



It "Bites" To Be A Former Allcare Dental And Dentures Patient

Richard Behrman, D.D.S.

It's been over a year since I've written a column for the Weekly Villager. Thankfully our practice has become very busy and I have not had time to write. But, I just can't stand by idly and not comment on recent events that have befallen the dental community.

An event occurred last week that that is outrageous, sad and unfortunate. ALLCARE DENTAL AND DENTURES, INC. closed its doors on its unsuspecting and trusting patients. How can a dental care organization that is entrusted by the public to provide dental services be allowed to accept money when they know that those services are not going to be completed? Did they just figure out that, "By gosh, we're surprised that we don't have money today... let's close?"

Really, there's no point in beating a dead horse, so to speak. They closed, people were left high and dry and it's time to figure out what to do next and how to protect themselves so this does not happen again. This is true not only in selecting a dentist but extends to all walks of life. Whether you are buying a new mattress, piece of jewelry or having a roof installed on your house it is imperative that you DO YOUR HOMEWORK AND ASK QUESTIONS...LOTS OF QUESTIONS.

Since having been a dentist in both private practice and in the insurance industry for over 26 years I'm going to limit my views, opinions and suggestions to this field that I know best.

The old axiom, if it is too good to be true then it generally is, with a new coat of "dental paint" could sound like this: if every dentist I call charges somewhere in the vicinity of \$1000 for a single denture how

is it that this dental organization can do it for \$350?

Explanations for such a difference in price can be chalked up to: the use of grossly inferior materials (resulting in more frequent repairs and replacement), dentists with limited clinical experience, using a dental laboratory that lacks adequately trained professionals, and an insufficient amount of time spent with the patient by the dentist to observe and record accurate information that needs to be conveyed to the dental lab for proper denture construction.

I just finished Googling" topics that are relevant to the ALLCARE closing and I'm appalled that ALLCARE is transferring their records to other dental organizations and offices. PEOPLE, WAKE UP!! ALLCARE EXECUTIVES ARE TELLING THE PATIENTS THEY JUST SWINDLED WHERE TO GO TO GET THEM OFF THEIR BACKS! REALLY?. They must think their former patients are the village idiots to go along with such a laughable and ridiculous scheme. The patients are true victims, hard working, trusting and in need of dental help. I would think LONG AND HARD before going to a dentist recommended by ALLCARE. Period.

Before going to another dentist, do some homework. Call the Ohio State Dental Board and ask them if there have been any actions taken against the dentist you anticipate seeing.

When you visit the dentist for the first time here are some questions and topics that I believe may help you:

1. What is the name of the dentist/owner? Does he/she actually practice at the location you

are considering going to? Is the owner an out-of-town/out-of-state corporation? It seems logical that resolving a problem with an owner who is local is easier than if he/she is out of town.

2. Tell me something about the dental lab that you use to make my denture. Dental labs should be in the USA only and never out of the country. A reputable dental office should be able to tell you the name of the lab, where they are located and how long they have been in business. As a rule of thumb a dental lab and/or the lab technician should be in business for a minimum of 5 to 10 years.

3. How many visits do you require to make my denture? Generally, it takes University Dental, Inc. five appointments to make a complete (full) or partial removable denture. When you're consulting with a dentist he/she should explain the steps it takes to make the denture in understandable language. Also, there should be ample opportunity to ask questions. MAKE SURE YOU UNDERSTAND WHAT YOU ARE BEING TOLD. Don't just nod in agreement if you truly don't understand. You should also be provided with a summary of the fabrication steps so that you can review the information out of the office.

4. Ask the dentist if the price of the denture(s) includes adjustments and for how long after the denture has been seated. This information should be in writing. In my office we give every denture consult patient an information sheet that I wrote. Also, ask what is NOT included in the price of the denture.

The take-home message here is basically *caveat emptor*, which means let the buyer beware. Ask questions, listen carefully and follow your gut. My office is always available to answer general questions over the phone.

Dr. Richard Behrman and Dr. Thomas Pesarchick are co-founders of University Dental of Garrettsville, Inc. Please contact Dr. Behrman at 330-527-3368 with any questions.

Puppy Tails

Mialie T. Szymanski

*As the moon goes to bed, the sun comes up
And here we meet a sleepy pup,
Who was walking through G-ville one bright sunny day,
Then saw The Villager and decided to stay.*



The bustle and rush of the holidays were done and Doodle Dog was excited for the brand new year full of days to enjoy, chances to play, people to meet, and adventures to be had. He knew the children would be going back to school soon and downtown was growing quieter and not as crowded since the hurrying holiday shoppers were now in their homes, surely resting after the flurry of the season!

Snow still covered the ground, and Doodle Dog's paws left little prints behind him as he walked down the street. He could see the tracks from all the other animals that had gone that way already. Doodle Dog followed the trail, looking at each print the different creatures made. There were skinny V-shaped ones where a bird had walked, long thin oval ones in pairs where a rabbit had hopped along, square indents from hooves that must have been from Santa's Reindeer, and ones that looked just like his own but much, much bigger. He wouldn't want to run into the owner of those giant paw prints! Mixed in with all of them were also human tracks, each one as different as the many animal ones: some were heavy and solid, probably from thick winter boots, some were tiny and pointy from a woman's high heels, and some were made by smaller feet with pretty designs left in the fluffy white dust from the tread of a child's sneaker.

As Doodle Dog roamed, he took the time to smell the freshness of the air, clean and cold from the recent snowfall. He could hear the rustle of the bare branches in the trees, swaying without their usual leaves, and the tinkling of the frozen icicles hanging from a nearby roof. The more they glistened in the sun, the more they seemed to ping like tiny bells. Blending with the quiet sounds, excited voices floated on the air. Doodle Dog's ears perked up to listen to what they were: he was nearing a playground and could

see children running and jumping. He watched from a distance until a little boy who was swinging alone on the monkey bars caught sight of the cute puppy with floppy ears sitting at the edge of the park.

The boy slowly approached Doodle Dog so as not to frighten him, and Doodle Dog happily wagged his tail as the boy made his way over. The little dog ran around the little boy's legs, curiously sniffing the air around this new friend. The boy laughed and tugged gently on Doodle Dog's tail to get him to slow down! Doodle Dog stopped his circling and gently tugged on the boy's long, colorful scarf in return. The boy turned around and around trying to get loose and Doodle Dog playfully followed him, which only made the boy's smile even wider.

Finally, Doodle Dog let go and the little boy dropped down, landing on the soft powder. He plopped flat on his back and started moving his arms and legs to make a circle on the ground. When he stood up there was a beautiful pattern where he had been. A snow angel! That looked like fun ~ Doodle Dog wanted to try, too! So he dropped down and rolled in the snow like the little boy was doing. He jumped up and looked back at his work. It was a perfectly crafted snow...ball? He tried again. This time his tail made an imprint that looked like a Christmas bell with its clapper. Or a snow...pancake? Snow...dog? Hmmm...

Doodle Dog's usually brown coat was now white with the snowflakes from the ground. As he stood up and shook his fur, he noticed the little boy gathering snow in his hands. It looked like he was making sand castles on the chilly white beach that was the playground. Not a castle ~ it was a little doghouse! And next to the house was a long, thin snow log with two snowballs at one end and two snowballs at the other. Doodle Dog scampered over to the snowbone the little boy had made for him and took a big bite. His teeth went right through the lightly packed fluff and it was COLD! Brrrrr!

At that moment a man with a kind smile appeared from the other side of the park. He had the same nose and eyes as the little boy and softly called out to them. The little boy brushed off his pants, waved to Doodle Dog, and hurried to meet the man. It was time for Doodle Dog to find his way home, too.

Once in the office door he wound up tracking in wet snow prints across the floor. They would dry before anyone could step in them! When Doodle Dog reached the fireplace, he found a real chewy bone waiting for him on the hearth. As he curled up in his bed, Doodle Dog thought of his new friend from the park. He hoped to see him again!





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