

CLOSINGS

April 13 & 14

May 26 & 30

HOLIDAYS

Easter 24

Memorial Day 30

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Website and Facebook Updates

Most people probably aren't aware we have a facebook page and a website. We are always looking for ways to make these tools more information friendly for current patients, not just new patients. Recently we began posting on our website our core value of the month. Since February we have been focusing on our core values. We have designated one core value for each month for the team to focus on. We are looking for examples in our office of that core value. This month we will be focusing on **Loyalty**. Each team member will be responsible for writing down an example and turning it in at the end of every week. We are also posting patient comments from our new project "What our patients are saying". We plan to highlight two new com-

ments a month on our homepage. From our homepage we want to encourage you to contact us with questions or concerns. We will be checking these once a day in order to respond to you. If it isn't an emergency this is a great way to speak with us. We also have the ability to schedule appointments from our website. Again if it isn't an emergency this is an easy way to set up appointments. We are considering adding a section to our homepage that lets current patients know

of upcoming scheduled days off. We are not quite sure how that will work but we hope to have that available soon. We have been posting to Facebook for over a year now. When we began using it we weren't entirely sure what information we would be communicating. Since starting our page we have found it useful in getting information out about closings and changes in the office. We also have a staff member who is updating it on a daily basis with motivational quotes and happenings in the office.

If you have a suggestion about information you would like available on the website or facebook page please pass those along. -Beth



"What Our Patients Are Saying"

Have we asked you recently for your comments? If we haven't we will probably ask you on your next visit. We have begun collecting comments from patients about what they think of our practice. Dr. Bishop and Magen put together a board that is displayed in our treatment hall.

Comments are being posted for all patients to see. We are also using these for our website and facebook page. We began requesting these in March. So far we have gotten good responses from patients. Even the comments that helped us to make improvements were much appre-

ciated. My favorite to date was written just today. Thanks to Sandra R. for her kind words. "If you don't have one when you come in, you will have a SMILE when you leave" Thanks to Our Patients for "What they are Saying". -Beth

Belize 2011 Update

As many of you know we recently got back from our Belize mission trip in February. This year our trip was made up of 17 churches totaling 40 people. We had three dentists this year: Dr. Bishop, Dr. Patrick Crow, and Dr. Fred Findlen. Of course Dr. Bishop and Dr. Crow are local dentists but Dr. Fred Findlen is from Maine. Our dentists were assisted by five hygienist and three assistants. Wanda, Magen, Annie, and Macy were all staff members sent from

our office. As a whole we treated 545 people. We completed cleanings and treatment at several locations, meeting all the needs at one of the schools. An exciting change of pace this year was that we were able to work with a Belizean doctor and his assistant. This particular doctor lived in Belize and worked at the local emergency room. We were so thankful that he and his assistant were able to take time away to work with us during the week. During treat-

ment and hygiene the gospel of Christ was shared. Through this we had five decisions for Christ. We also were able to pass out the school supplies and flip flops you donated to seven different schools. This year's trip saw a smaller number of people but we were able to meet the needs of so many. We want to thank you for your support. We are beginning fundraising efforts for 2012, more information to come. Thanks so much for all of your past support.

No Complaints!

Courteous,

Efficient,

1st Class

Treatment

Up Front!

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