

# Employee Spotlight CONT...

they're in a dental office and that's not where anyone wants to be! First, because they're in pain and two because it's costly. So just BEING in the office can be negative for them all around. Making them feel comfortable, even if it's bringing them a blanket or offering them water or asking questions about the patient can make them feel important.

## What is your favorite thing about working for PFCD?

You mean besides the paycheck? (laughs) Seriously, besides the money, just how awesome our bosses are to each one of us. How they just want us to grow not just professionally but personally; all these workshops and seminars... It's just incredible how they take the time and money to focus on the Team itself. Also, they really choose each and every Team Member who comes into our office. It's not just taking a random person to come work. They really choose people who fit with the culture. I feel like we all connect in different ways but we still connect the same way. We're all different but at the end of the day we're just one Team and that's what brings us together.

## Service, Love, Integrity, Pride, and Commitment are PFCD's Core Values.

### Which is your favorite Value of the 5 and why?

I'm going to chose love and I chose love because if you love what you do, you're going to commit, you're going to have pride, you're going to have integrity, you're going to provide the best quality service. So I feel Love brings all those Core Values together.

### What sound or noise makes your heart sing?

Ocean waves

### Where is the most interesting place you have traveled to and why?

I would say the waterfalls in Santa Rosa, Colombia. I love nature! I love going to Colombia and I was able to see some beautiful waterfalls. My whole family went on that trip so it was really fun and unique.

### What is your favorite thing to do when you're not working?

When I'm not working I do homework and I do chores, but that's not something I like to do. (laughs) I like going to the park with my dog. I like nature so I like going on nature walks with my dog.

### In an alternate universe, if you hadn't become a Dental Assistant or will not become a Dentist, what career would you have chosen?

A Dermatologist. I like the medical field so something in that field would be in my interest. But I like skin care and I like skin. I like to help people too. So as a dermatologist I could make people feel beautiful again that would be my other career.

### What is your favorite memory about working for PFCD?

I haven't been there too long but I would have to say the 2020 Employee Appreciation Event. It was my first Employee Appreciation Event. We all got to dress up really nice and we got to see each other looking beautiful. It was nice to see how hard people worked throughout the year and to see them receive awards was nice!

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## Tooth Booth Reviews!

"AMAZING experience!!!! Had a glowing recommendation for the practice from a doctor. They lived up to everything I'd been told!!! The staff is incredibly kind and calming, the dentist does not give you a treatment plan in the thousands (he prioritizes the work you need) and I will be their patient forever!!!! Sending everyone I know to them!!!!" – LD Alderson

"Park Family Dentistry were excellent in scheduling an emergency appointment for me and resolving my problem in one visit. Beautiful facility clean and very COVID conscious. I would not hesitate going back to them or referring friends and family. Can't say enough about them staff was excellent." – Mike H.



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# April Newsletter

## MEET DR. MOURITSEN!

We would like to welcome Dr. Mat Mouritsen to our PFCD Family!

Constantly engaged and eager to learn, Dr. Mouritsen considers himself a lifelong student of all things dental health related. He has a passion for teaching and learning that has been the driving force in his career. As a mentor at the Spear Center in Scottsdale Arizona, he helped other dentists learn and understand many advanced concepts in dentistry.

Dr. Mouritsen has studied with some of the most prominent experts in the field of airway and sleep breathing disorders. As a member of airway prosthodontics, he continues to study and learn together with doctors around the world finding new ways to better understand and treat breathing related health issues. He is particularly passionate about this because he has several close family members that have been affected by sleep breathing disorders including sleep apnea. He has unbounded enthusiasm for helping people to find individual solutions that can result in dramatic changes in nighttime rest and overall health.

Dr. Mouritsen completed his Doctorate of Dental Medicine degree in Portland, Oregon at Oregon Health & Science University. He is a member of the American Dental Association, the Florida Dental Association, and the Academy of Osseointegration.

Born and raised in Northern California, Dr. Mouritsen spent many nights camping in the redwood forests. Mat met his wife Mary in Utah where they lived raising four children. Their family loved wandering in the Utah and Nevada deserts camping and riding/racing dirt bikes as a family. His passions include scuba, downhill mountain biking, racing dirt bikes, racing and building cars and any and all things fast and two wheeled.

We are grateful Dr. Mouritsen has chosen PFCD as his home and look forward to providing our patients with airway and sleep breathing disorder solutions!

## GET IN TOUCH

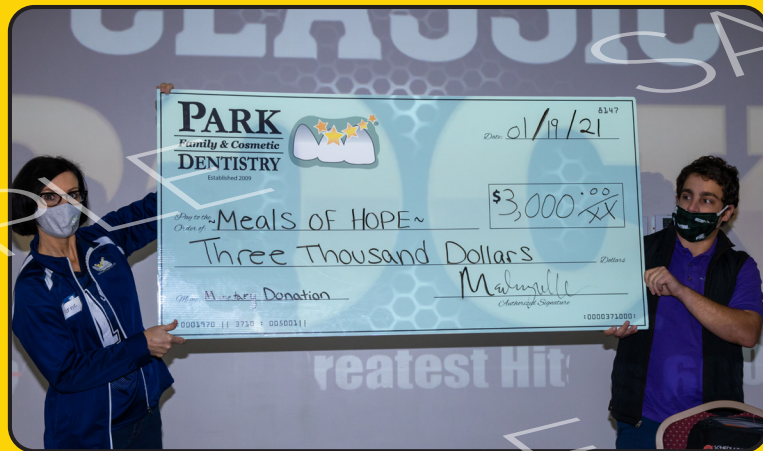
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# CONGRATS!



January 19th was a day of many rewards. It began with a 7 hour Financial Stewardship seminar (socially distanced of course) where our Team and family members could learn the basics, the tricks, the hard things and the strategies to eliminate debt and start building net worth. That reward in itself was priceless as the information we learned will help our Team Members and their families for generations to come!

After the seminar, the 2021 Team Appreciation Event kicked off with a delicious catered meal from Rosedale Brick Oven, complete with salad and past dishes galore! All which were washed down with some beer or wine as we danced and celebrated our wins over the past year. Every single Team Member was recognized in one way or another; whether through their years of service, the patients they have introduced to the practice or through some unique recognition.

Even though we had to celebrate differently this year, we still had a blast reveling about the Team's wins during the most challenging year to date for PFCD. And while others may have struggled, our commitment to our patients and to each other was what made the difference and why we THRIVED in 2020! Here's to an even better 2021!



COO JoAnn Toppin,  
"Leader of the Year Award"



Insurance Specialist  
Linda Poneros,  
"Rising Team Member Award"



Training Specialist  
Michelle Steven,  
"Team Member of the Year Award"



Billing Specialist  
Zulima Moran, "Most Transformed in 2020"



Sterilization Technician  
Kara Carpenter, "Team Member of the Year Award"



Clinical Team Coordinator,  
Roberta Senecharles, "Rising Leader Award"



Terrie Kleinberger, "Humanitarian Award"

## Employee Spotlight

### Meet Dental Assistant Alejandra!

Alejandra has been with PFCD 2 years and has constantly taken the time to sharpen her skills, helping her to be able to work with all the different doctor Teams at PFCD! When Alejandra is not at work, you can find her at Florida Southwestern State College where she is studying for her undergraduate degree in Biology. After graduating from FSW, Alejandra's goal is to attend the University of Florida's Dental College where she will earn her doctorate and intends on returning to PFCD as Dr. Alejandra Munoz! Keep reading to find out more about Alejandra:



### How did you come to work for PFCD?

I was a student at Lorenzo Walker and I did my first internship at PFCD and left to complete my second internship at a different location as per the requirements of the program. During that time, I kept in touch with James and Miranda who told me that PFCD was looking for an assistant for the new dentist on Saturdays. I emailed JoAnn and asked her if I qualified for the position and she said, "Of course! We loved when you were here as a student and we would love to have you back!" And that's how I started, only working on Saturdays. Then I offered to work more days throughout the week when I was off from college. That's how I grew and that's how I'm here today!

### What's your secret for keeping patients happy?

Letting them know they're in good hands because it's hard to trust someone you just met or have only met 3 or 4 times. When that trust is built they start doing the work with you and it makes them happy to see the difference in their smile and the way they feel. Before COVID I had patients say, "Your smile makes me want to be here because they want to be able to smile like I smile in the future."

### What does "Patient-Centric" mean to you? How do you live it out daily at PFCD?

Patient Centric means getting to know the patient first; connecting with them in any way shape or form, even if it's that we have the same breed of dog! Connecting with them in any way and letting them know we're here for them whenever they need anything. It's being considerate of the fact

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