



# THE CENTRAL GROOVE



Volume 2, Issue 2

Spring 2009

### WHAT'S INSIDE:

- See what's coming up in February and March
- Get info on your ASDA representatives
- Find out what is coming up in the legislative session

### THIS ISSUE:

- Calendar Pg 2
- ASDA Leaders Information Pg 2
- President's Minute Pg 3
- District Meeting Recap Pg 3
- Political Preview Pg 5
- ASDA Code of Ethics Pg 6

## Dental Lab Primer for the Graduate

LUTHER ISON  
CERTIFIED DENTAL TECHNICIAN



Just as you have learned to adapt to the variability in dentistry, you will also face great variation in selecting and working with commercial dental laboratories in your future practice. Most dental school technicians are trained to handle a broader array of services than are those working in commercial dental labs. And generally, the contracted labs you worked with in school are larger, full-service, production labs capable of handling large volumes of work. These large, full-service labs, however, comprise a small percentage of the laboratories that may be available to serve the needs of your practice.

Dental laboratories and technicians require no licensure or certification, and may range from the one-man lab working from his home, to 300-technician assembly-line labs with the most mod-

ern equipment, to off-shore laboratories with various working materials, equipment, and conditions. Most labs are small to medium-sized labs, specializing in either crown, bridge and porcelain, removable pros, or orthodontics. Larger labs may offer some or all of the services, but it is important to realize that not all labs claiming to be full-service labs actually perform the work on site. Many labs subcontract work to other laboratories, thus losing control of much of the process. Generally, the larger labs provide more services than the smaller labs, but do not provide the consistent quality of work, due mainly to the assembly-line production methods. Consistency in the work is the greatest issue in working with larger labs, as your work from one case to the next is performed by different technicians, resulting in a wide range of quality and workmanship. It will be your decision to prioritize whether top quality, or expanded services will best serve your practice.

There are many factors to consider when choosing a lab to perform your work:

Location: pick-up and delivery time, return time for die-trimming, and same-day service for denture repairs are directly related

*(Continued on page 4)*

## The Dean's Den

### IMPRESSED, PROUD, AND OPTIMISTIC






When I give my regular student updates, I usually get there early so that I can try out the microphone, see if the remote works, get my thoughts together, and watch people file in, back seats first, front seats last. But Thursday I arrived at my most recent update late, the room was already filled and there was little time to do my routine checks. Because most of the seats were already taken, people were sitting on the steps and some were even standing in the back. I got

hooked up, looked up at the crowd, and began to share the updates.

As I spoke I turned from right to left watching for your reactions. What I saw was a room full of attentive people, focused on what was being said and shown on the screen. Other than an occasional sneeze and laughter to some of my lighter remarks, all was quiet. As I moved from topic to topic, your

*(Continued on page 4)*

# FEB/MARCH 2009

SUN	MON	TUE	WED	THU	FRI	SAT
<b>FEB 8</b>	9 GV BLACK TIE TIX ON SALE	10	11 NATIONAL LOBBY DAY	12 NATIONAL LOBBY DAY	13 LAST DAY TO BUY GV TIX	14 
15	16	17	18 PRE-DENT IMPRESSION SESSION	19	20 GV BLACK TIE	21
22	23	24	25 STATE LOBBY DAY	26	27	28
<b>MAR 1</b>	2	3	4 LNL	5 ASDA LEADER MEETING	6	7
8 DAYLIGHT SAVINGS 	9	10	11 LNL	12	13	14
15	16 SPRING BREAK	17 	18 SPRING BREAK	19 SPRING BREAK	20 SPRING BREAK	21 SPRING BREAK
22	23	24	25 ASDA ANNUAL SESSION	26 ASDA ANNUAL SESSION	27 ASDA ANNUAL SESSION	28 ASDA ANNUAL SESSION

## SCHEDULE OF EVENTS

- ◆ Feb 9-13 GV Black Tie  
Tickets on sale 12-1pm  
on the 4th floor
- ◆ Feb 11-12: National  
Lobby Day
- ◆ Feb 18: Pre-Dent Im-  
pression Session
- ◆ Feb 20: GV Black Tie  
@ Downtown Marriot
- ◆ Feb 25: State Lobby  
Day @ MN State Capi-  
tol
- ◆ Mar 4: LNL, Academy  
of General Dentistry
- ◆ Mar 11: LNL, Star of  
the North info session
- ◆ Mar 25-28: ASDA An-  
nual Session, Louisville,  
KY



## EXECUTIVE COMMITTEE

President: Mike Lee D3, leex1524@umn.edu  
 Vice President: Brett Moore D3, moore626@umn.edu  
 President-elect: Tim Anderson D2, ande3515@umn.edu  
 Secretary: Jen Dylla, D2, dyll0007@umn.edu  
 Membership: Elisa Dommer, D2, domme015@umn.edu



## COMMITTEE CHAIRS

**Career Development:** Robb Garni, D3 garni003@umn.edu  
**Give Kids a Smile:** Sheena Eken D3, eken0007@umn.edu  
**Union Gospel Mission:** Ross Anderson, D3, ande7760@umn.edu  
**Elementary Outreach:** Andy Bohnsack, D2, bohns015@umn.edu  
**Pre-dent:** Hamid Khanjari, D2, khan0159@umn.edu, Nick Navarro, D2, nava0054@umn.edu  
**Activities:** Katie Wild D3, wildx032@umn.edu  
**Publications:** Brett Moore D3, moore626@umn.edu  
**Lunch 'N' Learn:** Bryan Behm, D2, behmx035@umn.edu; Andy Bohnsack, D2, bohns015@umn.edu  
**Legislative Grass-Roots:** Tim Roth D3, roth0212@umn.edu; Tim Anderson, D2, ande3515@umn.edu  
**Website:** Anna Kenney, D3, inga0019@umn.edu

## President's Minute



Since this will likely be my last Presidential address in this distinguished periodical, I will start out by conveying that it has been an honor to have served as your President over the past year. I am humbled to have had the opportunity to take the reins of the highly successful and keenly regarded student organization that we have established here at Minnesota. I believe we have continued to build a stronger chapter over the past year and I hope that all of you have found value in your ASDA membership.

The spring semester brings many excit-

ing events to our chapter. First of all, the 2009 legislative session will highlight a critical period of time for dentistry in Minnesota. At the heart of our efforts as students is participating in State Lobby Day on Feb 25th. On Feb. 7<sup>th</sup>, we look forward to the Give Kids A Smile event held here at the School of Dentistry. We thank all of our volunteers for their time and compassion for this worthy cause. ASDA's annual G.V. Black Tie Dance will be held on Feb. 20<sup>th</sup> at the well-appointed Marriott City Center in Minneapolis. It will surely be a night to remember.

ASDA will be holding elections for its executive committee in April. The positions of President-elect, Vice-President, Secretary, and Membership Chair will be open. We encourage anyone with an interest in becoming an integral member

of our ASDA chapter to run for these positions. This spring, we also will be looking to bring in new leaders into each of our committees. Our committees include Membership, Activities, Legislative Grassroots Network, Career Development, Pre-Dental, Elementary Outreach, and Communications. If you have any interest or experience in web-site design, we are also seeking to transition to a new Webmaster to continue our [www.mnasda.net](http://www.mnasda.net) site. If you are still curious to what ASDA is or wondering how you can get more involved, please contact the committee chairs via their contact info on [www.mnasda.net](http://www.mnasda.net) or send an e-mail to [asda@umn.edu](mailto:asda@umn.edu). There is truly something for everyone within our organization and we will work with you to find a fit. We are always looking for fresh ideas and ways to improve, so please let us know what we can do to better serve your interests.

## Sunny Iowa Spooked by District 8 Meeting

While many of you were finishing up your day in clinic, dressed in Halloween costumes over your scrubs, and the rest of you were finishing classes, wishing you were practicing on real patients, six of us drove to Iowa City for the District 8 ASDA Meeting. We arrived five hours later, with just enough time to meet up with members of the other District 8 schools for dinner, and watched a couple of the other dental students attempt the feat of the typical college restaurant: the 2 pound burger surrounded by enough potato wedges to feed a small city. Sadly, neither of those individuals was able to finish and get the "free t-shirt" prize, but we did get a chance to talk with the other dental students, and learn about their ASDA chapters and schools. We also got a glimpse of Halloween festivities in Iowa City.

Early the next morning, we went to the Oral B Factory, where we learned that

the "B stands for Brush." After learning more about the history, we received a tour of the factory and learned how toothbrushes are made. We would like to suggest that you may



want to wash any new toothbrushes thoroughly before using them, as they are not sterilized prior to leaving the factory.

We then went to the University of Iowa, where we received a tour of the school. The day's program included a session on access to health care, a presentation on how to start philanthropic events at school and in the community,

and a riveting PowerPoint by Mike Lee about the OHP position and the role that the students and ASDA played in this legislation. We listened to a talk by a University of Iowa professor about his career path from private practice to academics, and the essential role that different relationships played in both arenas. There was a brief discussion about academic integrity, in light of the recent scandal at one of the District 8 Schools and the Trustee of District 8, Justin Schlaikjer, spoke about what was going on with ASDA and the member chapters.

We also learned that Dean Lloyd is an expert on the American Gothic painting, and has given international talks about it. Besides that, we can confirm that the U of MN SoD is in fact taller than the University of Iowa SoD, giving support to Dean Lloyd's claim that we attend the tallest dental school. in the world.

~Rachel Upgaard (D1)

## Lab Tips Continued...

to distance and proximity to your practice.

**Services performed:** you'll want to consider whether the lab offers crown and bridge work, porcelain, all-ceramic restorations, Cad-Cam, denture and RPD frameworks, attachment work and combination cases, for example.

**Secondary services:** consider whether the lab offers such services as custom shade selection and staining with the patient present.

**Other factors:** such as turn-around time, fees, quality of communication, dependability, consistency of product and general agreement about what constitutes acceptable quality.

Communication will be the single most important aspect of working with any laboratory. You will want to have a relationship that allows communication about potential problems and improvements without causing a rift. This will take time and effort from both parties, but will pay huge dividends in the long run. Feedback slips from the lab will help but will not build a rapport. Take time to look closely at restorations on the casts and dies before the patient arrives, and before calling the lab if there is a problem at insertion. Do the crowns fit the dies and the models accurately?

Expect the first month to be a learning process for both you and the laboratory. Your first cases will likely be performed by the lab's best technicians, and watched carefully. You may see a drop-off in quality and consistency after the first few cases. Generally, it may take a month or more for the lab to adjust to your preferences. It is highly

recommended that you visit the lab and learn how the lab is run and meet with the department heads to discuss expectations, and put a face with the person on the phone. While there, observe the number of techs. Is it an assembly line process? Are partial frameworks cast on-site? Is the lab neat, clean, and orderly? Would you feel comfortable sending a patient to the lab for a custom shade selection or to drop off a repair? Is there a waiting area for patients?

You'll also need to know the remake policy. Who pays for the remakes? How often are cases picked up and delivered? Do they run a daily route, or drive to your office on demand? If your practice is in a rural area with no local lab, the lab will usually provide pre-paid mailing labels. Travel time allowance will need to be calculated for scheduling. Ensuring that cases get to your office on time will be imperative to your daily scheduling and often can be one of the greatest areas of conflict between you and your lab. "Working days" do not include weekends and holidays, and normally two travel days are allowed. "Rush jobs" increase the odds of failures, and while the lab will do its best to accommodate your needs, will eventually lead to frustration. The lab has an obligation to deliver cases on time, or, at least, to call in advance if it expects to miss a due-date to avoid unnecessary inconvenience for your office and patient.

Developing a friendly, professional, courteous relationship between your staff and the laboratory staff is the ultimate long-term goal. Using a number of labs or regularly changing labs only leads to the chore of rebuilding communication lines. Just as there is no perfection in dentistry, there is no perfect lab. It will be a work in progress to achieve the steady, consistent service that will make your practice run smoothly, and make your days less stressful

**"Developing a friendly, professional, courteous relationship between your staff and the laboratory staff is the ultimate long-term goal."**

**"I left the room feeling confident that we, as a community of professionals, are going to get through these challenging times, and in some unexpected way be stronger in all we do."**

## Dean's Continued...

interest didn't seem to wane. Even way in the back of the room, I could see you were listening and working hard to pay attention. In a word, I was impressed!

Although there wasn't as much time left for questions as I had planned, several people were able to ask a few. Most had to do with the midlevel provider program – patient availability, tuition rates, and impact on the underserved. Another question was about how the governor's budget would effect our clinic operations. What each of your questions had in common was the degree of thought that went into them and how well they were asked. Of additional import was the target and complexity of your questions. They weren't about you, they were

about others, and they couldn't be answered in just a word or two. From these I could tell you were well informed and genuinely concerned. No other word to describe how I felt than proud.

I left the room feeling confident that we, as a community of professionals, are going to get through these challenging times, and in some unexpected way be stronger in all we do. Whether it's how we get ready for our new patient information system, work together in recruiting more patients into our clinics, or deal with the many unknowns about the national, state, and U of M budgets, I'm optimistic about our future.



## The Central Groove wants to hear from you!

If you have an idea for a cartoon, recipe, article serious or humorous, or any other concept that would benefit dental students and could be included in this publication, let us know. Email [asda@umn.edu](mailto:asda@umn.edu) with your idea and put Central Groove in the subject.

Megan Schwartzbauer (D2) submitted this cartoon, we look forward to more from her and other students as this publication continues to evolve.

## A Whole lot of Teeth, One Voice

With all the talk about the economy, budget cuts, and the impact it will have on the dental profession, it is easy to forget that we still have a voice in all of this. Although we may not be making those difficult economic decisions, we can still influence those that are. A perfect example of this occurred at Dental Day at the Capitol in 2008. I am sure if you asked any of the legislators what they remember about the ADHAP (now OHP) legislation, they would most likely say something about all the students. Not only was our presence felt, but it was also heard in the form of testimony that was given by many of your own colleagues.

For some, getting in front of a Senate committee to testify may be a little daunting. However, that does not mean we should sit on the sidelines. With National Lobby Day and Dental Day at the Capital fast approaching, we as students need to become more informed of the issues so that we can effectively lobby our concerns. There are a vast number of ways to get involved. The first thing any good advocate must do is know the issues. Once that has been completed, all you need to do is get out there and speak with your representative either by phone, mail, or lob-

bying. That's all! The most difficult aspect of lobbying is stepping out of your comfort zone and taking that leap. The impact can be far greater than you ever imagine.

It is in difficult times like these that the dental student body can have the most dramatic impact. When we speak, people listen. At last year's ASDA annual session, our student body was recognized with the national award for the "Ideal ASDA Chapter for Advocacy". We have truly become an example to other states as they now try to emulate Minnesota's success of getting students to become advocates for their futures.

The time has once again come to take an active role in our profession and state our concerns. For some this may include lobbying with MDA dentists at Dental Day at the Capital, others it may mean sending a letter to your national representative letting him or her know about the issues students are facing in Minnesota. For some it may be as simple as speaking with your local dentist and family about the current issues. Whatever you choose to do, no act is too small. So get informed, take a lead, and become an active player in the profession. As Dean Lloyd has so fittingly put it, "Lead, or be led." It's that simple.

~Tim Anderson (D2)  
President Elect

## WHAT ARE THE ISSUES?

### National Lobby Day

Washington, D.C.

February 11-12<sup>th</sup>

#### Tentative Current Dental Legislation

- National Health Service Corps Funding
- Meth Mouth Prevention and Community Recovery Act

### Dental Day at the Capital

St. Paul, MN

February 25<sup>th</sup>

#### Tentative Current Dental Issues

- Oral Health Practitioner
- Dental Loan Forgiveness: *matching the current requirement for physicians*
- Provider Tax
- Reimbursement Rates
- Single Administrator Carve Out

For more information about any of these issues, please visit [www.mnasda.net](http://www.mnasda.net)

# ASDA Benefits You May Not Know...

One of the main questions asked by members throughout the year to MN ASDA representatives is "What can ASDA do for me?" We as an organization hope to serve your needs as students effectively and in a manner where you can derive the most benefit. Here at MN ASDA the benefits are numerous: there are LNL's, vendor fairs, publications (The Central Groove, Mouth, and ASDA News), social events (GV Black Tie), senior transition seminars, Dental Decks

to help with boards part I and II, outreach opportunities, and numerous trips to ASDA and MDA events that allow students have their voices heard throughout organized dentistry. ASDA also allows us as students to have a collective voice when it comes to school policy and state policy, this was most obvious during last years legislative session. There area also numerous discounts available to ASDA members through National ASDA. These range from discounts on

insurance to student resources (school survival guides, board preparation materials), car rental discounts and many more. You can check out for yourself everything that is available to you at <http://www.asdanet.org/benefits-discounts.aspx>. As MN ASDA moves forward in 2009 I implore you to get involved and make MN ASDA work for you; there is space for everyone and all ideas.

## ASDA Code of Ethics

MN ASDA supports National ASDAs emphasis on ethical behavior amongst dental students, and here is a copy of the code of ethics for your review:

### ASDA Code of Ethics:

#### I. Dental Student conduct

- A. All students are obligated to maintain high standards of moral and ethical behavior and to conduct themselves in a professional manner at all times. This applies to the classroom, clinic, laboratory, and other institutional facilities; externships, community service, or meetings of professional organizations.
- B. Ethical and professional behavior by students is characterized by honesty, fairness, and integrity in all professional circumstances; respect for the rights, differences, and property of others; concern for the welfare of patients, competence in the delivery of care, and preservation of confidentiality in all situations where this is warranted.
- C. Unacceptable behavior in professional settings includes:
  - a. Forgery
  - b. Intentionally deceptive alteration of documents
  - c. Unauthorized possession of another's property
  - d. Plagiarism
  - e. Cheating on exams by seeking, giving or receiving unauthorized aid;
  - f. Abusive acts or use of abusive language
  - g. Possession or use of illicit drugs or weapons
  - h. Sexually abusive language or behavior, recalcitrant or drunken behavior, or racist or sexist behavior
  - i. The intentional infliction or threat of harm to patient, faculty, staff or other students

#### II. Patient Autonomy

- A. Informed Consent and Refusal
  1. Students should conduct a thorough "PARQ" discussion with every patient. This must be repeated whenever there are substantive changes or additions to the treatment plan.

- a. Diagnoses and recommended Procedures should be explained
- b. Alternatives should be offered
- c. Risks associated with the procedure should be explained
- d. The patient should be asked if he/she has Questions
  2. Students should inform the patient of the consequences of not accepting treatment. The patient has a right to an informed refusal which should be honored by the student.

#### B. Patient Confidentiality

1. Patient medical history, diagnoses, and procedures should be shared only on a "need to know" basis. Information must be exchanged between student and instructor. However, information should not be exchanged between students unless those students are involved with providing care to that patient.
2. Case presentations should not reveal the patient's name. The patient must authorize the use of photographs that reveal the patient's identity.
3. Charts should be kept in a secure location and should never be taken outside of the building.

#### III. Nonmaleficence and Beneficence

- A. The student should conduct him/herself with veracity. He/she should always act in a manner that promotes the welfare of patients and avoids harm to the patient.
- B. Treatment plans should be determined according to patient needs as opposed to unmet requirements of the student.
- C. No procedures should be started without instructor authorization, and all procedures should be evaluated by the instructor upon completion.
- D. Referrals to residents, specialists, or staff members should be made when the complexity of the case exceeds the student's ability to meet the standard of care. The referring student should inform the patient who will be responsible for dental maintenance and the reason for referral.
- E. Students should exercise discretion in treating family members due to problems

associated with medical history disclosure, confidentiality, objectivity, and professionalism.

- F. Students are encouraged to participate in community outreach programs to improve the dental health of the public.
- G. Students should advocate access to care for patients who are unable to receive care due to physical or mental disability or financial hardship.

#### IV. Justice

- A. Ethnicity, religion, sex, sexual orientation, age, national origin, disability, or infectious disease status should not influence whether or not a patient is accepted by a student to receive care. Furthermore, all patients should be treated with the same level of compassion, kindness and respect.
- B. Students must not discriminate against patients in high-risk behavior groups.
- C. The student should not cheat, plagiarize, forge, or falsify official records, patient charts, or examinations.
- D. The student should not participate in activities involving theft and/or vandalism of school or student property.
- E. Sexual harassment between colleagues, between health care provider and patient, and between students and faculty or residents is unacceptable and must be reported.
- F. Students must report suspected abuse/neglect of patients to an appropriate instructor.
- G. Students should exercise respect when working with human cadavers.
- H. Controlled substances
  1. Students have the responsibility of protecting the integrity of the profession by reporting any suspicions of unethical behavior.
  2. Students must never perform dental procedures while in an impaired condition, regardless of the source of the impairment.

All members of the American Student Dental Association must comply with the ASDA Code of Ethics