

# EVENTS

**MARCH  
2020**

**March 6**

Lasers & Periodontal  
Therapy

**March 13**

Marketing Effectiveness  
Seminar

**March 19**

BLS Renewal for  
Healthcare Providers

**March 25**

New DDS Seminar

**April 23**

Shred-A-Thon

**April 26**

Women's Tea



**San Diego County**  
DENTAL SOCIETY



**LIVE WELL  
SAN DIEGO**

## **San Diego Oral Health Champions**

Dr. Angela Miller (left-center) and Mr. Odell Miller III, MBA (right-center) of Collaborative Dental Care honored in organization category, standing with Dr. Thomas Olinger, Chief Dental Officer (left) and Dr. Wilma Wooten, Public Health Officer and Director, County of San Diego



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Mouth Guards	Dr. Terrance C. Leary

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### AWARD WINNING FACETS

The International College of Dentists — USA Section, awarded Facets these publication honors in Division 2:  
2018 Newsletter Award  
2017 Newsletter Award, Honorable Mention  
2016 Outstanding Cover



## VOLUNTEERS NEEDED

### Community Events:

Dentists, hygienists and assistants to volunteer as needed at community events.

### Adopt A Patient:

Dentists willing to "adopt" patients (adults and children) for immediate or emergency needs in their office.

### Health Fairs and School Screenings:

Dentists, hygienists and assistants to provide and assist with screenings and education.

### To Volunteer:

[support@sdcds.org](mailto:support@sdcds.org)



## FACETS NEWSLETTER

FACETS PUBLISHED BY San Diego County Dental Society  
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## Canines

After a hectic first part of the year, we're starting to fall back into our normal routines again. This is great for most dentists like me, as it appeals to our preference for organized schedules and OCD-like tendencies. We also, however, need breaks, away from the rigors of work and managing the practice. Sometimes a fantastic night out will do the trick, with some great food and wine at a restaurant, a brewery with friends, or even a movie with your special date. Other times, giving back through a charity or volunteer organization is a welcome relief from work stress. Whether it is to make a difference in your neighborhood, expand your skill set, meet new people, or simply get out of your house, volunteering is an exceptional way to feel involved and contribute. My wife, Christine, and I volunteer within our Dental Society and other opportunities within our profession, but we also enjoy expanding out into non-dental causes. She tends to favor volunteering at races, while I make sure to donate whole blood to the San Diego Blood Bank. But personally, our most rewarding non-profit involves different types of canines than the ones in our dental office.

They say having a dog adds years to your life, keeps you more active and healthier, and improves your immune system. Dogs provide companionship, unconditional love, a sense of purpose and meaning in life, and help stave off depression and cognitive decline, especially in the elderly. Making eye contact with your dog increases your level of oxytocin, and families with dogs are less likely to develop allergies. Dogs are America's third most common pet, after freshwater fish and cats. After a hard day at

the office, nothing brings a smile quicker than seeing that wagging tail waiting for you at the door. For these reasons and much more, we've both been dog people our whole lives (sorry, cats) and looked to help adopt a furry friend once we moved into a home with enough space to accommodate a pet.

One of our favorite volunteer non-profits to work with is a dog rescue organization called

*California Labradors, Retrievers and More.*

They are a grassroots, 100% volunteer-run organization that takes in dogs that others don't have the resources to care for, and would otherwise die in shelters or on the streets. They help pregnant dogs, puppies, senior and medically compromised canines alike. We have fostered 20 dogs (from puppies to senior dogs) with this organization over the last two years, helping them recover, getting them stronger and giving them a chance to find their forever homes. Since we had an extra guest room in the house, we offered to take in a pregnant mixed breed that was located wandering a lonely street in Tijuana. We picked her up on a Saturday afternoon, and she had her pups the next Thursday. In all, mama produced a litter of 11 healthy puppies within the comfort and safety of our home. We got to individually name and fall in love with them, seeing their personalities emerge as they grew. As heartbreaking as it was to see them leave when they were eligible for adoption, we knew they'd bring tremendous joy to their new families and we'd have an opportunity to save another troubled dog in their place. We made

continued on page 9



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EDITOR



## Medicare and dental benefits Part Two: Elijah E. Cummings *Lower Drug Costs Now Act*

### Recap

In the January/February Facets, we discussed the significant nationwide interest in including dental benefits into the Medicare program, which is the federal health insurance program for seniors (aged 65 and older). The 2019 CDA House of Delegates participated in a major discussion about this subject and voted to file the CDA Medicare Task Force Report. The task force concluded a dental benefit added to Medicare recipients can increase access to dental benefits and services, support better healthcare integration, decrease medical care costs, and increase the opportunity for improved health outcomes for aging Americans. But the report states there are also risks—including the risk of doing nothing. This report is available at the CDA website. Note that the California Dental Association has not endorsed adding a dental benefit to Medicare benefits.

### H.R. 3

That brings us to the Elijah E. Cummings Lower Drug Costs Now Act. You haven't heard about it yet? It's not your fault. I hadn't heard about it either, even though it existed before I finished writing the first installment of this series. And I just searched at the ADA.org website at the time of this writing and found no mention of it, either. What does this have to do with Medicare and dental benefits? Why, just about everything. Brace yourself. It's here.

The 2019-2020 U.S. House of Representatives just passed HR 3: Elijah E. Cummings Lower Drug Costs Now Act (that is its appropriate name) on December 12, 2019, which sailed through Speaker Nancy Pelosi's House basically along political party lines. The vote was 230 for and 192 against. Two Republicans crossed the aisle and joined the Democrats.

"The House's passage of H.R. 3 is a landmark day in the history of the Medicare program. It serves as a historic blueprint for both bringing down drug costs and expanding benefits for all Medicare beneficiaries. Sec. 601 would be an important step toward providing comprehensive oral health coverage for all Medicare beneficiaries"

— Center for Medicare Advocacy

### So who wouldn't be in favor of lowering drug costs now?

Remember just a few years ago when an Epi-pen dose hovered at over \$400—and that was even with health insurance coverage? Even President Trump stated he is all for reducing the cost of prescription drugs. So why would 99% of Republican congressmen and women oppose it? And why did the President say he would veto this bill?

As a layperson, I don't fully understand everything that can be packed into a multi-page government document legalized to the tilt. For instance, there's something in the bill that also outlines benefits to undocumented migrants, but I don't understand anything about what that means. But for the first time ever, in either the House or the Senate, a bill passed that added dental benefits to the Medicare program. Let that sink in.

### Title VI, Section 601. Dental and Oral Health Care

All the pro and con discussion within the dental community, all the heated debate on whether organized dentistry (ADA) should support the concept of adding dental coverage to the Medicare program, just basically got pushed to the side. Because when it came down to it, whether or not ADA or organized dentistry took a stand, the Representatives on the left already moved forward. This occurred after the CDA completed the Medicare Task Force Report. It now goes to the U.S. Senate for final approval. And unless you are R. V. Winkle, you already know that since the Senate is controlled by Senate Majority Leader Mitch McConnell and the Republicans, the bill is practically DOA. But still, it passed the House. The bill, named after the recently deceased Representative and civil rights advocate, would place a \$2000/year cap on prescription drug costs, renegotiate prescription drug costs, and proposes to generate a tremendous amount of savings. The billions it would save will be put back into the Medicare program, and also would add hearing and vision benefits.

H.R. 3 is so detailed, it even defines Medicare dental services to be provided by an "oral health professional", which is a DDS, MD or a "health professional who is licensed to furnish such services, acting within the scope of such license, by the State in which such services are furnished (page 159)."

### Next time:

Medicare and dental benefits, part three: the details. We will dig deeper into the minutiae. Disclaimer: Remember, I am just the messenger.

### Sources:

U.S. House of Representatives rules committee, text of H.R. 3, Elijah E. Cummings Lower Drug Costs Now Act, December 6, 2019. Center for Medicare Advocacy. "House passes historic Medicare Expansion Bill—H.R. 3", December 12, 2019.





# Are you interested in being involved?

Scan and email to membership@sdcds.org



Name *(please print)* \_\_\_\_\_

E-mail \_\_\_\_\_

## Committees

- ☐ Well-Being
- ☐ Editorial Board
- ☐ Communications Committee
- ☐ Political Action
- ☐ Ethics\*
- ☐ New Dentists
- ☐ Membership Recruitment & Retention
- ☐ Continuing Education
- ☐ Leadership Development
- ☐ Peer Review\*

\* Ethics and Peer Review are open to dentists who have been members for 5 years or more



Leadership

## Elected Positions

*(previous committee experience required)*

- ☐ Board of Directors, 2-year term
- ☐ Delegate to CDA House, 3-year term
- ☐ CDA Trustees
- ☐ Secretary, 1-year term\*
- \*The Secretary position (year 1) requires a 4 year commitment. This official moves to President-elect (year 2) followed by President (year 3) and finally Immediate past-president (year 4)



Advocacy

## Volunteer Opportunities

- ☐ Health/Education/Career Fairs
- ☐ Homeless Outreach Programs
- ☐ Sealant and Varnish Clinics
- ☐ Mouth Guards for local high schools
- ☐ Geis Clinic at VVSD
- ☐ Children's Dental Health Clinic
- ☐ UCSD Free Clinic
- ☐ Accept a limited number of underprivileged patients in my practice at no charge



Volunteering

## Knowledge and Skill Sets

- ☐ Finance/Accounting

☐ Writing/Editorial

☐ Adjudication

☐ Information/Technology

☐ Mentoring
- ☐ Lecturing/Speaking

☐ Fundraising

☐ Media Relations

☐ Recruiting
- ☐ Legislative/Advocacy

☐ Meeting Planning

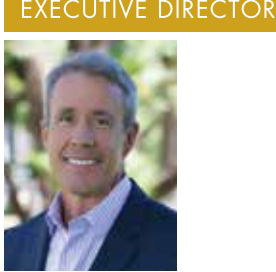
☐ Social Media

☐ Public Speaking



Social networking

Mike Koonce, MA, CAE



## Are You a Talented Leader?

As a new year rolls around, we have a new group of leaders at the helm of our society (See page 3 for a list). They comprise members of committees, our board of directors, and delegates to the CDA House of Delegates. They're poised to do a great job. But even as they get started, we're already looking for the next talented batch. In order to get the right people in the right positions, we take the time to identify the kinds of skills we need in our leaders, and those in the dental community that have those skills. Our leader recruitment process is deliberate and carefully considered. I would

like you to think for a few moments about nominating yourself or someone you know.

If you're new at this, you might consider joining a committee. Depending upon your interests, we have lots of options ranging from continuing education to finance to ethics and peer review. At the committee level, you don't need a great deal of experience, but you do need to be keenly interested and commit to attending meetings (either in person or via phone). If you are interested in a board or delegate position, you'll need more ex-

perience – but it doesn't necessarily need to be with us. Have you been involved with the Junior League? How about your Rotary or Kiwanis Club? In fact, any sort of leadership experience counts.

We have a list of responsibilities for each position you might take. If you'd like to know more, please contact me at [director@sdcds.org](mailto:director@sdcds.org) or our Membership Coordinator, Meg Hamrick at [membership@sdcds.org](mailto:membership@sdcds.org) so that we can get you the requisite information. We look forward to hearing from you. •

On the left page is our leadership summary, please take a look and see if there is a position you would be interested in and send it on to us.

### Welcome New Members

Kyoung Won Han, DDS  
UOP, 2019

Massara Kababchy, DDS  
University De La Salle, 2019

Canines continued from page 5



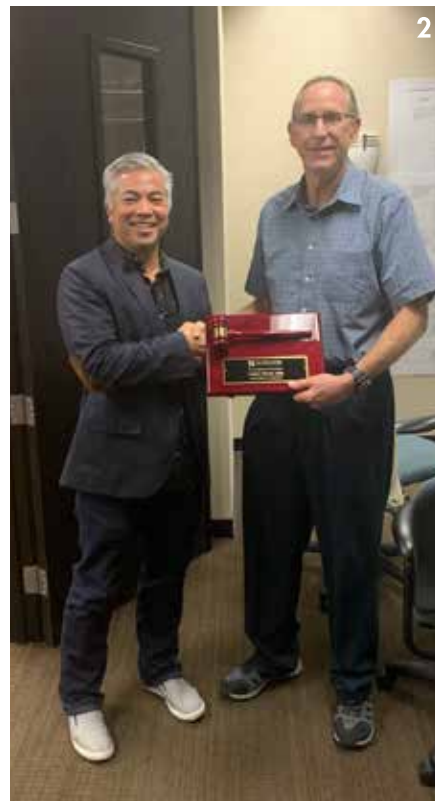
made it all the way to our 17th foster before we "foster-failed." We adopted a senior dog, Estella, as our own after caring for her for months and seeing how well she got along with our first rescue dog, Manhattan. My wife couldn't let Estella go after seeing how much she loved running with her. You may have seen either or both of them at Dental Society events where doggies were allowed or will get to meet them at future family and dog-friendly events!

For those of you who prefer more traditional dental-related volunteering, our San Diego Dental Society and Dental

Health Foundation have plenty of options. If direct patient care is your thing, look out for future CDA Cares locations, register to help at the UCSD free clinics or the John Geis dental clinic at Veterans Village San Diego, or give some time at Give Kids a Smile. There's also Homeless Outreaches, Sealants & Varnishes Clinics or accepting a limited number of underprivileged patients at your office for no charge. If you prefer fundraising, the Society and Foundation can always use your talents. Whatever your charity or nonprofit preference may be, dental related or otherwise, let's make 2020 a doggone great year! •



## SDCDS OFFICERS



1) L-R: Dr. Chris Pham recognizes outgoing Recruitment and Retention Chair Dr. Kristen Whetsell

2) L-R: Dr. Chris Pham completes his term as President, receives the gavel from Dr. Tom Brant

3) L-R: Cake! President Dr. Chris Pham with Mike Koonce, Executive Director



### SDCDS Executive Committee

Front, L-R: Drs. Altrock, Hirota, Beck, Pham. Back: Fabb, Lukacs, Mauseth. Not pictured: Mike Koonce, Executive Director, Dr. Brian Shue, Editor. Photo taken January 2020.



### SDCDS Board

front, L-R: Dr. Silverstein, Audette, MacPherson, Mattson, Pfeffer, Gohel. Back: Drs. Castillo, Johnson, Larin, Szoiko, Whetsell. Not pictured: Drs. Tom Olinger, Dr. Tom Brant. Photo taken January 2020.

## Recognition and a new year of leaders

The new SDCDS board was installed at the Nov. 19 SDCDS board meeting. SDCDS recognized outgoing chairs: Dr. Tom Brant, Leadership Development Committee and Dr. Kristen Whetsell, Recruitment and Retention. The other committee chairs will continue in 2020. SDCDS recognized Dr. Chris Pham as outgoing President and Dr. Brant presented him with the Past President's Pin, the President's Gavel Plaque, and a gift. Nov. 19 photos by Dr. Tina Beck.

Dr. Doug Christiansen installed the 2020 board members. 2019-2020 terms: Dr. Tyler Johnson, Dr. Pamela MacPherson, Dr. Virginia Mattson, Dr. Tom Olinger, Dr. Scott Szoiko, Dr. Kristen Whetsell. 2020-2021 terms: Dr. Hoa Audette, Dr. Tom Brant, Dr. Jose Castillo, Dr. Shivali Gohel, Lilia Larin, Dr. Lindsay Pfeffer, Dr. Irv Silverstein.

### Officers for 2020:

Secretary	Dr. Christine Altrock
Treasurer	Dr. Spencer Mauseth
President Elect	Dr. Tina Beck
President	Dr. Brian Fabb
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Cell: 760-484-1268

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**Individual Category**  
Dr. Joseph Boulos  
of All Coast Dental



**Organization Category**  
Dr. Karen Becerra,  
The Gary and Mary West Senior Dental Center

## Live Well San Diego Oral Health Champion Awards given at Oral Health Forum

The County of San Diego Health and Human Services Agency held an Oral Health Forum called “Shaping Oral Health across the Life Course” on June 13, 2019 at the Marina Village Conference Center. Four community partners received the Live Well San Diego Oral Health Champion Awards “in recognition of exceptional achievements advancing oral health in San Diego County”. They are all SDCDS members, as well. See accompanying article by Thomas Olinger, DDS for details. Facets will highlight these four champions in another issue. The awards were given by Wilma J. Wooten, MD, MPH, Public Health Officer and Director, and Thomas Olinger, DDS, Chief Dental Director, both from the County of San Diego, Health and Human Services Agency.

Live Well San Diego “is a vision for a region that is Building Better Health, Living Safely and Thriving. It aligns the efforts of individuals, organizations and government to help all 3.3 million San Diego County residents live well,” according to the website at [livewellsd.org](http://livewellsd.org)

Speakers also included State Dental Director, Jayanth Kumar, DDS, MPH of the Oral Health Program of the California Department of Public Health and the Chief of Medi-Cal Dental Services Division, Alani Jackson, MPA. •



Live Well, L-R: Drs. Donna and Irv Silverstein, Thomas Olinger (Chief Dental Officer), and Sussi Yamaguchi



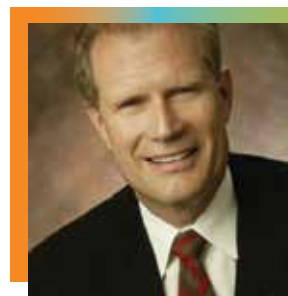
Alani Jackson, MPA, Chief, Medi-Cal  
Dental Services Division



Dr. Jayanth Kumar, DDS, MPH,  
State Dental Director



L-R: Dr. Sussi Yamaguchi, Dr. Jayanth Kumar,  
Dr. Irv Silverstein, and Alani Jackson.



## The shape of oral health in San Diego: a historical review: past, present, and future

By Thomas Olinger, DDS, Chief Dental Officer,  
County of San Diego, Health and Human Services Agency

It's been 20 years since the Surgeon General's report emphasized oral health as a vital part of the overall health and well-being of all Americans. It is widely recognized that there is a strong correlation between oral health and many chronic diseases such as stroke, heart disease and diabetes.

A highly anticipated update to the Surgeon General's report on oral health is due out this year and early data suggests that while some good progress has been made, there is still work to be done. The Centers for Disease Control (CDC) reports that as of 2014, nationally 18.6% of children aged 5-19 still suffer from untreated caries, and tooth decay is still the most common chronic disease of children and youth.

The data for young adults aged 20-24 is even worse with 31.6% having untreated caries. Additionally, periodontitis among pregnant women is associated with poor pregnancy outcomes including pre-term births and low birth weights. The American Academy of Pediatrics states profound oral health disparities continue to exist in minority and low-income populations. This is why improving oral health through prevention and education is a top priority for the public oral health community.

In response to this continuing public health crisis, the County of San Diego, in partnership with the California Department of Public Health has procured significant funding through Proposition 56 (California Healthcare, Research, and Prevention Tobacco Tax of 2016) for outreach efforts in support of oral health education and prevention efforts. With this funding, the County is expanding oral health programs focused on pregnant women, children and refugee communities. This work will be done in collaboration with the San Diego Oral

Health Coalition and the County's Oral Health Advisory Board, utilizing feedback from the recent Oral Health Forum.

These efforts support the County of San Diego's Live Well vision for healthy, safe and thriving communities. To achieve the above goals, the County, in conjunction with the Local Oral Health Program (LOHP) is sponsoring the following programs and working directly with schools to dramatically increase oral health education and prevention throughout San Diego County.

**1)** The County has contracted with the San Diego State University Research Foundation (SDSURF) to create an oral health needs assessment and develop an evaluation tool to monitor and evaluate the successes of contracted oral health programs.

**2)** A Rady Children's Hospital/ Anderson Center for Oral Health-County partnership will work with the dental practitioners to place a greater emphasis on the importance of early preventive services such as fluoride varnish and provide training for oral health literacy, tobacco cessation and implementing Brush Book Bed and Rethink Your Drink programs.

**3)** The American Academy of Pediatrics of California, Chapter 3 is working with the County to train pediatricians on early caries detection and other oral health preventive services to their patients beginning as early as 1 year of age.

**4)** The County continues to work with University of California, San Diego, Center for Community Health in administering the longstanding Dental Health Initiative/Share the Care Program. In the past, program efforts included education to parents, pregnant women and community-based organizations, as well as, preschool oral health screen

ings. With new funding, this program has been expanded to refugee programs countywide.

Dentists in our community are also critical players in these efforts. In June of this year, the County hosted the San Diego County Oral Health Forum. This was an opportunity for local stakeholders to identify concerns and strategies to address the needs of our most vulnerable populations. Later in the program the Live Well San Diego Oral Health Champion Awards, recognizing exceptional achievement, outstanding leadership and contributions that have advanced oral health over the last five years were awarded to the following individuals

- Dr. Irvin Silverstein for his leadership as director of the UCSD Student-Run Free Dental Clinic Project and the UCSD Pre-Dental Society.

- Dr. Joseph Boulos along with his wife and business partner, Dr. Julie Boulos, and their staff, for their advocacy for torture survivors and for providing free comprehensive dental treatment in a responsive and culturally compassionate way.

- Dr. Angela Miller and Odell Miller of Collaborative Dental Care have provided quality dental care to home bound older adults in long term care facilities.

- Dr. Karen Becerra of the Gary and Mary West Senior Center. Dr. Becerra's dental clinic, located in the Gary and Mary West Wellness Center, has provided care for over 1,000 patients since opening in 2016.

Efforts around oral health education and prevention continue to be vital. Want to join the effort? SDCDS frequently has opportunities to volunteer. To find out how you can help, call Ryan at SDCDS at 619-275-7190 or email at [support@sdcds.org](mailto:support@sdcds.org). •





## Reduce risk, increase productivity with cellphone policies

There is little doubt that cellphones have dramatically changed our lives. In fact, “phone” is a bit of a misnomer, as it does so much more than make and receive calls. These mobile devices are now computers, cameras, media players, e-readers and GPS trackers all rolled into one.

It’s not surprising then that few of us can go a day without our cellphone by our side. They have become ubiquitous, accompanying us in the car, in meetings, in restaurants and in the workplace. But this puts employers in a difficult spot. Not only does cellphone use bring up questions of productivity and professionalism, it also brings up questions of privacy when used in a dental office setting.

According to a survey conducted by CareerBuilder, more than half the respondents identified cellphone use as the biggest productivity killer in the workplace. The consequences of lost productivity are direct and indirect, causing reduced employee morale, strain on employer-employee relationships, a lower quality of work and negative impact on client interactions.

The Dentists Insurance Company reminds dentists that mobile phone use during work hours can send the message that patients are not the practice’s priority. They can also lead to distractions, which can result in errors in documentation and lack of attention to detail, opening the practice to a liability claim.

TDIC’s Risk Management Advice Line has received several calls regarding cellphone use in the office. In one case, a practice owner called about a dental assistant who was repeatedly on her phone. At a performance review six months prior, she was instructed to put her phone away during the workday. After

that time, her restroom breaks increased, suggesting she was using her phone in the restroom.

The Risk Management analyst informed the dentist that it is within an employer’s right to require employees to keep their phones in a drawer and to limit their use to designated break periods. The analyst suggested the office create a universal cellphone-use policy and distribute it to all employees. Violation of this policy would be grounds for disciplinary action, including termination.

In another situation, a dentist reported that her head assistant, who has been with the practice for 14 years, was “addicted” to her phone. The employee would read (and send) text messages during morning huddles and would have her phone in her hand while greeting patients. She would even leave her phone out during treatments. The employee manual stated that cellphone use was not allowed during work hours, only during breaks and lunch periods. The dentist relied on this employee heavily and didn’t want to lose her.

The Risk Management analyst guided the dentist to apply policies consistently with all employees. She advised the dentist that in addition to addressing the matter with the employee directly to hold an office meeting to remind staff of the office’s cellphone policy and to make it clear that they could be subject to termination if they are caught violating the policy repeatedly.

Written policies are an employer’s best protection against excessive cellphone use during work hours. While banning cellphone use entirely isn’t feasible, it is appropriate to limit when employees can use phones, such as during meal and

rest periods. It is also recommended that cellphones be kept with an employee’s personal belongings or in a drawer to avoid distraction.

It’s not enough to simply have a policy. Following through with disciplinary action demonstrates that you are committed to your policy. Employees will be less likely to break cellphone rules if they know that the policy is more than an empty threat.

### Other cellphone-use considerations include:

- Restricting locations where cellphone use is permitted. For example, it is reasonable to prohibit their use in operatories, in the front office or in the presence of patients.
- Outlining what type of use is allowed. For example, texts and brief phone calls are fine, but downloading music or videos is not.
- Minimizing disruptions. Employers can request that ringers are set to silent or vibrate, calls are kept brief and free from offensive language and employees speak quietly when on the phone.
- Protecting privacy. Policies should prohibit taking photos or videos within the practice to protect patient privacy, unless pre-approved by the dentist.
- Employee safety. Employees should not use a cellphone while driving on company business or when engaged in physical activities such as carrying an instrument tray.
- Infectious disease control. Cellphones are believed to harbor as much as 10

times the bacteria as toilet seats. But unlike toilets, people rarely disinfect their phones. A 2014 study showed cellphones are frequent contributors to hospital-acquired infections in the dental setting.

TDIC’s Risk Management team also warns dentists of the inherent risks of texting patients with regards to protecting privacy. It is recommended that dental practices avoid texting patients altogether, but if you must text a patient, be sure to avoid sending any protected health information and make sure the communication is documented in the patient’s chart. Text messaging is only considered HIPAA compliant under certain circumstances. If your practice intends to text patients regularly, seek a secure, HIPAA-compliant third-party vendor that offers the needed encryption.

It is also recommended that dental practices develop a policy regarding communication expectations between employees and their employer. For example, it is a best practice to call in sick, rather than send a text. If an employee is unable to report to work, it is advised they speak to the dentist or office manager directly by phone.

In a case reported to the Risk Management Advice Line, a dentist stated he received a text from an employee at 4 a.m. on a Saturday that conveyed she would not be able to make it to work that day. The dentist called the employee back immediately after receiving the text. When the employee answered, the dentist heard “what sounded like Vegas in the background.” He later found photos of a bridal shower at a local casino posted on the employee’s Facebook page. Had the employee called in, it would have been clear that she was not, in fact, sick. But the office did not have such a policy in place at the time.

The issue in the above case was the informality of the communication. Texting reduces an employee’s accountability as well as the likelihood that these interactions will be documented in the employee’s file. Additionally, there are often cases in which an employee is texting nonmanagement staff members rather than those to whom they should be reporting. This should not be allowed. Following up with a phone call is not intended to catch employees doing something they shouldn’t be doing; rather, it is to have a conversation about the behavior and to inquire whether the employee has available sick time or PTO.

Cellphone-use policies should be documented in writing, signed by the employee and kept within the employee file. It’s important to note that dentists should model acceptable cellphone use in the office. Setting the tone means avoiding the impression of being distracted by a call.

Cellphones are an integral part of our daily lives. It’s hard to imagine a time when we weren’t reachable every moment of every day or when we didn’t have access to information at our fingertips. In the workplace, smart cellphone policies as part of a comprehensive employee manual can help your office maintain productivity, increase professionalism and ensure patient privacy is protected. •

## Obituaries



**Van Roger Tibbets**  
June 12, 1931 - Dec. 9, 2019  
Chula Vista

Dr. Tibbets graduated from the USC School of Dentistry in 1957. He was a captain in the U.S. Navy and served as a dentist from 1957-1981. He, served aboard the USS Bennington and the USS Kearsarge, and served in Da Nang, Vietnam, according to warrior-stories.org. He was SDCDS President in 2001, a board member for many years, and was as historian of the Midway Task Force, a group charged with restoring the dental clinic for exhibition on the USS Midway museum.



**Raymond J. Darwell**  
Oct. 15, 1941 - March 1, 2019  
Alpine

Dr. Darwell was born and raised in San Diego. He graduated from St. Mary’s College in Moraga and received his DDS degree from Creighton University in Omaha, Nebraska. He served in the Air Force Special Operations during the Vietnam War. He practiced in Alpine for 35 years.



## Corrections:

Facets printed two photos in October 2019 that were given to us by the family of Yukiko Julia (Fukuda) Israel, but did not correctly caption the photos. It is corrected at right. Facets regrets the error.

Update: Yukiko Julia (Fukuda) Israel passed away on February 14, 2007. Facets talked to her daughter, J.J. Israel, who was gracious to talk about her mom. Yukiko had the wonderful ability to make the most of any circumstance, both good or bad. This can be seen in these two photos, as she has the biggest smiles of her dental group. Sadly, her mom didn't talk much about her experience in the dental clinics. Not much has been recorded about these clinics.

Yukiko's father enlisted in the U.S. Army and fought in WWI. He was proud to do so. However, he and his family were imprisoned during WWII at the Poston Relocation Center, which "crippled his spirit". He died of a broken heart, according to Yukiko and regretfully, "His patriotism was acknowledged posthumously as he was buried at the Veteran's National Cemetery in Los Angeles." Yukiko was born in Los Angeles on December 7, 1921, the same calendar day that the "fateful Pearl Harbor devastation occurred." She would work for many years at the Los Angeles Unified School District. This history can be found in the Remembrance Project of the Japanese American National Museum website ([www.janm.org](http://www.janm.org)). Thank you, J.J. Israel for sharing your story. •



Corrected caption from page 5: Poston dental team, with Yukiko Julia (Fukuda) Israel, front center with white clinic attire.



Corrected caption from page 14: Poston dental clinic with Yukiko Julia (Fukuda) Israel, back center, behind the cuspidor/dental operatory chair.

## Zeynep Barakat, DMD, FAGD

Dr. Barakat graduated from Boston Univ. School of Dental Medicine, completed an AEGD residency in Detroit and practiced in New England before moving to San Diego. She is currently in private practice and is the President of the San Diego AGD component. She is a regular contributor to the AGD's Daily Grind blog.



## Watch Your Time

The other day, I looked up at the clocks that were on our office walls, both in our front office area and break room, and concluded that I didn't like them. They didn't have numerals and had a background color that didn't contrast enough with the hands display. After all, 12:58 pm is technically still not 1:00pm, but it sure looked like it on these clocks. Every minute and every second counts in the dental world and this clock that didn't have the minute marks or the second hand was just not going to work for me. And so I took them both down and began my Amazon search for replacements.

Some may wonder why do we even have clocks on walls? It appears that kids don't seem to be able to read analog clocks anymore thanks to our living in the digital age. I'll refrain from reflecting on a

generational divide but if our society values clocks less and less, I began to wonder why was I on Amazon trying to order a traditional black and white wall clock—the kind we had in our schools—complete with precise quartz movement and actual numerals? In fact, since all of our smart phones already have brightly lit digital time displays that stare at us with every glance, it may be useless to have an office wall clock at all.

Back in the operatory, as our timer for an impression went off, I looked over at the digital clock on the unit and thought how clever and convenient a design it was for the clock to be incorporated into the dental unit. So no use for a wall clock in the operatory either. And of course, less and less people are wearing wristwatches too – unless they're mini-cell phones – which

I'm sure have the time displayed in digital form. So by now, I'm getting the sense that my beloved wall clock I ordered for our office was not really a good idea and with it being 2020, may not be looked at by anyone but me. Somehow, an office wall without a clock didn't seem right. I think the Swiss may agree with me. If my staff won't look at it to tell the time, then at least we can appreciate it for a classic piece of wall art that many of us look back on. And who knows, I might bring it down one day and teach my 5-year-old nephews how to read an analog clock. In the meantime, as I was playing tennis and my court session was winding down, I looked up at the court clock and noticed a large analog clock visible for all to see the time as they played. I suppose my purchase wasn't in vain after all. •

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### Share Space Needed

Dentist looking to share space in San Diego County. Established in Orange County, looking to expand specialty care, preferably to North County. If you are interested call 714.486.2919 or email info@goto.dental

### Business Opportunities

#### Pediatric Dentist Needed

Excellent opportunity for pediatric dentist to work one day per week in established general dental practice with orthodontics specialty. Ownership opportunity available in second office. Call 858.761.3495

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## Why We Give



For Michael Copp, DDS, a deep appreciation for community improvement has led to a long term commitment for change. Dr. Copp joined the San Diego County Dental Society in the early 1990s after returning to San Diego from Dental School. In joining the Dental Society, Dr. Copp learned through his colleagues about the work the Dental Foundation does and realized he wanted to be a part of something larger and have a greater impact in the community. "I donate to the Dental Foundation because of the efforts of my peers and the work they, along with the foundation, do to bring organized dentistry to the greater San Diego community." In supporting the work of the Dental Foundation does, Dr. Copp wants to be a part of something larger and have a greater impact in the community and hopes to inspire others. "Looking forward, I'm excited to see where the Dental Foundation will grow its service outreach as our dynamic and diverse community grows. I'm thrilled with the progress the Foundation has made since its origins almost 30 years ago and will continue to make."

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SDCDF is a tax-exempt entity organized under IRS Section 501(c)(3), so contributions are tax deductible.

## Points on keeping your router secure

Possibly the most important part of your networking hardware is what's called the router. This device is what controls data coming in and out of your network, which means it acts like a protector for your network, keeping out malicious attacks, hackers, malware and other things that can compromise your office's network integrity. These days there are so many devices that are linked through the network, including computers, laptops, phones, digital xray sensors, CEREC machines, watches, security cameras, refrigerators, thermostats and doorbells... to name a few! Considering that almost every gadget we utilize communicates through your office's network and passes data to and from the router, taking steps to ensure its security is essential.

Most routers offer wireless access by creating a Wi-Fi network that devices can connect to. Every wireless router should be set up to utilize WPA2 security which requires every device to enter a password to connect and communicate. Wireless routers have had a few choices for security protocols over the years, starting with WEP, or Wired Equivalent Privacy. The WEP protocol was a standard in 1999 and abandoned in 2004 due to many inherent security flaws.

WPA was created as a replacement for WEP and was designed to be utilized through firmware upgrades over existing WEP-capable hardware, which meant it still had many security issues from the original WEP system that were carried forward. A protocol called WPS or Wi-Fi Protected Setup was developed to facilitate the method that devices connected to a wireless network using the WPA security protocol, but over time WPS was also found to have significant security compromises.

The next development in wireless security protocols was WPA2, which surpasses the abilities of WPA by utilizing AES, or Advanced Encryption Standard, to protect transmitted information. In order to perform the advanced encryption routines without slowing down network performance, a router running WPA2+AES needs to have much more capable processing power or hardware compared to routers running WEP or WPA. Older routers trying to run WPA2 in a high-load environment can cause network speeds to suffer significantly. Today's newer routers should all have the ability to handle WPA2 encryption without causing network slowdowns even during high load periods.

Once you've got WPA2 configured as your security protocol and you've disabled the weaker protocols completely, it is important to practice good password policies by choosing a good password, and also changing that access password on some sort of frequency. WPA2 allows passwords to be up to 63 characters long, so take advantage of using a long password to increase the network security of your system. Most hackers will spend several minutes trying to hack a system before moving on, so a longer password will always make your system a less vulnerable target by taking much longer to crack. Remember that the password that protects access to the router is really a password granting access to your entire network and all of the devices connected to it, should someone obtain it.

If you have no idea how your router is set up, it's prudent to check this or have someone do it for you, considering the security risk an improperly setup system, especially one running the older security protocols, can represent. •

Garrett Guess, DDS

Dr. Guess (pictured here with his family) is a Diplomate of the American Board of Endodontics, with a private endodontic practice in the La Jolla/UTC area. He developed EndoTrak, an endodontic practice management software program. Email: [endo@drguess.com](mailto:endo@drguess.com).



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CALENDAR PLANNER  
2020 SDCDS EVENTS

March 6

Lasers and Periodontal Therapy

March 13

Amplifying your Marketing Effectiveness

March 19

BLS Renewal for Healthcare Providers

March 25

New DDS Seminar

April 23

Shred-a-thon

April 26

Women in Leadership Conference

April 30

BLS Renewal for Healthcare Providers

FRIDAY

Mar  
06

6CE  
units

Lasers and  
Periodontal  
Therapy:

*Where are we after 29 years  
of clinical application*



**Summary:** Learn about the application of lasers for periodontal diseases and soft tissue pathology. Using an evidence-based approach, the presentation addresses the good and questionable aspects of laser periodontal therapy at various wavelengths.

**Time:** 9am-4pm (check-in 8am)

**Location:** MCAS Miramar  
Commissioned Officers' Club, 4472  
Anderson Avenue, East Gate.

**Includes:** Continental breakfast  
provided during check-in, lunch and  
refreshments during breaks (please indicate  
special dietary needs when registering).

**Register:** sdcds.org

619.275.7188 or admin@sdcds.org

**Pricing:** member/member staff \$75 |  
nonmember \$99

**Sponsors:** Orasoptic and Engage  
Advisors

**Co-hosted by:** the San Diego County  
Periodontists

Speaker:

Charles M. Cobb,  
DDS, PhD



FRIDAY

Mar  
13

Amplifying  
your  
Marketing  
Effectiveness



Speakers:

Fred Joyal and  
Jonathan Miller



**Summary:** Expert advice on  
everything you need including  
how to market effectively, leverage  
digital media and reviews, increase  
efficiency, reduce overhead, and  
improve practice profitability.

**Time:** 9am-1pm (8:30am check-in)

**Includes:** Cont. breakfast,  
(please indicate special dietary needs  
when registering).

**Location:** SDCDS Office

**Register:** sdcds.org

619.275.7188 or admin@sdcds.org

**Pricing:** Complimentary (includes  
breakfast)

**Hosted by:** Fortune Management

THURSDAY

Mar  
19

4CE  
units

BLS Renewal  
for Healthcare  
Providers

FREE CE\*



**Summary:** Register early if your  
CPR card is expiring; limited spaces  
available.

**Time:** 5:30-9:30pm (5pm check-in)

**Includes:** Pizza and salad,  
(please indicate special dietary needs  
when registering).

**Location:** SDCDS Office

**Register:** sdcds.org

619.275.7188 or admin@sdcds.org

**Pricing:** member \$40 or take  
advantage of your 1 FREE member  
benefit CE for 2020.

nonmember \$60 |

member staff \$50



WEDNESDAY

Mar  
25

New DDS  
Seminar



**Summary:** Being A Boss Doesn't  
Mean People Will Do What You  
Say.....Or Will They? Great  
leaders find innovative ways to  
unite and engage people, creating  
a workplace environment that's  
ready for any challenge. Your  
success rests on the success of your  
individual team members.

**Time:** 5:30-8:30pm (5pm check-in)

**Includes:** Light dinner,  
(please indicate special dietary  
needs when registering).

**Location:** SDCDS Office

**Register:** sdcds.org

619.275.7188 or

membership@sdcds.org

**Pricing:** FREE

**Sponsor:** Burkhart

Speakers:

Gene St. Louis,  
CEO



THURSDAY

Apr  
23

Shred-a-thon

*Tear into the Fun*



**Summary:** Save the date, more  
info on what can be disposed to be  
announced soon

**Time:** 4-7pm

**Location:** SDCDS Parking Lot  
1275 - B West Morena Blvd

**Includes:** Tacos and Beverages

**Sponsor:** Engage Advisors



SUNDAY

Apr  
26

Women in  
Leadership  
Conference

6th Annual  
Afternoon Tea



Keynote

Speaker:

Jennifer Chevalier



**Summary:** Spend the afternoon  
with SDCDS, have a cup of tea  
and learn some helpful tips on how  
to maintain a positive work/life  
balance. More details to follow

**Time:** 12pm-3pm

**Location:** Paradise Point Resort

**Register:** sdcds.org

619.275.7188 or

membership@sdcds.org

**Pricing:** Free with a credit  
card to be put on hold, \$25 fee  
for no-shows

**Includes:** light lunch and tea of  
course (please indicate special dietary  
needs when registering).

THURSDAY

Apr  
30

4CE  
units

BLS Renewal  
for Healthcare  
Providers

FREE CE\*



**Summary:** Register early if your  
CPR card is expiring; limited spaces  
available.

**Time:** 5:30-9:30pm (5pm check-in)

**Includes:** Pizza and salad,  
(please indicate special dietary  
needs when registering).

**Location:** SDCDS Office

**Register:** sdcds.org

619.275.7188 or admin@sdcds.org

**Pricing:** member \$40 or take  
advantage of your 1 FREE member  
benefit CE for 2020.

nonmember \$60 |

member staff \$50



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SDCDS is an ADA CERP Recognized Provider. 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. SDCDS designates each activity for a specified number of C.E. Units.





# San Diego County DENTAL SOCIETY

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