



Caring for Collier Day

Established in April of 2023, Caring for Collier Day is a collaboration between Park Family & Cosmetic Dentistry and the Neighborhood Health Clinic. Focusing on adults who are low income, working and uninsured, the Neighborhood Health Clinic provides medical and dental services at a sliding scale rate. For 24 years the NHC has helped thousands of people receive the healthcare they need.

On April 22, 2023, PFCD partnered with NHC to provide free dentistry to NHC's patients. The hugs and gratitude we received from these amazing patients was overwhelming. It filled our hearts to be able to help so many hard-working people with something so basic, dental care. Knowing we were making an impact on the lives of these patients inspired us to make this event a semiannual event!

Our next Caring for Collier Day will be September 23rd and we look forward to providing these patients with care and compassion. Follow our social media pages to see how PFCD changes smiles and changes lives!

FOLLOW US ON SOCIAL MEDIA TO SEE HOW YOU CAN BE A PART OF OUR CHARITABLE ENDEAVORS!



Tooth Booth Reviews

"We moved to Naples from out of state and were nervous to find a great local dentist. We had been so blessed to have a great Dentist back home and were hoping to find that again, and Park Family has more than impressed us! The whole staff is kind, professional, and do excellent work! Our entire family has great things to say." - **Ashleigh B.**

"Hands down the BEST dental practice in Naples! The entire team from receptionist to billing to hygienists, dental assistants and dentists truly care about their patients. They are as talented, skilled and cutting edge as they are kind. I trust them with all of my dental healthcare needs and happily refer Dr. Campbell and team!" - **Kimberly C.**



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Dr. Huynh-Le & Dr. Long



PARK
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DENTISTRY
Established 2009



September Newsletter



Get In Touch

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June was an exciting month as Drs. Long and Huynh-Le along with 4 team members attended the Practice Growth Summit in Las Vegas. With 2 days of learning, the Team was able to see several world class speakers including Dr. Bill Dorfman, Carey Lohrenz, Deion Sanders, Jay Geier, and many other amazing mentors. The knowledge they gained regarding dentistry, leadership, customer service and other areas of patient relations has been brought back

to our Team and implemented to make your patient experience even better!

Upon arriving at Caesar's Palace, the Team relaxed at the pool, had some bonding time and conversation. Later that evening they headed on over to Paris and indulged in an amazing French meal at Mon Abi Gabi to fuel themselves for all the information they would be receiving during their time there.

The next day morale was high as the Team showed off their "Tacky Tourist" outfits for Spirit Day as they got some amusing glances from onlookers at Caesar's Palace. (I suspect they were jealous of the fanny packs.) The speakers that day were full of expertise that the Team soaked up. Learning about the Law of Decision (if it's 80% there, don't be afraid to take a chance on it) was a big "Aha" moment for the Team and something they will incorporate in both their professional and personal lives.



After a day of learning, magic was still in the air as the Team attended the Mat Franco, Magic Reinvented Nightly show. Filled with wonderment and awe, it was a perfect way to unwind after a learning packed day. (And the Team is still trying to figure out some of those illusions!)



Day 2 of the Summit focused on leadership, and how leadership is an important quality to develop at any age. Having said that, Dr. Bil Dorfman spoke about his leadership program LEAP (Leadership, Excellence, Accelerating, Potential.) This program focuses on youth and helps guide them toward success for their academic, professional, or personal goals. Our Hygiene Team Leader, Stephanie Garcia was gifted a \$25,000 scholarship from Jay Geier,

CEO of The Scheduling Institute, so that Stephanie's daughter Trinity (19) could attend the LEAP Program. This incredible gift will allow Trinity to get one step closer to her dreams. Stephanie was deeply grateful for this opportunity her daughter would embark on.

In addition to focusing on leadership, speakers also focused on how each individual Team Member contributes to the success and growth of the practice. The goal is for leaders to

grow leaders which in turn makes a strong Team. Park Family & Cosmetic Dentistry has 55 dedicated and professional Team Members, all of whom bring something unique to our Team. Without each and every one of them, PFCD would not be the practice we are today.

Later that evening the group celebrated an amazing learning experience with dinner at Yellowtail Japanese Restaurant and the amazing acrobatics of Cirque du Soleil. Every Team Member who attended The Summit was grateful they had the opportunity to learn and grow. Each recognized how lucky they are to have employers like Drs. Long and Huynh-Le who invest in their growth both personally and professionally.

Here at PFCD we are always growing and learning so we can provide the best dental experience our patients have ever had. We look forward to serving you, your family, and your friends!

New Communication System

It has been several weeks since implementing our new Patient Communication System and we appreciate your patience with the transition. Here's some information and tricks to make this transition easier.

- 30 days prior to your appointment you will receive a reminder of the date and time, as well as a reminder to contact us if you have new insurance. It's important to have your insurance information before your appointment as it is common now to be on the phone for hours or a couple of days trying to verify a policy. By being able to verify your coverage in advance, this avoids you as a patient from having to pay in full at your appointment and allows you to pay your share cost.
- 5 days prior to your appointment you will receive a text to confirm your appointment. You can confirm by typing 'C' or clicking the link. Once you have confirmed, you will not receive a reminder text until 2 hours prior to your appointment.
- 4-5 days prior to your appointment, you will receive a text with a link for you to complete your medical history forms. We are legally required to update your medical records every time we see you as a patient (just as your medical doctors update every time.) It's important we have the correct and updated information, as your oral health is affected by your physical health, and some medications cause dry mouth or other oral health issues. In addition, some medications may cause adverse reactions when combined with anesthetic and sedation options as well as many other factors we need to know in order to properly treat you as a patient. On a side note, if anything were to happen to you in while as a patient in the office, this medical history is what we would print for the paramedics.
- If you have not confirmed your appointment at the 5-day mark, you will receive another text 2 days prior to the appointment. Again, you can confirm by typing 'C' or clicking the link. Once you have confirmed, you will not receive a reminder text until 2 hours prior to your appointment.
- 2 hours prior to your appointment you will receive a text letting you know we look forward to seeing you.

In addition to the new communication system, we also have a Patient Portal in which you can:

- Confirm and schedule appointments
- Communicate with your provider
- Fill out and submit patient forms
- We encourage you to sign up for your Patient Portal if you haven't already. The following link will get you to your Patient Portal. <https://myparkdental.mydentistlink.com/>

Another change is that the emails you receive will be coming from Mai Huynh-Le, DMD. New federal communication laws require that the sender reflect the legal entity on the Tax ID. As the practice owner of Park Family & Cosmetic Dentistry, communications must be in her name.

Thank you for understanding Park Family & Cosmetic Dentistry is always looking to use the newest and most effective technology and we change with the times. We are excited to make your dental experience even better!

Hygiene Retreat Day

Spa 41 was the place to be on June 23rd as our wonderful hygienists had an afternoon of pampering and bonding as part of their Hygiene Retreat Day! After treating several patients in the morning, the hygienists kicked off their special day with homemade individual charcuterie boards made by their Team Leader, Stephanie as a light lunch before going to the spa.



Once there each hygienist received a Peptide Facial and full body massage in a relaxing atmosphere along with herbal tea to close out the spa session. Being able to relax, laugh and enjoy each other's company out of scrubs was a nice bonding experience which didn't end there.

After their spa treatment, True Foods was calling their names! Being pampered works up quite the appetite, which was quenched by a variety of delicious and healthy dishes such as sea bass, cauliflower hummus and a selection of salads. Good food, good wine, and good camaraderie was all that was needed to make the Hygiene Retreat a success!



Thank you to all our hygienists for their continued dedication to excellence and genuine compassion for their patients. We appreciate you!

Invisalign Day

Have you always wanted a beautiful smile? Are you self-conscious about your crooked teeth? Have you been told orthodontics is the best way to improve your bite? If you answered yes to any of these questions, then you are in luck!

Dr. Ana Scopu is hosting an Invisalign Day on Saturday, October 28th to show how Invisalign can help you achieve the smile you have always wanted. Dr. Scopu and her Team will perform a complimentary Itero Scan and create a Smile Design (valued at \$500,) showing you a before and after image of what your smile will look like when treatment is completed. If you accept treatment that day, you will receive your Vivera Retainers at no cost upon completion of your orthodontic treatment as well as complimentary bleaching treatment (\$1,515.00 total value.) Additionally, you will be entered in a raffle to win a gift basket (valued over \$200!)

Only 20 appointments are available for this special opportunity so call (239) 263-1151 to reserve your spot today!