

The Spruce Roots Scoop

Summer, 2013

What's New?



YOU MAY HAVE NOTICED changes to our office. Some are minor changes, such as the new floors and wall paint in the bathroom. We have a new check-in/check-out process that is meant to help ease the scheduling and financial arrangement portion of your visit. In an effort to give everybody some financial flexibility, we have some new financing options available, including Springstone Financing

(springstoneplan.com), as well as CareCredit (carecredit.com).

IF YOU HAVEN'T VISITED our website lately (www.spruceroots.net), we encourage you to do so. You will find information on procedures, patient reviews, and our patient portal! We continue to gain more followers on our Facebook page and we're hoping to push that number over 100 this summer! We're very excited about

all of you who have visited our page and we encourage more to join and utilize the space to interact with our office and other patients!

A NEW FACE that many of you will see in the coming weeks is Stephanie Czech. We are very excited to have her join our Hygiene crew. Please help us in welcoming her to our practice on your next visit!

Financial Corner | Mindy Edgerton

Most of us have seen a change in our insurance this year. Rates increased and coverage has decreased. If you have any questions about your benefits, call the customer service number on the back of your insurance card and have them fax or email the 'Coverage & Benefits Basic Eligibility Information' to you.

Pre-Authorizations are not a guarantee of payment. It will let us know if the rec-

ommended treatment is covered. Due to changes in coverage, we will do a pre-determination for major cases. It can take up to 3 weeks to receive the response.

Since we all work on a budget, we now have more flexible options available for you.

If you have a balance less than \$500, you can make 3 monthly payments.

If your balance is more than

\$500, 10 monthly payments. Finance charges start after 90 days.

Payment Options:

We are now working with CareCredit and Springstone to give you flexible financing options. Both options include no interest payment plans.

To discuss your insurance coverage/payment options, call us for an appointment. You can also email us at billing@spruceroots.net.



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Inside this issue:

What's New?	1
Financial Corner	1
Paperless Transition	1
Hygiene Health	2
Fun Fact!	2
From the Doctor	2

The LESS Paper Office

We have accomplished our goal of paperless charts! We appreciate all the patience you all have had during this transition. We are now fully utilizing our new sign-in process with an iPad rather than paper to update your information and medical histories.

With the new updates being made to our website, access to your account is much easier! Simply click on the Patient button on our website and you can fill out any necessary forms before your appointment. You can also access your account information including your treatment plan, future appointments and any account balances or payment history. It's a great way to get all of your information updated in the comfort of your home!

Xylitol was once only found in health food stores, however, it has become much more mainstream and is now readily available at retail outlets. Xylitol is a naturally occurring sugar substitute that's clinically proven to be a natural enemy of bacteria. Over 400 strains of bacteria inhabit the human mouth. Sugar is one of the major energy sources for these bacteria and helps them proliferate. When these sugars are consumed, acid is produced, creating a highly acidic environment in the oral cavity that demineralizes enamel and makes it vulnerable to attack by bacteria, leading to tooth decay. Because xylitol is a five-carbon polyol, it is not metabolized by mouth bacteria, and as a result, no acids are produced in the mouth that can cause tooth decay. The sweetness also stimulates saliva flow, which neutralizes any acids that have been formed and rinses away excess sugar residue. Xylitol helps keep an alkaline environment in the oral cavity that is inhospitable for mouth bacteria. Thus, xylitol is both non-cario-genic in that it does not contribute to caries formation and it is cario-static because it prevents or reduces the incidence of new caries.

It was previously thought that the benefits of xylitol were dose related, not frequency related. However, researchers from the University of Washington have determined that frequency IS important. A dose range of 6-10 grams divided into at least three consumption periods per day is necessary for xylitol to be effective with chewing gum as the delivery system. "Strive for Five" is the current motto for frequency. Ask us about the several xylitol products we have available to sample.

www.spruceroots.net

or

'Like' us on Facebook



Heather Willis, DDS

MISSION | Our commitment is to provide a lifetime of care that contributes to whole body health and wellness.



SEE OUR ONLINE REVIEWS!



We appreciate your feedback | We always love to hear from our patients. If you have had a great experience or want to recognize one of our team members, please email us or write an online review on [Google](#), [Yelp](#), [Yahoo!](#) or on our [Facebook](#) page!

Did You Know? The dense, flat, crushing teeth of sharks contain fluoride, keeping their impressive mouths free of cavities and other problems! For more fun facts, visit our Facebook page!

Doctor's Note | Oral Sleep Appliances (OSA's) and You

I hate to admit this, but I happened to stay up one weekend night late enough to catch some of the "As Seen on TV" ads. One in particular caught my attention—it asked me, "Do you wake up tired? Does your spouse have troubles sleeping while you're snoring? Do you have trouble sleeping?"—It was for a snore guard that you could buy over the phone or internet for only \$34.95! Wow—I realized that night, or early morning, that I needed to do a better job educating my patients on what they might be buying.

What the TV ad was selling was an oral sleep appliance (OSA). This is technically a medical device that is used to treat patients who have been diagnosed by a qualified medical provider to have sleep apnea, which is truly a serious medical condition that, if not properly diagnosed and treated, can lead to life-threatening consequences.

Sleep apnea is a sleep disorder characterized by pauses in breathing or instances of shallow or infrequent breathing during sleep. Depending on the severity of it, the treatment for it can range from C-PAP machines which will deliver oxygen under positive pressure to an oral sleep appliance. They also recommend some lifestyle changes. Considering a majority of patients with sleep apnea are overweight & smoke, etc. Many patients with sleep apnea have tried the C-PAP machine and have not been able to tolerate it. Others have sleep apnea of lesser severity that does not necessarily need the C-PAP. The OSA can be a very useful and effective medical device that can improve quality of health for those that suffer from sleep apnea.

While a medical provider has to diagnose the sleep problem, the dentist's role is in the fabrication and fitting of the device. What

typically happens is that a patient will be diagnosed by the physician and referred to us to make the appliance. Ultimately, starting the conversation about this potential therapy is a very important step. I've adapted the following questionnaire from the Sleep Center. Please feel free to start the conversation about an OSA. Conversely, if we see signs of sleep apnea, our team will inform you, our valued patient.

CE Update | Dr Willis has taken over 75 hours of continuing education courses this year on various topics including: **Implant Retained Dentures, Full Mouth Restorations, Esthetics, Dental Photography, & Occlusion.**

We know how important it is to keep you informed and healthy with information on many aspects of your oral health.

We look forward to seeing you during your next visit!

DO YOU SNORE?	<input type="checkbox"/> YES (2)	<input type="checkbox"/> NO (0)
CAN YOUR SNORING BE HEARD THROUGH A DOOR OR WALL?	<input type="checkbox"/> YES (2)	<input type="checkbox"/> NO (0)
HAS ANYONE EVER TOLD YOU THAT YOU STOP BREATHING AT NIGHT?	<input type="checkbox"/> NEVER (0)	<input type="checkbox"/> OCCASIONALLY (3)
	<input type="checkbox"/> FREQUENTLY (5)	
WHAT IS YOUR COLLAR SIZE?		
MALE	<input type="checkbox"/> LESS THAN 17" (0)	<input type="checkbox"/> MORE THAN 17" (5)
FEMALE	<input type="checkbox"/> LESS THAN 16" (0)	<input type="checkbox"/> MORE THAN 16" (5)
DO YOU OCCASIONALLY FALL ASLEEP DURING THE DAY WHEN:		
YOU ARE NOT BUSY OR ARE INACTIVE?	<input type="checkbox"/> YES (2)	<input type="checkbox"/> NO (0)
YOU ARE DRIVING OR STOPPED AT A LIGHT?	<input type="checkbox"/> YES (2)	<input type="checkbox"/> NO (0)
ARE YOU OVERWEIGHT?	<input type="checkbox"/> YES (2)	<input type="checkbox"/> NO (0)
DO YOU HAVE HIGH BLOOD PRESSURE?	<input type="checkbox"/> YES (2)	<input type="checkbox"/> NO (0)
ARE YOU OFTEN TIRED DURING THE DAY?	<input type="checkbox"/> YES (2)	<input type="checkbox"/> NO (0)
TOTAL POINTS		
9 POINTS OR MORE	6 - 8 POINTS	5 POINTS OR LESS
SEVERE	MODERATE	LOW
RISK FOR SLEEP APNEA	RISK FOR SLEEP APNEA	RISK FOR SLEEP APNEA