

Results in Review

Newsletter for referring dental professionals

Winter 2009

Refer Your Risks

How can a simple referral help you and your staff avoid creating a **patient of record** who is so complex and problematic that it becomes a probable lose-lose situation?

Most of us have designed our practices to provide a specific range of services. We've trained our teams to efficiently and predictably manage those forms of treatment. Nevertheless, **once or twice a year**, a patient presents whose needs, expectations or compliance issues are not a match with your practice philosophy.

Obvious Examples of Risk Referral to a specialist:

- 1) A patient presents with complete bony third molar impactions → refer to an Oral Surgeon
- 2) A patient presents with a failing molar root canal → refer to an Endodontist
- 3) An uncontrollable crying toddler disrupts the entire office → refer to a Pediatric Dentist



Less Obvious Examples of Risk Referral:

A patient presents with any of the conditions listed below which, by your preference, fall outside the scope of the practice you have designed for you and your team.

- 1) Severe phobics who are non-compliant in completing their treatment plan or keeping their scheduled appointments, ultimately frustrating both the dentist and the staff.
- 2) Late-stage Alzheimer's disease or dementia
- 3) Geriatric patients who are frail, combative or medically at-risk.
- 4) Developmentally delayed patients with other risk or management issues.
- 5) Pediatric patients whose treatment plan obliges the pediatric dentist to do complex endodontics or prosthetics.
- 6) Morbidly obese patients who can not be readily stabilized if they deteriorate during procedures.
- 7) Orally sedated patients whose unprotected airways are compromised by debris or objects in the mouth.
- 8) Patient who refuses to follow treatment recommendations in a timely manner which begins to look like "supervised neglect".
- 9) Patient requires ongoing care but you risk abandonment or discrimination issues if you discharge them from care.
- 10) ASA III and IV patients

For all of the above, consider a referral to the Blende Dental Group

Help Us Be Greener!

If you would like to receive this **newsletter as an email**, please sign up at:

http://www.drblende.com/results_in_review.html

Know of a patient who cannot get to your office?

The Blende Dental Group makes **House Calls** within 60 miles of San Francisco.

Why A Referral?

The Blende Dental Group provides a referral option for the problem patient you and your staff prefer not to treat.

The majority of the referring dentists with whom we partner enjoy that their day goes smoothly, their staff is happier and their patient receives the assigned care.

How does the Blende Dental Group treat these problem patients?

Every day we use I.V. sedation and general anesthesia either in the hospital or in our surgery suite. We coordinate our specialists to provide comprehensive dental care using a

team that includes endodontists, periodontists, oral surgeons and pediatric dentists. We use specialists to increase our predictability, knowing that every procedure will be held to the standard of care of the specialists. Our team also includes experienced anesthesiologists who administer I.V. sedation and/or general anesthesia, allowing the dentist to focus entirely on treating the patient's dental needs. This multi-disciplinary team approach is key to managing the complexities of treating patients who are medically at-risk or emotionally compromised. Upon completion of treatment, we return these patients to your care if you so desire.

Who are the dentists of the Blende Dental Group?



David M. Blende, DDS

Dr. David Blende is a graduate of the University of Southern California with more than 20 years experience providing comprehensive dental care in both hospitals and private practices in Switzerland, Beverly Hills and San Francisco. He has focused on aesthetic crown and bridge work and complex dental rehabilitation cases using general anesthesia in a hospital setting. Dr. Blende has served as the Chairman of the California Dental Association's Council on Scientific Affairs and Research and as the President of the French Foundation for Medical Research and Education. Dr Blende currently serves as **Chief of the Dental Division at California Pacific Medical Center (CPMC) hospital and as Chief of the Division of Dentistry at Kaiser Permanente San Francisco hospital.**



Samer A. Itani, DDS

Dr. Samer Itani received his undergraduate training at the University of the Pacific in Stockton, California and obtained his Doctorate in dentistry from Charles University in Prague in 2001. Since 2004, Dr. Itani has served as an integral member of the Blende Dental Group by providing definitive and comprehensive care to patients with special dental needs. Dr. Itani currently serves as the Vice Chief of the Dental Division at Kaiser Permanente San Francisco hospital.



Cheryl E. Elacio, DMD

Dr. Cheryl Elacio is a graduate of Case Western Reserve University in Ohio, where she received her Doctor of Dental Medicine degree in 2005. She then went on to complete a general practice residency at Saint Francis Hospital in Connecticut, where she received advanced training in the treatment of special needs and medically compromised patients. She is currently Director of Geriatric Services.

Our dentists are on staff and routinely treat patients at several other Bay Area hospitals including Marin General Hospital, Mills Peninsula Medical Center and several Kaiser Permanente hospitals.