

## COLUMN

## Is Your Dentist Telling You Everything You Want to Know?

I love being a dentist. I have a job that I truly enjoy doing. However, it is common knowledge that the majority of dental patients do not enjoy going to the dentist. Therefore, my philosophy is to make all dental experiences in my office as

comfortable, and enjoyable, as possible. I have always built my practice on nurturing strong relationships with my patients. I have always believed that one of the most important and rewarding goals in my business life are these positive relationships. I want to earn my patients' trust, and then continue to uphold that trust into the future. However, according to a recent study, relationships may not be the only thing that patients place value on when evaluating their dentist. Despite, how much a patient trusts their dentist, people still want information to put them at ease and facilitate a positive experience in the chair. They are looking for the proper facts that will alleviate any fears they may have. This study that examined patient satisfaction in restorative dentistry made me realize that even those people who have trust in their dentist still want all the facts and information on any dental work they may need.

According to a new study, "there is a significant disconnect between the provider and the patient regarding adequate information (informed consent) about the procedures before the treatment," says Patrick J. Roy D.D.S who worked on the study. As a dentist who is passionate about dentistry and giving my patients the highest quality care, this was very surprising to me. I feel that I go out of my way to educate my patients about the care I can provide them, and as importantly, the consequences they may experience if certain dental work is not completed. My goal,



Dentally Speaking

by Jeffrey S. Haddad D.D.S.

at all times, is to provide my patients the information they need to make the right decision for them. I never want to "dictate" treatment to my patients, making sure that they are part of the decision-making process as much as possible. So the question is: "have I been accomplishing this goal?"

**There are 3 reasons why people avoid their dentist: Time, Fear and Money.** So if these are the main issues with patients seeking or completing the necessary dental work they need, then are we as dentists providing the necessary information patients need to overcome these obstacles? According to this research, they concluded that "with limited technical knowledge of dentistry, patients rely on a combination of perceptions regarding personal interactions, comfort during treatment, and post-treatment sensitivity when determining their satisfaction." Therefore, providing high quality dental work and making my patients as comfortable as possible is essential. It became apparent through this study that providing the necessary information to patients will improve relations and experiences even further. Let's examine ways that information can help alleviate the above-mentioned 3 reasons people avoid the dentist:

**Time: Life is busy.** Time is a very precious commodity in the lives of people these days.

- Our office offers a variety of hours to accommodate almost any schedule. In addition, we hold specific times for patients whose travel schedule or work schedule doesn't allow them the flexibility to come in.

- Another important thing we make clear to patients is that we maximize our chair time for their benefit. If a patient needs several teeth addressed, we will offer to

restore all of these teeth in one visit. This avoids re-numbing the patient and bringing the patient back for several other appointments.

**Fear: Dental Fear is a very real problem for**

**many people. However, most fears can start because of the unknown.** • My favorite saying is "information is power!" I have always believed that education is the key to alleviating fears in my patients. Once

you explain exactly what will be done, the time involved, and what to expect following the procedure, patients' anxiety levels decrease.

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**Ask The Realtor**  
with  
*Paula Rea*  
of The Linda Rea Team  
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Q.

**Do You Know the Three Best Practices for Selling Your House This Year?**

A.

A new year brings with it the opportunity for new experiences. If that resonates with you because you're considering making a move, you are likely juggling a mix of excitement over your next home and a sense of attachment to your current one.

A great way to ease some of those emotions and insure you're feeling confident in your decision is to keep these three things in mind.

1. Price the home right
2. Keep your emotions in check
3. Stage your home properly

**BOTTOM LINE:** *If you are considering selling your house, reach out to a local professional real estate agent to help you navigate through the process while prioritizing these best practices.*

**Remember, it is always wise to interview at least three agents before making your decision.**  
**The Linda Rea Team of Real Estate One would love to be on that list!**

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# — COMMUNITY HAPPENINGS —

Send your non-profit and organization information to [communitylifestyles@inbox.com](mailto:communitylifestyles@inbox.com)

## SUPPORT GROUPS

### OPC SUPPORT GROUPS

**Parkinson's Support Group** meets on February 1, from 5:30-7:30 p.m. and is associated with the Michigan Parkinson Foundation, featuring programs for everyday living, sharing and support. Call 586-612-2744 for information. Newcomers are welcome.

**Caring & Sharing Loss Support Group** meets on February 3 and 17, from 10-11 a.m. for Newcomers, and from 11 a.m. to noon for Continued Support. Participating in a grief support group can be a healthy step in the healing process. Call 248-608-0261.

**Alzheimer's/Dementia Caregivers Group** for those caring for loved ones with Alzheimer's or Dementia on February 14 from 2-3 p.m. Respite care is available. Call 248-608-0261.

**Parkinson's Care Partner Group** meets on February 22 from 1-3 p.m. This group provides an opportunity for those who are caring for their loved one to come together for support, sharing and time to talk with others who are also living with Parkinson's. Call facilitator Kathy Walton 248-568-3549.

**Visually Impaired Support Group meets** February 24 from 10-11:30 a.m. Provides information, socialization, support and speakers to those with low vision. The group is open to the public. Call 248-608-0246 to register.

### EVENTS AT THE OPC

**Meet the Mayors** Meet Rochester Hills Mayor Bryan Barnett on February 6 at 10 a.m., and

Rochester Mayor Stuart Bikson on February 28 at 4:30 p.m. at the OPC.

**OPC 650 Nite Club** presents live entertainment with Steve Floyd on February 9 from 6-7:30 p.m. Born in Detroit and raised in a home filled with music, Steve has been fortunate to share his love, talent and four octave range with many, while making it his career. His wide range of vocals will astound you as he performs music of all genres. \$15/person includes appetizers and refreshments. Call 248-659-1029.

*The OPC is located at 650 Letica Drive, Rochester. Call 248-659-1029 or visit [opcseiorcenter.org](http://opcseiorcenter.org) for additional information.*

## EVENTS

### Cancer Support Group

This non-denominational support group is open to the community for cancer survivors – those going through treatment now or in the past – as well as for family members, friends and caregivers. The sessions run from January 31-March 21. Each session consists of eight meetings, which convene once a week on Tuesday evenings. There are Zoom and in-person meetings. The sessions begin with a speaker presentation, followed by group sharing with a facilitator.

The in-person meetings are held in the church parlor at St. Paul's United Methodist Church, 620 Romeo Road in Rochester.

The Zoom information will be sent to you once you contact a facilitator.

Contact: Laura Brickley at 248-673-1299, Celeste Hanes at 248-736-3253 or Meghan Ryan-Akelis 248-709-9036.

### Meadowbrook Garden Club hosts February meeting

Friday, February 24, at Meadow Brook Hall, 350 Estate Drive in Rochester. Coffee and refreshments will be served at 9:15 a.m., and the program will be presented in-person and through Zoom at 10 a.m., featuring guest speaker, Dr. Kevin Korus. His topic is Agricultural Myths.

Monthly meetings are held in-person and virtually through Zoom. Non-members wishing to attend through Zoom, please send an email, including your phone number, to [MBGCmembers@gmail.com](mailto:MBGCmembers@gmail.com) to request a link that also includes a link to make a \$5 guest donation. Please submit your request no later than Thursday, February 23. Guests are welcome in-person and reservations are not required. There is a \$5 non-member fee. For more information, call 248-364-6210, email [MBGCmembers@gmail.com](mailto:MBGCmembers@gmail.com) or visit [meadowbrookhall.org](http://meadowbrookhall.org).

### C.O.R.E. Meeting

February 16 at 8 a.m. at the Rochester Hills Public Library, 500 Olde Towne Road in Rochester. The group meets to promote a network which fosters cooperation and coordination among non-profit organizations in the greater Rochester area and to disseminate information about these member organizations to the community. Contact via email [core.members.list@gmail.com](mailto:core.members.list@gmail.com) or visit [rochester-core.org](http://rochester-core.org).

## ORGANIZATIONS

### Rochester Symphony Guild

A luncheon/business meeting is held at 11:15 a.m. on the fourth Tuesday of the month at the Royal Park Hotel in Rochester. The Rochester Symphony Guild (RSG) was formed in 1978 to promote and support the artistic endeavors of the Rochester Symphony Orchestra (RSO) with fundraising projects and community involvement. Guild membership is open to anyone interested in furthering these goals while meeting friendly people and supporting a first-rate high-quality cause. For more information, please call the RSG Membership Chairperson at 248-340-9215.

### Rochester Poets' Society

RPS welcomes new poets. Join us on the third Thursday of each month, from 1-3 p.m. at the Rochester Hills Public Library, Second Floor. For more information, email: [writings80@yahoo.com](mailto:writings80@yahoo.com).

### FREE Virtual Care partner wellness support program

This program is designed for care partners of persons living with Alzheimer's disease and memory disorders. The program meets the first Thursday of every month. Sessions are offered between 10 a.m. and 7 p.m. An iPad loan closet and technology training are available. Sponsored by the Huizenga Fund, First Congregational Church of Rochester and facilitated by Life Skills Centers Memory Care Services. To register or for more information, contact April Mauro 586-924-1300 or [amauro@lifekillscentersinc.org](mailto:amauro@lifekillscentersinc.org).

### Compassionate Friends

Meetings take place the third

Thursday of each month at 7 p.m. at St. Paul's United Methodist Church, 620 Romeo Road in Rochester. The mission of the Compassionate Friends is to provide highly personal support to those experiencing the death of a child. Email [tcf.troychapter@gmail.com](mailto:tcf.troychapter@gmail.com) or visit <http://www.tctroychapter.org>. Call Tina at 586-634-0239.


**CODA** Codependents Anonymous has returned to in-person meetings in Rochester Hills on Mondays at 7:30 p.m. There's also an online meeting on Thursdays (visit [codan.org](http://codan.org) for details). The location for in-person meetings is the Lutheran Church of Abiding Presence, 1550 Walton Blvd., Rochester Hills. Call Grant H. 248-561-0028 or Cheryl A. at 248-931-2574 for information.

### Oakland Literacy Council seeks volunteer tutors

The council is looking for volunteers to tutor adult learners in Rochester Hills, Troy and Pontiac either virtually or in-person. Training and curriculum are provided. Volunteers tutor whenever it is convenient for them. Email [laurie.w@oaklandliteracy.com](mailto:laurie.w@oaklandliteracy.com), call 248-253-1617, or visit [www.oaklandliteracy.com/become-a-tutor](http://www.oaklandliteracy.com/become-a-tutor).

### Special Needs Ministry:

Meets on the second Saturday of the month from 1-2:30 p.m. in the St. Irenaeus Catholic Church Parish Hall, 771 Old Perch Road, Rochester Hills. Friends and family members with special needs are invited to gather for prayer, snacks, crafts and activities; acting out stories in Scripture according to the Sunday readings. Bring your loved one with special needs to our next event. Now through June. For information or to RSVP, call 248-651-9595, ext. 810.



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## Dr. Haddad, *continued from page 13*

• We are also very clear with our patients about the different ways we can accommodate their fears. These include nitrous oxide, sedation dentistry, and other calming amenities.

**Money:** Finances are always an important factor in our patients' lives. With the decrease in insurance benefits and increased cost of materials, dentistry has become a very expensive service.

• I do NOT like surprises, and I always want my patients prepared for any monetary commitments for procedures. Therefore, before any work is ever completed

in our office, our patients receive a detailed plan including all financial responsibilities associated with each appointment.

• We offer many payment options and plans including outside financing through CareCredit.

Consequently, dentists can improve patient satisfaction or avoid dissatisfaction through patient education, appropriate changes to office policies or procedures, or adjusting his or her interpersonal approach.

This was a good reminder for me to always ask my patients if they have any other questions prior to any

procedure. In the end, I want to make sure that my patients are comfortable and informed prior to any dental work we provide.

*Jeffrey S. Haddad, DDS of Rochester Advanced Dentistry, completed his dental education at the University of Michigan in 2001. Dr. Haddad is a fellow of the prestigious Las Vegas Institute for Advanced Dental Studies.*

*He lectures nationally on cosmetic dentistry, TMJ and sleep disorders and dental implants. For more information, visit [www.rochesteradvanceddentistry.com](http://www.rochesteradvanceddentistry.com).*