

1 **Salvador Gaytan:** Welcome to SmileTalk, an entertaining and informative dental talk
2 show, featuring the latest news and developments in dentistry. I'm
3 Salvador Gaytan and I'm here with...
4
5 **Dr. John Chao:** Dr. John Chao. Hi, everybody.
6
7 **Salvador Gaytan:** Excellent, excellent. Well, Dr. John, we have a fascinating show
8 today. We have a carryover from our last show. We have two of
9 your excellent staff, Jemima, who's a hygienist and Claudia who is
10 the front office manager. How are you doing today, Jemima?
11
12 **Jemima:** Fabulous, thank you.
13
14 **Salvador Gaytan:** Fabulous, I think she was excellent last time, fabulous now, okay.
15 Claudia, how are you doing today?
16
17 **Claudia:** Wonderful, thank you.
18
19 **Salvador Gaytan:** Wonderful and fabulous. Okay. Now, we are not going to the
20 Rapid Fire Five here. We're going to carry over about what we
21 talked about last time. Now, Jemima, you are a hygienist.
22
23 **Jemima:** Yes.
24
25 **Salvador Gaytan:** And you are a graduate from UCLA, aren't you?
26
27 **Jemima:** Oh my gosh, those are bad words, those four letters.
28
29 **Salvador Gaytan:** I just wanted to kid you on that one, you're not -- where are you
30 from.
31
32 **Jemima:** Trojans, USC, fight on.
33
34 **Salvador Gaytan:** I know...
35
36 **Dr. John Chao:** Actually, UCLA does not have a dental hygiene school.
37
38 **Salvador Gaytan:** They don't, okay. I guess I just gave them one.
39
40 **Dr. John Chao:** It does not even exist.
41
42 **Salvador Gaytan:** I just gave them one. Now, Jemima, you have been working for Dr.
43 John for how long?
44
45 **Jemima:** For about 15 years.
46

47 **Salvador Gaytan:** 15 years? And you've been a hygienist for how long?
48

49 **Jemima:** For four years.
50

51 **Salvador Gaytan:** Four years. And you have -- well, you told us a funny story about
52 the patient's -- the tooth that came out, that was supposed to be
53 extracted, okay. Let me ask you from my perspective as not being
54 in the dental business. Do you ever just see patients and you just
55 think, they are not doing what you told them to do, and you say,
56 "Come on guys, I mean, I have to clean all of this?" Do you ever
57 get to that point?
58

59 **Jemima:** Not quite, but I kind of show it to them. They can actually see it.
60 We make sure we put some solution on their teeth, so they know
61 how they come in, so there's no shock.
62

63 **Salvador Gaytan:** Now, in the office they've done that, but explain to the audience
64 what that is, that red stuff that you put on the patient's teeth.
65

66 **Jemima:** Well, we want to make sure that they understand what plaque is
67 and what bacteria is and what it looks like in your mouth, because I
68 can tell you that your mouth is full of bacteria, but there is nothing
69 like seeing it for yourself.
70

71 So, we paint it on the teeth and we take pictures of it. By putting it
72 on the screen, you're able to see where you're missing or where
73 you're accumulating more of this bacteria. So, it's really a wake up
74 call for a lot of our patients.
75

76 **Salvador Gaytan:** Excellent, excellent and now, Dr. John, how long have you had
77 that in your office?
78

79 **Dr. John Chao:** Well, we've had this computer system for how long now, Claudia?
80

81 **Claudia:** About three years or so.
82

83 **Dr. John Chao:** So, we've been able to take pictures and put it on the screen in
84 front of the patient, and the patient gets to see a picture of their
85 teeth, sometimes magnified up to 40 times.
86

87 **Salvador Gaytan:** Now, you see, it makes me nervous, because I go to Mae, who is
88 another one of your hygienists, and the first thing that she does, she
89 says, "Okay, Sal, I'm going to put the red solution on your teeth
90 and then we're going to rinse and then I'm going to take the
91 photo."
92

93 So, I'm thinking "Oh God, she's going to show me where I'm not
94 brushing, what teeth I'm missing" and you know what? No matter
95 how much I work, I get better, but I always seem to miss one or
96 two spots.
97
98 **Dr. John Chao:** Well, that's actually not bad.
99
100 **Salvador Gaytan:** That's not bad, okay.
101
102 **Dr. John Chao:** I've seen those photos of yours. Compared to others, you're not
103 doing bad at all. Don't get discouraged.
104
105 **Salvador Gaytan:** But I want a 100%.
106
107 **Dr. John Chao:** Yeah, she's very stringent, so that's good. Keep doing it, in fact
108 you should probably take some of those disclosing tablets home
109 and you can check yourself.
110
111 **Salvador Gaytan:** Excellent.
112
113 **Dr. John Chao:** Then do it in the morning before you come to see Mae, and make
114 sure all the stains are off, then you get an A+.
115
116 **Salvador Gaytan:** Fantastic. Now, Claudia you have a story about an earthquake.
117
118 **Claudia:** Yes.
119
120 **Salvador Gaytan:** It happened in the office.
121
122 **Claudia:** Yes.
123
124 **Salvador Gaytan:** Tell us about it.
125
126 **Claudia:** In my early years of working for Dr. Chao, we had an earthquake,
127 it was the early 90s and we have a certain protocol that we take.
128 Everyone is in charge in case of an emergency, and I happened to
129 be in charge of schedules.
130
131 So, one of the things we have to do is evacuate, but you have to
132 evacuate with your patient. We had a gentleman who was in, like a
133 corner room. The earthquake happened and everybody ran out and
134 forgot about him.
135
136 He stood in there, he was lying there like nothing had happened,
137 and the funny part was that I realized upon looking at my schedule
138 that I had counted for everyone except him. So, of course we went

139 go get him and he thought it was funny, because everyone
140 panicked and ran out.

141
142 Then after that, he came later on, I think the following year or so,
143 we had another earthquake and he was in the same room and he
144 was there again.

145
146 So, it's kind of funny, because here he was stuck again in that
147 room and he just didn't worry about it. He was just lying there like
148 he did the first time and of course I had to account for him again
149 and he was missing too.

150
151 **Salvador Gaytan:** Are you serving drinks in your office?

152
153 **Dr. John Chao:** No, actually if remember right, I was right there the first time. This
154 was the first earthquake. So, we're not particularly proud of it, but
155 being the first one that ever occurred in the dental office, we did
156 slip up the first time.

157
158 Now, two years later when he came again, what happened was that
159 we were just kidding, we said, "This must be Mr. Earthquake
160 coming here." So, we joked about it, he says, "Well, you know,
161 suppose an earthquake happens again, what will we do?" and low
162 and behold it started to shake again, just a little bit, just a little bit.
163 So, we got over it, but we actually didn't forget him the second
164 time.

165
166 **Salvador Gaytan:** That's good.

167
168 **Dr. John Chao:** If I did, we wouldn't be broadcasting this story.

169
170 **Salvador Gaytan:** So, it's not every man for himself now.

171
172 **Claudia:** No, no.

173
174 **Dr. John Chao:** No, no. We've now learned our lesson, I suppose. It's kind of a
175 human story, but it was funny and certainly was okay, because
176 nothing really happened, but we certainly wouldn't recommend
177 that to anybody else.

178
179 **Salvador Gaytan:** Now, Dr. John, it's occurred to me that you have a lot of Trojans.
180 Jemima is a Trojan. Now, do you not hire Bruins? Well, they don't
181 have a hygienist school, you told me.

182
183 **Dr. John Chao:** Yeah, they don't have a hygienist school. Of course I teach at
184 USC, so it's easier for me to recruit the very best from the USC

185 Dental School since I'm there. So, it's kind of a fringe benefit for a
186 total volunteer. So, I'm able to get the very best from USC, and
187 we've been able to keep them.
188
189 **Salvador Gaytan:** Excellent.
190
191 **Dr. John Chao:** We're very lucky to be able to keep them. In fact, I'm very lucky
192 to be able to keep such a good staff. Now, Claudia, what is the
193 most common comment a patient has about the office that we
194 have? In a way it's not just our office, but for most offices, they
195 will probably find the same. What is the comment that patients
196 have?
197
198 **Claudia:** In particular in our staff, I mean as the office manager, I want to
199 make sure that the patients are comfortable, that everything has
200 gone well in our office. So, one of the things I always ask our
201 patients as they're coming out and I'm helping them with an
202 appointment is, how did their appointment go?
203
204 The patients are so happy and thrilled to have found an office,
205 which is ours, where the staff is very friendly and very courteous
206 and they actually care about the treatment that the patient is having
207 done. So, they said that the staff is very, very, very accommodating
208 to them.
209
210 **Salvador Gaytan:** Well, you've never asked me how my appointment was going,
211 Claudia. Why is that?
212
213 **Claudia:** I'm not sure.
214
215 **Salvador Gaytan:** I'm just kidding, I'm just kidding. I want to put her on the spot.
216 I'm just kidding.
217
218 **Claudia:** That in itself lets me know that the back office and the front desks,
219 they're doing their jobs, because we are here to provide a service,
220 and of course we want that service to be as pleasant and unique as
221 possible.
222
223 **Dr. John Chao:** Well, that's very interesting that what makes us so gratified and
224 continues to motivate us in dentistry is what brings the patients in.
225 It's what the patients most appreciate, the fact that they are being
226 taken care of.
227
228 We're not here to just talk about my office, but talk about my
229 office as a microcosm of the whole profession of dentistry, that it
230 is a caring profession and people, when they feel cared for, they

231 continue to return to their particular practice. In fact, isn't that
232 what motivates you, Jemima, when you're in school and when
233 you're in practice?
234

235 **Jemima:** Yeah, it's great to see the patients. A lot of them are very fearful,
236 which to me was surprising, because I've never been afraid of the
237 dentist myself, but it's been great learning to cope with the patients
238 and their fears and just to see them come back every time.
239

240 Some of them actually look forward to coming back, although
241 some just greet you with like, "Oh, you know, I'm here again," but
242 most of the time they leave and they're like, "Well, that wasn't that
243 painful at all, and that was a pretty pleasant experience. So, it's
244 rewarding.
245

246 **Dr. John Chao:** Yeah. Don't you find a lot of bonding between you and your
247 patients?
248

249 **Jemima:** Absolutely. They love to tell you their stories and what they've
250 done, what their kids are doing and trips they are taking, just a lot
251 of exciting stuff.
252

253 **Dr. John Chao:** Even if they're not positive, they like to come to you to complain
254 sometimes, don't they?
255

256 **Jemima:** I haven't received many complaints, we need to [crosstalk] Dr.
257 Chao.
258

259 **Salvador Gaytan:** Well, isn't that -- you don't get complaints, because when they
260 start to complain, you say, "Okay, open wide, brush it."
261

262 **Jemima:** Yeah, they don't see much.
263

264 **Dr. John Chao:** Yeah, yeah. Well, what I mean is even though they will complain
265 to you, "Oh, why do I have to come," and so on, it's kind of part of
266 what they do.
267

268 **Jemima:** I think it's once you educate someone to show what's going on and
269 why they need to come in, and once they see an urgency, and a
270 need, and they're able to just come back, because they know it's
271 good for their health, their overall health.
272

273 **Dr. John Chao:** Yeah, great. Jemima, what inspired you to become a hygienist?
274

275 **Jemima:** Well, honestly, I never thought that dental field was going to be for
276 me. I one day was helping out in the front desk and they called me

277 to the back and said, "Dr. Chao needs help." I really didn't think I
278 was going to be able to look into someone's mouth, but I was kind
279 of thrown in there.
280
281 All they said I had to do was stand there and suction. So, I did and
282 after that I didn't think it was going to be that bad. So, after that I
283 got more interested into it, and started looking into maybe assisting
284 and in dental hygiene. So, I decided to pursue it after all.
285
286 **Dr. John Chao:** So, did you end up as a dental assistant in my office?
287
288 **Jemima:** No, I did not. I ended up just doing front desk, and for a while I
289 was doing just the receptionist, and did other things prior to me
290 actually going into dental hygiene.
291
292 **Dr. John Chao:** Okay. Then you decided to go to USC Dental School?
293
294 **Jemima:** Absolutely.
295
296 **Dr. John Chao:** So, what part of dental school did you enjoy most?
297
298 **Jemima:** I really enjoyed the close-knit that there is between the students
299 and the professors there and the close attention that you get from
300 everyone. You are well prepared by the time you get out of school
301 to go out into the real world, and that was really a smooth
302 transition from there.
303
304 **Dr. John Chao:** What did you enjoy most about Dental Hygiene School at USC?
305
306 **Jemima:** All the hands-on training that you received, and all the different
307 volunteer sessions that we had for like the VA Hospital, the mobile
308 clinics, all the different aspects that you probably will never get to
309 see in an actual office. So, you were well rounded and got to see all
310 kinds of different patients.
311
312 **Dr. John Chao:** Now, I understand that even now the courses that you take are -- at
313 least the first year are the same as the dental students, isn't it?
314
315 **Jemima:** That is true.
316
317 **Dr. John Chao:** So, you have to pass the same exams on basic sciences?
318
319 **Jemima:** That is true. You have to know all the basic chemistry, biology, all
320 of that which will -- and in fact, some of the dental students, we've
321 had to teach some of the clinical aspects of dental hygiene.
322

323 **Dr. John Chao:** So, did you ever consider becoming a dentist yourself?
324
325 **Jemima:** I have, but just the thought of going back to school, I'm not ready
326 for it yet, but yeah it's in fact what I want.
327
328 **Salvador Gaytan:** Oh, you're afraid of a little school, Jemima? Come on now.
329
330 **Jemima:** Yeah, those long hours, yeah.
331
332 **Dr. John Chao:** Well, actually I wouldn't understand why anybody want to be a
333 dentist when you're already a hygienist. It's such a wonderful
334 profession. You have all the advantages of a dental practice, but
335 almost none of the liabilities and the heavy responsibilities.
336
337 **Salvador Gaytan:** Now, Dr. John...
338
339 **Dr. John Chao:** I've never encouraged any hygienist to become a dentist, but I
340 know that some do entertain the thought.
341
342 **Salvador Gaytan:** Now, Dr. John, you have a very large office. You have multiple
343 hygienists, don't you?
344
345 **Dr. John Chao:** I have two full time hygienists and two part-time. The reason we
346 have so many is that we particularly in our area, we seem to attract
347 a lot of patients with gum problems. So, some way or another, we
348 end up with a large number of patients coming to us, who need the
349 help of a dental hygienist.
350
351 So, over the years, we began to add more and more dental hygiene
352 hours to the point where we have two full time and two part-time.
353
354 **Salvador Gaytan:** Excellent. Now, Jemima, are you full time or part time?
355
356 **Jemima:** Full time.
357
358 **Salvador Gaytan:** Full time? Okay. So, you're on deck every day?
359
360 **Jemima:** Every day.
361
362 **Salvador Gaytan:** Every day, Dr. John. You're working her to the bone.
363
364 **Dr. John Chao:** Well, we all work very hard there, but we enjoy what we do in a
365 very lighthearted way, and there's always laughter in the office,
366 particularly from the hygiene sections. They are always having a
367 good time. That's why I can't imagine why any hygienist would
368 want to be a dentist.

369
370 *Salvador Gaytan:* Excellent.
371
372 *Dr. John Chao:* They're such happy, nice, gentle people.
373
374 *Salvador Gaytan:* And for anyone tuning in, you're listening to SmileTalk with Dr.
375 John, the friendly dentist from Alhambra Dental and you can reach
376 Dr. John at AlhambraDental.com or 626-308-9104, and especially
377 if you want to see Jemima for a teeth cleaning, isn't that right, Dr.
378 John?
379
380 *Dr. John Chao:* Well, she's one of the best. There's nobody better than Jemima.
381 She's very dedicated and very, very gentle and very, very
382 thorough, and she really cares about her patients, as do hygienists
383 from our office, as do hygienists in general.
384
385 It's just a wonderful profession. If anybody who's listening, and
386 you want a wonderful profession, consider dental hygiene.
387 Consider dentistry also, consider being a dentist, but certainly
388 consider being a dental hygienist. It's a wonderful profession. You
389 have such a freedom of movement.
390
391 If you want to work part-time, you can. If you want to work full
392 time, you can. You have so much independence. So, I cannot think
393 of a better profession for anybody than being a dental hygienist or
394 dental assistant or be a dental personnel, such as Claudia, who is
395 like a CEO in my office.
396
397 Certainly, if you might be interested in dentistry, to be sure to talk
398 to anybody who is in dentistry already. I'm sure anybody in our
399 profession would be very happy to talk to you. It is a really sought
400 after profession now more than ever before.
401
402 *Salvador Gaytan:* Now, Claudia, you're the manager at the front desk there, there are
403 a lot of employees, and it's a big office, and it's pretty challenging
404 to make sure everything runs smoothly, isn't it?
405
406 *Claudia:* Yes it is.
407
408 *Salvador Gaytan:* And how do you do that?
409
410 *Claudia:* We have a checklist.
411
412 *Salvador Gaytan:* Checklist. Really, written checklists?
413

414 **Claudia:** Yes, we do have checklists for almost everything we do in our
415 office. So, we have to make sure we follow every checklist and
416 everyone pretty much is responsible for their own checklist from
417 when you bring in a patient to when you are working with the [xx]
418 plan with the patient to the hygienists see their patients.
419

420 **Salvador Gaytan:** I see.
421

422 **Dr. John Chao:** See, dentistry is a matter of details. There are a lot of details in
423 dentistry and one of the things we must do well is to make sure
424 every detail is well taken care of. So, we do use checklists as do
425 I'm sure other offices, so that we can give the best care possible.
426

427 But I want to go back to Jemima. We have asked Claudia the
428 question, as to what keeps her motivated and what inspires her to
429 continue to be in dentistry. What inspires you the most? What
430 motivates you the most about being a hygienist?
431

432 **Jemima:** I honestly enjoy it. I like my patients, and everyday it's -- there's
433 always a challenge, whether it's someone who is very fearful to
434 someone who hasn't seen a dentist in many years and just being
435 able to overcome those obstacles and keeping the patient happy
436 and keep them coming back to see you.
437

438 **Dr. John Chao:** Yeah. Do you not see sometimes, as we have observed, that the
439 patients who has got a severe gum problem, you're able to tend to
440 him and help him or her actually get better in the oral cavity. Have
441 you noticed that as a whole being they actually improve in
442 different ways?
443

444 **Jemima:** Absolutely. A lot of the patients haven't seen a dentist or a
445 physician or anyone in a long time, so once they start with their
446 oral healthcare, they start looking into their health overall, a lot of
447 the times.
448

449 Because we encourage them by taking their blood pressure, asking
450 them when they had their last physical, just giving them education
451 about the different correlations between diabetes and gum disease.
452 Once they become aware of that, it kind of encourages them on
453 their own to go and seek a physical or see their physicians.
454

455 **Dr. John Chao:** Yeah, and that's all true, but do you see that there might be actual
456 correlation between the same patient after the gum treatment is
457 done becoming much more vibrant, much more energetic and
458 healthier looking?
459

460 **Jemima:** Absolutely, they're just happy, they're smiling all the time. They
461 tell you right away, they feel better overall, they have more energy.
462 They want to lose weight. They're just motivated overall.
463

464 **Dr. John Chao:** Haven't you noticed that too, Claudia?
465

466 **Claudia:** Yes, I have noticed that, from taking the blood pressure to asking
467 them about, in general, their health. I know that we've encountered
468 patients where they didn't realize they had high blood pressure,
469 and after they have seen us, we've encouraged them to go to their
470 medical doctor and they've been put on high blood pressure
471 medication.
472

473 **Dr. John Chao:** Well, that's true. In that way, we save lives, but in other ways,
474 what I'm driving at is we can get rid of the infection in the mouth -
475 - and by the way, over 90% of the bacteria that enters the body,
476 comes through the mouth. If you get rid of the infection in the
477 mouth through gum treatment, through dental hygiene, I've noticed
478 myself that the patients just come back looking better.
479

480 **Claudia:** Yes, they do.
481

482 **Dr. John Chao:** Looking better, feeling better and in all different ways. They can
483 even sleep better. They have a happier personality just because
484 their mouth is cleaned up.
485

486 **Jemima:** A lot of them tell me that they can sleep better, because they no
487 longer have nightmares that their teeth are going to fall out.
488

489 **Dr. John Chao:** Yeah.
490

491 **Salvador Gaytan:** Dr. John, you have patients that have nightmares?
492

493 **Dr. John Chao:** Not about me, hopefully. Not because of me, hopefully.
494

495 **Salvador Gaytan:** So, wait, patients really tell you that they have nightmares about
496 their teeth falling out?
497

498 **Jemima:** I've had a patient who told me that every night he would dream
499 that his teeth were falling out, and he'd wake up and go look in the
500 mirror. Now, he just knows -- he feels his mouth is healthy overall,
501 his teeth are not loose and he knows he's going to keep them for a
502 long time.
503

504 **Salvador Gaytan:** So, he actually did have some significant problems?
505

506 **Jemima:** Absolutely, immobility, he could actually see there was a problem
507 and he didn't know how extent the problem was, until he came to
508 see us.
509

510 **Dr. John Chao:** Yeah. Claudia, can you tell us maybe with some examples, if you
511 can, as to how people's personality.
512

513 **Claudia:** I was just going to say that.
514

515 **Dr. John Chao:** And lives actually changed as a result of what we do. Now, you're
516 in the front desk, you see people come in and out. You see them as
517 they come in, and how they look, you see them as they walk out,
518 what they say to you and how they look. Would you talk about that
519 a little bit, Claudia?
520

521 **Claudia:** Yes, actually, I could recall a patient that's actually Jemima's or
522 has been Jemima's patient, that actually came in, did not have front
523 teeth. I mean he did have -- yes, he was missing front teeth, but he
524 had let his moustache grow in order to cover the fact that he didn't
525 have a nice smile.
526

527 **Salvador Gaytan:** Camouflage, I like that.
528

529 **Claudia:** Yes, and now he smiles all the time. He cut his moustache, and his
530 personality overall is just very outgoing, very outgoing, so it was
531 really rewarding to be able to see that that patient -- the
532 transformation from when he first started in our office, to now. I
533 mean, he loves to talk to the front desk and everyone as far as
534 what's going on with his life and he's overall smiling. I've seen
535 that transformation.
536

537 **Dr. John Chao:** If this is the same one I'm thinking about, he's actually got darn
538 right flirtatious.
539

540 **Claudia:** Yes, he has.
541

542 **Salvador Gaytan:** Did you say flirtatious or fresh?
543

544 **Claudia:** He won't bring his wife to the office.
545

546 **Dr. John Chao:** That's one of the most rewarding things about dental practice, is
547 we do this day after day, week after week. Some are more dramatic
548 than others. I think just yesterday somebody came in. Remember
549 who that was? He came by and we had done some mini implants
550 for him and he's just smiling and beaming.
551

552 **Claudia:** Oh, yes.
553
554 **Dr. John Chao:** He said, "I'm so happy," and he's a totally different personality.
555 When he came in, he was kind of serious, and he just wanted it
556 taken care of, and now he's practically clucking his teeth and just
557 smiling.
558
559 **Claudia:** He has so much confidence in being able to smile and not have to
560 worry about anything going wrong with his mouth.
561
562 **Dr. John Chao:** Yeah, and he promised to actually go on {yahoo.com} and give us
563 a good review, so we really appreciate that.
564
565 **Salvador Gaytan:** Good reviews are welcome.
566
567 **Dr. John Chao:** So, we do enjoy that a lot. Isn't that what brings us together
568 everyday when we go back there? We look forward to cases like
569 that. We look forward to the challenge, sometimes it's very
570 challenging, isn't it?
571
572 **Claudia:** Yes it is.
573
574 **Jemima:** Yes.
575
576 **Claudia:** As a team, we try our best to be able to overcome whatever the
577 obstacle the patient has, whatever is the fear, whatever is keeping
578 him or her from smiling. We work hard as a team to be able to
579 accomplish and have a totally opposite result from when they first
580 come into our office.
581
582 **Dr. John Chao:** Yeah, and we talked about our office. We are really looking at our
583 office as just one of many. Dentistry is full of dedicated, caring
584 professionals, who are doing everyday what we're talking about
585 here.
586
587 Dentists, hygienists all over the country, everyday are treating
588 patients and helping patients to improve their lives and get more
589 joy and happiness and health, and better health through their lives
590 by what we do.
591
592 So, we really enjoy this and we want to share that through this
593 program and the program last week about what dentists do and
594 what motivates us and have the audience know dentists on a
595 personal basis, and know dental hygienists on a personal basis, and
596 know dental personnel, dedicated professionals such as Claudia
597 with what they do and how they help patients and let their patients

598 know how we appreciate them and what they give us as we're
599 giving them.
600
601 This is a wonderful opportunity. We want the audience to know
602 that this is a fine profession, and if you're studying right now and
603 you haven't decided what you're going to do with your life, please
604 consider the dental profession. We welcome those who are
605 dedicated and caring. We cannot have enough of people who are
606 caring and dedicated.
607
608 **Salvador Gaytan:** And Dr. John, we're coming to the last minute or so of our show,
609 but you've touched on something that is very important, I think,
610 for people to consider when they're picking a dentist, is Claudia
611 mentioned the team.
612
613 Because actually when someone -- they come to the front desk,
614 they need to see Claudia first, they need to put the chart together,
615 they might send the patient to Jemima, she might do a cleaning and
616 so forth, and then you step in and take a look at the patient to see
617 what additional -- so, it's a really a team concept to really get
618 patients to their best, isn't it?
619
620 **Dr. John Chao:** Yes, we actually make it a point to share information about that
621 particular patient, even looking at the charts and talking about what
622 particular needs the patients have. We actually have staff meetings
623 in the morning, during which we talk about the patients we're
624 treating that day.
625
626 **Salvador Gaytan:** Excellent. That's excellent, fantastic. Well, we've had very
627 entertaining two shows with our excellent guests from your office,
628 Jemima, who is one of your prized hygienists.
629
630 **Dr. John Chao:** Thank you, Jemima.
631
632 **Jemima:** You're welcome.
633
634 **Salvador Gaytan:** And Claudia, who is your prized front office manager, there.
635
636 **Dr. John Chao:** Yes, she definitely is. So, thank you, Claudia.
637
638 **Claudia:** You're welcome.
639
640 **Salvador Gaytan:** The show went really smoothly. A lot of great information, and
641 that was very entertaining. Interesting story, I've never heard of
642 someone biting a dog and losing their teeth, so that was a first.
643

644 **Dr. John Chao:** Yeah.
645
646 **Salvador Gaytan:** So, it was a great show. What do you think, Dr. John?
647
648 **Dr. John Chao:** Yes, wonderful. Those of you who are listening, please send in
649 your comments, we'd love to hear from you.
650
651 **Salvador Gaytan:** Absolutely, and you can logon to AlhambraDental.com or 626-
652 308-9104, and we'll talk to you next week.
653
654 **Dr. John Chao:** Good bye.
655
656 **Claudia:** Good bye.
657
658 **Jemima:** Floss and brush, fight on.
659
660 **Salvador Gaytan:** Floss and brush, I like that.
661
662 **Dr. John Chao:** Fight on.
663
664 **Salvador Gaytan:** Fight on.
665
666 [END OF AUDIO]