LCDS Business Meeting

2/24/2023 2-6pm Medical Emergencies:

Dr. Sam Bae (4 CE's) 13 registered

3/14/2023. 5:30 – 8 pm, Dentist Social Silvan Ridge Winery

3/21/2023 Reducing Insurance Dependence (1 CE) – Gary Takacs

5/12/2023 Lasers in the Hands of Hygiene (3CEs), Laser Hands-on Simulation Workshop

(2CEs) 10 registered

September 2023 Fall Social – Hop Valley

October or November 2023 Mini Conference Possible Topics: Speaker on Mental Health and Speaker on Disability Insurance

December 2023 Special Speaker TBD

Still looking for one more webinar implant, speakers for mini conference, and December Speaker. Council decided to try to offer two hours a year on implants.

Membership

195 (2022) up from 186 (2021) 58.2% of market-share, 6% renewal rate, 111 Full Dues, 84 Discounted Dues, 140 nonmembers, 12 non-renewals.

New Members: Dr. Whitney Smith, Dr. Adam Ward, Dr. Sonja Sproul Hammond, Rucha Kapadia, DDS, MPH, CPH, BDS

Publications

Newsletter November/December sent to Printer 11-20-2022

Next Newsletter will come out end of January

Membership Directory Will come out in February

Accounting Discussion

Nissa is currently the one performing all accounting tasks. Miles G. Joseph, PC, CPA to does our taxes. Nissa reaches out to him for accounting questions as they arise.

Adjournment 7:05 pm

Next meeting February 7, 2023

LCDS News March/April 2023

Published bi-monthly by the Lane County Dental Society (LCDS) and distributed to members of the society as a benefit of membership. Statements of opinion in the LCDS news are not necessarily endorsed by LCDS. Contributions to the newsletter are welcome in the form of articles, photos, announcements, or other items of interest for our membership. Notice of errors and corrections are appreciated. Deadline for May/ June 2023 Newsletter is April 15, 2022. Send all items to office@lanedentalsociety.org.

Lane County Dental Society

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March/April 2023

Lane County Dental Society
Officers, Directors, and Staff

President: Mercedes Del Valle DDS

Secretary: Ivan Paskalev, DMD

Treasurer: Carly Peterschmidt, DMD

Past President: Jordan Lentfer, DMD

President Elect: Open

Directors at Large:

Matt Bahen, DMD

Travis Alcorn, DDS

Evan Harpster, DDS

Executive Director: Nissa Newton



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Oregon Convention Center
Portland ■ April 13–15, 2023
OregonDentalConference.org

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LCDS Retiree Luncheon

June 6, 2023, 12:00 - 2:00 PM

Veterans Memorial Association

1626 Willamette Street, Eugene, OR 97401

Tickets \$25

Purchase Online: bit.ly/retireelunch

For more information email office@lanecountydentalsociety.org

