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A Whole New Way to Learn: AACD's Advanced Education Symposium



Five Star Education, Five Star Destination







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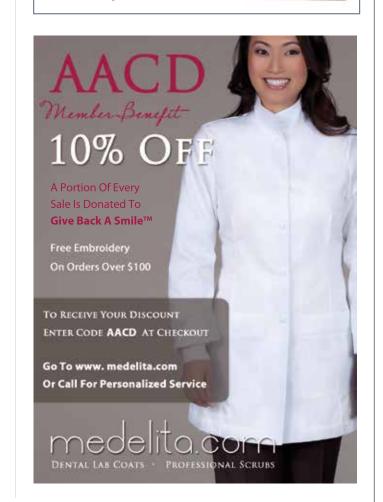
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Opinions expressed by authors in the *Academy Connection* articles are their own, and do not necessarily represent the opinions of the Academy, or AACD officers, members, or staff.

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THE ART OF TREATMENT PLANNING AND CASE PRESENTATION

Aug. 21-22; Nov. 13-14 (Boston)

Using treatment-planning decision trees, understand which treatment options are available for a number of common but complex dental problems.

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Gain confidence in diagnosing, treatment planning and presenting esthetic dentistry to your patients, enhancing the quality and quantity of the esthetic care you provide.

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LOCATION:

The Spear Campus Scottsdale, Arizona



GET INVOLVED IN YOUR ACADEMY!

"Some people see things that are and ask, Why? Some people dream of things that never were and ask, Why not? Some people have to go to work and don't have time for all that. . ." - George Carlin

"Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time." - Thomas A. Edison



HAVE YOU JOINED OR THOUGHT

about joining the AACD's Accredited Member or Fellow ranks? Thanks to the Internet, I could provide you with tons of somewhat relevant quotes to try and inspire you, but I trust that in

regards to the above two, you'll get my point.

Here are some facts for you:

About 5 percent of AACD Members have achieved Accredited or Fellow status

12 percent are Members in the Process of Accreditation, having taken and passed the Accreditation Written Examination

Are you a part of one of these groups? If not, please consider becoming one. Since the creation of the ABCD, or the AACD credentialing board, the Academy has worked to redefine and streamline the examination process while easing the barriers to entry without lowering the standards for passing. Regardless of the reason for NOT pursuing Accreditation, it's not about what one gets out of the process—it's more of what one becomes after doing it.

Successfully navigating the pathway to Accreditation is less cumbersome than ever before. There are examiner-mentors standing ready to assist at every turn. Every bit of information needed to complete the process is spelled out on the AACD website, and the credentialing department is only a telephone call away. I understand that earning our credential is not for everyone, and that successful completion does call for organiza-

tion and dedication. Yet if you ask any Accredited dentist or technician whether the journey is worth the effort, I'm confident that the answer will be YES! I apologize if my premise sounds trite, perhaps so, but it also happens to be true. I encourage everyone who is interested to apply yourself to this worthy goal.

Are you interested in getting involved with AACD Leadership? If not, I encourage you to give it some thought. For more information about open positions, please visit www.aacd.com/volunteer. AACD Leaders are responsible for helping guide the Academy's strategic vision and making it a better place for all members! AACD Leadership recently met in Madison, Wis., at the AACD Executive Office for board meetings.

During meetings such as the one in June, the board is charged with making decisions that affect the strategic direction of the Academy and is directed by our Academy bylaws. As a dues-paying member, you should know that the decisions made at the board level are intended to be responsible for and responsive to the membership. It's your Academy and your membership dollar that is being invested in programs that are meant to benefit the Academy and by extension, you the member. If you have questions, suggestions or even if you simply want clarification on an issue, feel free to ask a board member. You may also call the Academy to be directed to a knowledgeable volunteer for an answer. Remember, it's *your* Academy!

Some items that the Board of Directors discussed and voted upon at the recent board meeting:

• A new Membership Ambassador's group.

This is a place for short-term tasks that can be accomplished outside of the typical committee structure. You may be asked to serve; I encourage you to do so. (see Executive Director Barb Kachelski's article on this program on page 6).



- Faculty Members Now Eligible for Accreditation. Formerly, Faculty Membership was defined as full-time faculty members who are non-practicing dentists. Therefore, faculty could not apply for the credentialing process. This language created a *de facto* barrier that should not have existed. The problem was solved by simply altering the language so that all dental school faculty are eligible to take the examination.
- Admission of a new AACD Affiliate in the state of Utah. Welcome!
- Broader strategic discussions occurred about the AACD's educational offerings, and about our international presence. Did you know, for instance, that the AACD is sponsoring an Advanced Education Symposium in Dana Point, Calif., near the end of October? This program is likely to have something for everyone. It will be smaller and more intimate than our annual scientific session, with peer-to-peer learning and

interaction. I encourage you to attend!

And here's another fact for you: Fully one-fifth, or 20 percent, of our membership base comes from outside our borders. Yes, our international presence is large and growing year after year. Not to take away from our 2015 annual meeting, which will take place in San Francisco, but our 2016 meeting will be in a very cosmopolitan city, Toronto, Ontario. We expect to see a sizeable percentage of our European members there, and of course there will surely be a number of wonderful speakers from outside our borders. I encourage you to attend!

These are exciting times in dentistry and you are invited to come along for the ride!

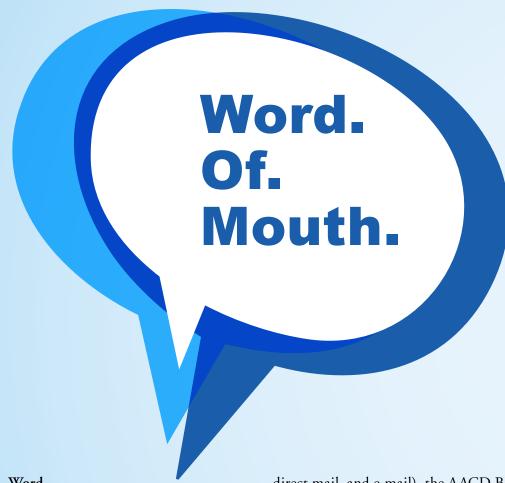
James A. Hasting DAS

James H. Hastings, DDS AACD President, 2014-15 ACADEMY CONNECTION VOLUME 20 ISSUE 2

THE POWER OF THE SPOKEN WORD

AACD LAUNCHES MEMBER AMBASSADOR PROGRAM

BY BARB KACHELSKI, MBA, CAE, AACD EXECUTIVE DIRECTOR





Word. Of. Mouth.

Three words with tremendous power.
Why is "word of mouth" so important?
It's probably your best source of new

patients or customers.

It's being generated for the cosmetic dental profession through AACD's Your Smile Becomes You microsite www.yoursmilebecomesyou.com and through the Smile Story Competition.

And word of mouth is AACD's best source of new members.

Knowing that member referrals are the No. 1 source of new members (compared with Internet search,

direct mail, and e-mail), the AACD Board of Directors approved AACD Ambassadors, a program allowing AACD Members to volunteer and spread the AACD's mission through personal engagement with potential and current members. AACD Ambassadors will act as a force multiplier in attracting and retaining members.

Are you interested in becoming an Ambassador? While any AACD Member can work to spread the AACD's mission of responsible esthetics by encouraging colleagues and other dental professionals to join (www.aacd.com/join), you can get involved in more formally welcoming new members by becoming an AACD Ambassador. To indicate your interest, e-mail Membership Manager Amy Ballard at amyb@aacd.com. All members are eligible to become Ambassadors.





What is an AACD Ambassador?

Description: Members who volunteer to personally engage potential and current members of AACD and act as a force multiplier in getting and keeping members. Through this engagement, the Ambassadors create a sense of community— face-to-face and virtually— that enhances the membership experience and strengthens the organization. They also serve as a resource and sounding board to AACD's membership staff.

Directives:

- Willingness to reach out to dental professionals and colleagues in your circle of influence (at meetings and events, through social media, etc.) and talk up benefits of Academy membership with the objective of acquiring more new members with a goal of bringing in three members into the AACD per year.
- 2. First-year mentoring (virtual); objective is to improve conversion rates by engaging new members during their first year and ensuring their awareness of benefits and satisfaction lead them to renew their membership.

- 3. First-year orientation at Scientific Session.

 Participate in welcoming new members and first-time conference attendees at the reception just for them; meet them in person and ensure they are engaged in AACD's many benefits and cementing their decision to join and attend the conference. In additional, act as a pool of go-to individuals who can be available for other "ambassador" roles, such as greeting members at other events and functions as requested.
- Assist AACD in the development of membership benefits, messaging, and other member programs by acting as a professional resource for AACD staff.

Candidates:

Any AACD member in good standing who is passionate about the Academy and willing to serve by spreading the word about AACD's mission and the benefits of membership.

To indicate your interest, e-mail Membership Manager Amy Ballard at amyb@aacd.com.

ACADEMY CONNECTION VOLUME $20~\mathrm{Issue}~2$

DIGITAL BRANDING DEFINES YOUR **PUBLIC IMAGE**

BY STEVEN WYER

TECHNOLOGY HAS ADVANCED COSMETIC

DENTISTRY in ways that were unimaginable just a few short years ago. Today, dentists and their practices are largely defined by what prospective patients find online about them. As such, online reputation management has taken center stage as a significant component of digital branding for maintaining and growing a practice.

A positive "digital brand" includes several core components:

- 1. Claiming your personal identity. It is no longer adequate to simply establish a website for your practice. Do you control your identity on social media sites such as Facebook, Pinterest, Twitter and Google+? Have you secured your pages on Google Local, Yahoo Local, Bing, Yelp, Merchant Circle, Citysearch and Yellow Pages?
- 2. Accuracy is essential. If you are like most medical professionals, you have multiple identities online. This is not a good thing. It tends to confuse the search engines and it makes it more challenging for prospective patients to find the right "you." Information amalgamated to academic, licensing and medical marketing sites may have become outdated and inaccurate. Have you claimed your identity on high search traffic sites such as Healthgrades, RateMDs, Vitals, UcompareHealthCare, Wellness and doctor.com? Is your information on these sites accurate? Take care to review not only your address and hours of operation but also the insurance carriers you accept and recognition of advanced accreditations
- 3. Online reviews can make or break your practice. Patient recommendations offered through online review sites are now the single most important driver for growing a practice. Why? Online review sites have become the new "word-of-mouth" advertising. Many patients verify a doctor's credentials by consulting online forums where

they can also evaluate patient reviews and ratings. A negative review may provoke reassessment of a

Comments (0)

Rating ** * * 5.0

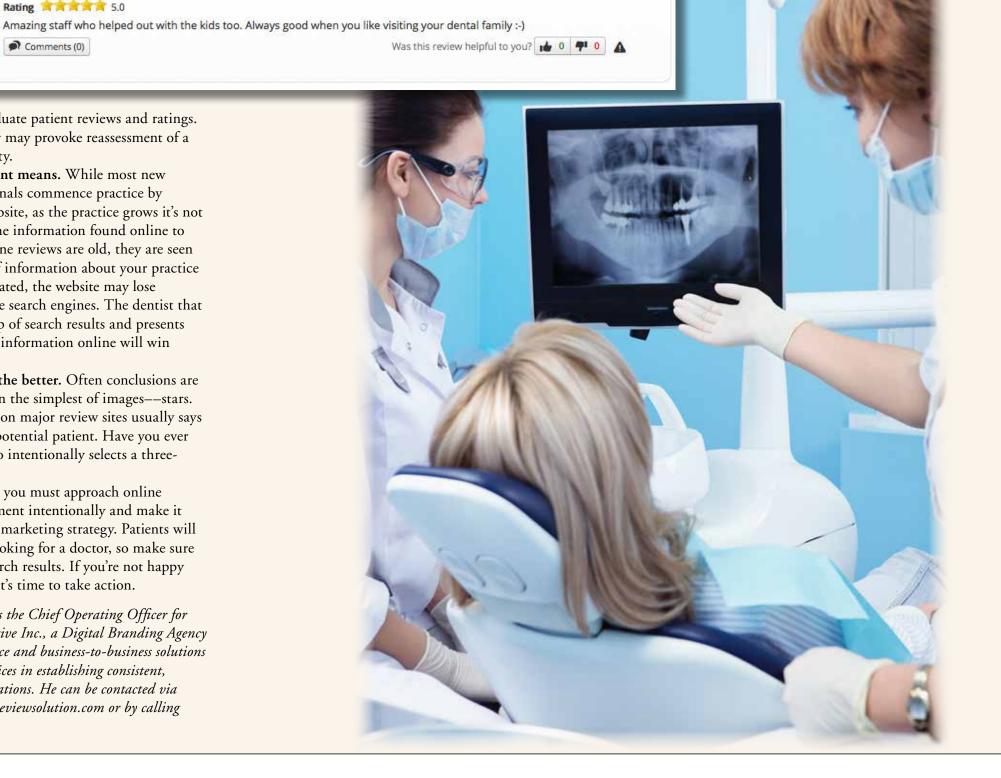
Review by Verified Patient

dentists' credibility.

- 4. Remaining current means. While most new medical professionals commence practice by establishing a website, as the practice grows it's not uncommon for the information found online to lose focus. If online reviews are old, they are seen as less relevant. If information about your practice has not been updated, the website may lose authority with the search engines. The dentist that remains at the top of search results and presents superior, positive information online will win
- 5. The more stars, the better. Often conclusions are drawn based upon the simplest of images—stars. A five-star rating on major review sites usually says a great deal to a potential patient. Have you ever met someone who intentionally selects a threestar dentist?

To be successful, you must approach online reputation management intentionally and make it part of your overall marketing strategy. Patients will use Google when looking for a doctor, so make sure you review your search results. If you're not happy with what you see, it's time to take action.

Steven Wyer serves as the Chief Operating Officer for Third Coast Interactive Inc., a Digital Branding Agency focused on eCommerce and business-to-business solutions to assist dental practices in establishing consistent, positive online reputations. He can be contacted via email at swyer@thereviewsolution.com or by calling 615-224-6610.



ACADEMY CONNECTION VOLUME $20~\mathrm{Issue}~2$

MORE THAN 440 CONSUMERS IN the United States and Canada demonstrated they understand the importance of a beautiful smile by entering the Smile Story Contest presented by AACD.

SMILE STORY CONTEST: WINNERS TO BE ANNOUNCED IN SEPTEMBER!



www.YourSmileBecomesYou.com

DENTISTRY PERFORMED BY DR. PAMELA DORAY





BEFORE

AFTER

The public voting period for the contest ended June 30, with more than 9,000 total votes for the entire campaign! Finalists are now being evaluated by judges. Winners will be announced in September.

If you're not already familiar with the contest, here are some quick facts:

- The contest will award up to five smile makeovers, which will be completed by AACD Member Dentists and Laboratory Technicians.
- Entrants were required to submit a photo and a short essay describing their "smile story" and why they would love a smile makeover.
- Public voting kicked off June 11 through Facebook, with final votes tallied June 30. Voters had the option of "sharing" the story they voted for through their social media channels, further increasing awareness about the contest, cosmetic dentistry, and the AACD.

Contest entrants came from a variety of backgrounds. Many noted that they had less than perfect teeth since childhood, and due to limited finances or single parenting, weren't able to receive the dental care they needed to achieve a beautiful smile. Others

cited serious health issues—such as cancer. an array of major surgeries, even multiple pregnancies—which they felt ruined their smile. In a few cases, patients said they suffered dental injuries from intimate partner violence.

All of the entrants said they wanted a new smile to help boost their selfconfidence. Many mentioned they wanted a smile makeover because of upcoming milestones—such as marriages, children's graduations, and other events, where their smiles would be captured in photos. Some entrants also mentioned that a new smile would help increase their career opportunities and their chances of finding a date.

While the goal of the contest is to help patients achieve the smiles of their dreams with the help of an AACD Member, the Academy also boosted awareness about the importance of a smile and why it's importance to seek treatment from an AACD Member Dentist.

Stay tuned for more updates regarding the contest! The finalists will be treated to smile makeovers and be brought onstage at AACD 2015 in San Francisco for the big

For more information, visit www. yoursmilebecomesyou.com/contest

AACD SUPPORTS ADA'S **POSITION AGAINST**

NON-DENTAL TEETH WHITENING IN NORTH CAROLINA

MADISON, WIS. (5/30/14)—THE AMERICAN ACADEMY of

Cosmetic Dentistry (AACD), which was founded on the mission of responsible esthetics, recently voiced its support to eliminate non-dentist whitening treatments in North Carolina.

Currently, teeth whitening treatments can be performed by non-dentists in North Carolina. Some of these treatments take place in malls or in tanning salons.

The AACD Board of Directors voted earlier this month to participate in an amicus curiae (friend of the court) brief in support of the American Dental Association's (ADA) position on The North Carolina State Board of Dental Examiners v. Federal Trade Commission pending lawsuit.

Academy leaders opted to support the ADA on this issue, which could affect the livelihood of its members.

In 2010, the North Carolina State Board sent cease and desist orders to the non-dentist staffed whitening businesses, acting on the basis that these businesses were violating the state's Dental Practice Act. However, the FTC contends that the Board acted as a group of competitors, attempting to exclude other competitors from the market.

AACD President, Dr. James Hastings, who practices in Placerville, Calif., said the North Carolina State Board acted to protect patients' oral health, which aligns with the AACD's mission of responsible esthetics. AACD Members champion treatment that is consistent with the long-term health and needs of patients.

"Patients seeking whitening treatments should always do so from a dentist," Dr. Hastings said. "Dental professionals can assess a patient's oral health to ensure teeth and gums are healthy enough for whitening, reduce sensitivity, and ensure a better outcome. A non-dentist does not have the necessary training or education to properly evaluate an individual's oral health.'

Providing teeth whitening services to a patient in poor oral health, such as a patient with gum disease, can be extremely harmful, Dr. Hastings added. Teeth whitening treatments can vary, and an AACD Member Dentist can help select

the right treatment based on the patient's oral health, severity of staining, and desired results.

The Supreme Court is expected to hear the case this fall.

North Carolina is not the only state that has seen legal action regarding teeth whitening. Roughly 14 states have changed their laws to exclude non-dental professionals from providing teeth whitening services, and at least 25 states have been ordered to shut down teeth whitening businesses, according to the Institute for Justice.

Click here to read AACD's statement regarding non-dentist teeth whitening procedures.

"DENTAL PROFESSIONALS CAN ASSESS A PATIENT'S ORAL HEALTH TO ENSURE TEETH AND GUMS ARE HEALTHY ENOUGH FOR WHITENING, REDUCE SENSITIVITY, AND ENSURE A BETTER OUTCOME. A NON-DENTIST DOES NOT HAVE THE NECESSARY TRAINING OR EDUCATION TO PROPERLY EVALUATE AN INDIVIDUAL'S ORAL HEALTH."



GBAS Expands Eligibility Criteria to Include Domestic and Sexual Violence

Individuals who have received dental injuries due to family or sexual violence may now be eligible for Give Back a Smile (GBAS), the premier program of the AACD Charitable Foundation (AACDCF).

GBAS restores the smiles and lives of survivors of intimate partner violence who have sustained dental injuries to the smile zone. The program recently received approval to expand its eligibility criteria during board meetings in June at the AACD Executive Office in Madison, Wis. The AACDCF Board of Trustees and AACD Board of Directors approved a modified mission for the Foundation, which allows for the GBAS eligibility expansion. The new Foundation mission reads:

The AACDCF assists in rebuilding the smiles and lives of adults who've suffered dental injuries from domestic and sexual violence, through compassionate cosmetic dental services and support programs.

The move was made in an effort to treat more GBAS patients. In addition to dental damage due to intimate partner violence (from a former girlfriend, boyfriend or spouse), adults who have sustained dental injuries to the smile zone as a result of family or sexual violence will now qualify. For example, dental patients who received injuries resulted from rape, or from a violent attack by a sibling or parent, can apply for the program.

The Foundation's Board of Trustees also approved providing GBAS services within Puerto Rico.

"With the newly expanded criteria, we can help even more patients through GBAS," said AACDCF Director Lisa Fitch, CAE. "We have many GBAS volunteer dentists and dental teams who are ready and willing to help, but have not yet been matched with a patient. Under the new criteria, our hope is that those volunteers will be able to take on those cases."

Unity Ribbon Color Key:



Domestic Violence

Sexual Violence

Did You Know?

Roughly one in four individuals have been affected by or know someone who has been affected by domestic violence.

One in six women have experienced an attempted or completed rape (The **National Coalition Against Domestic Violence)**

Every two minutes, another American is sexually assaulted (the Rape, Abuse, Incest National Network)



AMERICAN ACADEMY OF COSMETIC DENTISTRY

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You're Invited:

Join AACD in California for the Advanced Education Symposium

THE COMPLEX PRACTICE: A WHOLE NEW WAY TO LEARN



BY DWIGHT RICKERT, CDT, AAACD



WATCH A SPECIAL VIDEO INVITATION from Dr. John Weston, AACD Accredited Fellow, about what you'll learn—and why you can't miss—the Advanced Education Symposium!



The AACD Advanced Education Symposium is not just another lecture or seminar; by your request, we've assembled a lineup of educators that will help you learn at a higher level than other dental meetings.

The Advanced Education Symposium will recharge your batteries and send you back to the office on Monday with a new perspective on the art and science of comprehensive cosmetic dentistry.

YOU'LL BE CHALLENGED TO:

Think Bigger – Together we achieve more than any of us could ever achieve

Think Better – Feel the power of collective wisdom!

Think Broader – Stretch your boundaries by surrounding yourself with amazing people doing amazing things!

Think Beautiful – We are a cosmetic Academy after all!

HERE'S WHAT YOU'LL LEARN:

1. Advanced Clinical Program

Dr. Betsy Bakeman will lead you through a half-day treatment planning program, exploring the diagnostic and restorative challenges we face daily. Be ready to brainstorm, gain insight, and consider new possibilities.

2. Fundamentals of Using Available and Natural Light Workshop

Dr. Bernie B. Villadiego will show you how to use available window light and the natural outdoor sunlight to create beautiful portraits. By the end of this workshop, participants will literally see the world in a new light.

3. The New Rules of Strategy, Branding, Marketing, Relationships: How to Take Your Dental Practice to the Next Level

Dr. Mickey Bernstein, with Michael DiFrisco, will share new principles for patient procurement, building a brand in your community, and establishing long-lasting relationships with patients that will place your practice in that top 2% of successful dental practices.

4. Accreditation Level Anterior **Composite Bonding**

Dr. John F. Weston will present a hands-on workshop that will show you a simple step-by-step process for smile design and fabrication of conservative, esthetic, and functional direct bonding for anterior teeth. See how easy it is to replicate the polychromatic shading and realistic characteristics found in natural teeth while conserving tooth structure and building restorations that look amazing.

Don't delay! For more information or to register, visit www.AACD.com/symposium

Who: YOU

What: Advanced Education Symposium Where: Dana Point, Calif. (Ritz-Carlton)

Why: To Learn From Your Acomplished Peers

When: Oct. 24-25











The carefully selected educators will facilitate a unique and effective form of peer-to-peer learning, where you'll advance your clinical and practice management skills in classroom, social, and sporting environments.













COURSES FROM AACD 2014 IN Orlando are now available for purchase through the AACD Virtual Campus, the Academy's new education portal. To buy now, visit www.aacd.com/campus

Through the campus, you can access courses taken directly from AACD Scientific Sessions and learn in the comfort of your own home. The campus is open 24 hours a day, seven days a week, and is available anywhere you have an Internet

What's the secret to being among the best dental

professionals in the world? Never stop learning.

With AACD Virtual Campus, you won't!

when it's convenient for you.

The campus replaces AACD's conference recordings, which were available on DVD for purchase after the annual scientific session. Because the campus is completely online, you won't have to worry about storing, carrying, or losing DVDs of your recordings. Everything is available just by logging in with your Member ID and password.

The AACD Virtual Campus will continue to grow as more recordings from future meetings are added. Whether you're looking for a course refresher, or you missed a class at a past annual scientific session, the Virtual Campus is available at any time to connection. Simply log in and start learning help maintain your knowledge base.

> While the campus is available to both members and non-members, members receive preferred pricing on courses. Courses can be purchased individually or as a package for maximum value. Earn up to 72 CE for as little as \$5.50 per credit.

What's the secret to being among the best dental professionals in the world? Never stop learning. With AACD Virtual Campus, you won't!

Log in today at www.aacd.com/campus

Earn
up to 72
CE for as
little as \$5.50
per credit.

AMERICAN ACADEMY OF COSMETIC DENTISTRY

AACD DEDICATES 'MORLEY ACCREDITATION CENTER'

The AACD honored co-founder Dr. Jeff Morley at recent board meetings in Madison, Wis., with the "Morley Accreditation Center," which will be used for Accreditation activities in the Executive Office.

Dr. Morley addressed AACD Leaders, Accreditation Examiners and Executive Office Staff during the ceremony, which included a champagne toast.

Thank you to all of AACD's volunteer leaders for making the Academy great!

















PRESIDENT'S HONOR ROLL

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Ann Hamill Greene, DDS Larry W. Rosenthal, DDS

New Member L	IST MAY/JUNE 2014
	CANADA
r+1	Mahesh Lo
	Robert M.
	Mededith
	Sunny Seh
	Kristen Do
> r	Adel Abtah
	Nicholas I
	Simon Roy
	CAYMAN
	Scott McF
•	COSTA R
	Irene Castr
	DENMAR
7	Annelene I
	EGYPT
	Mohamed
7	Fadi El Bas
	Ahmed Sal
	Ahmed Ab
_	Ahmad Ab
TI	Amr Moha
	Mohamed
\ \ \	Ahmed Ab
	Fayez Nofa
	Ola Mohar
	Razan Ali
	Mahmoud
	Eman Mol
	Nour Abde
	Abd Al Fat
	INDIA
	Bharatiran

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Mededith Standridge, DMD	Victoria, BC
Sunny Sehgal, BDS	London, ON
Kristen Donovan, RDH	Stoney Creek, ON
Adel Abtahi, DDS	Toronto, ON
Nicholas Irwin	Toronto, ON
Simon Roy, DMD	Sherbrooke, PÇ
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Scott McFarlane, BDS	Georgetowr
COSTA RICA	
Irene Castro, DDS	San Jose
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Annelene D. Clausen, MDsc	Faxe Ladeplads
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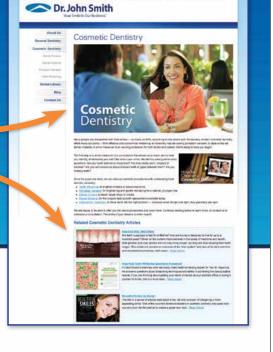
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