

## TDO USER MEETING OUTLINE

October 5-6th, 2018  
8 a.m. – 5 p.m.  
Paradise Point Resort & Spa  
CE Units: 12

### Clinician Track



***\* Attracting, Motivating, and Retaining Employees in Today's Workforce***  
**Eric Coryell**

Description:

The workforce is changing. Within seven years a whopping 75% of our labor pool will be made of Gen Y's (Millennials). With all changes in demographics, technology and world events, employers must adapt if they are going to find, engage and keep the best employees. Building on what he shared with us two and three years ago and the wonderful insights provided by Eve Groznitzky last year, Eric Coryell will refresh those learnings and then talk about how you must make changes to adapt and benefit from the demographic shift that is upon us.

What Attendees Should Expect to Learn:

1. Review the key points on how to build a functional and accountable office team
2. How to build trust on your team so your staff engages and expresses their true thoughts and feelings
3. Cultivate a growth mindset amongst your employees
4. Understand the generational changes that are taking place and the implications from an employer's perspective
5. How to appreciate the perspectives and unique value each generation brings to work and how to create a work environment that bring out the best from each generation
6. How to get the generations to function well together

Lecture Time: Friday, October 5<sup>th</sup>, 8:00 a.m. to 12:30 p.m., Sunset I-V

\* Clinical Research Foundation (CRF) designates this activity for 4 continuing education credits.



***\* Image Guided Treatment: Planning Endodontics with Precision***

**Pushpak Narayana, B.D.S., M.D.S.**

**Charles Maupin, D.D.S.**

**Description:**

Endodontic access is an integral step in endodontic therapy and plays a major role in the Endodontic-Endo-Restorative-Prosthodontic (EERP) continuum. The paradigm shift towards conservation of tooth structure and minimally invasive procedures among quality oriented restorative dentists has piqued interest within the endodontic community. This case-based presentation will review the nuts and bolts of directed dentin conservation utilizing image guided treatment planning and execution. Presentation will also give an insight into the different methods and challenges during the continued learning process.

**What Attendees Should Expect to Learn:**

1. Understand the different options available in image guided endodontic treatment. - Understand the advantages and challenges with implementing image guided endodontic treatment.

**Lecture Time:** Friday, October 5<sup>th</sup>, 1:30 p.m. to 2:30 p.m., Sunset III-IV

\* Clinical Research Foundation (CRF) designates this activity for 1 continuing education credit.



***\* Zirconia: Why Are They Being Used for Restorations? What are Outcomes?***

**Winston Chee, D.D.S., F.A.C.P.**

**Description:**

The biomechanical and optical properties of zirconia that make it a commonly used material for restoration of teeth and implants.

**What Attendees Should Expect to Learn:**

1. Zirconia is not an “evil” material.

**Lecture Time:** Friday, October 5<sup>th</sup>, 3:00 p.m. to 4:00 p.m., Sunset III-IV

\* Clinical Research Foundation (CRF) designates this activity for 1 continuing education credit.



***\* Comprehensive Treatment Planning in Endodontics***  
**Sashi Nallapati, B.D.S., Cert Endo**

**Description:**

Comprehensive dental treatment is often interdisciplinary in nature. The traditional role of an endodontist in treatment planning is limited to a prescription based endodontic treatment. With most routine endodontic care currently provided by the general dentist, the role of an endodontic specialist has to be redefined. With the introduction of advanced technology in endodontics, i.e. the CBCT, an endodontist is now empowered to contribute more to comprehensive treatment planning, whether it is to treatment plan the rehabilitation of a single tooth or in a full mouth rehabilitation case.

**What Attendees Should Expect to Learn:**

1. How to approach endodontic issues with an interdisciplinary approach. Endodontic treatment planning in treating a single tooth as well as full mouth rehabilitation cases. Use of 3-D imaging in comprehensive treatment in Endodontics.

**Lecture Time:** Friday, October 5<sup>th</sup>, 4:00 p.m. to 5:00 p.m., Sunset III-IV

\* Clinical Research Foundation (CRF) designates this activity for 1 continuing education credit



***\* Clinical Inference and Decision Making Part I***  
**Kehn Yapp, B.D.S.C., D.C.D.**

**Description:**

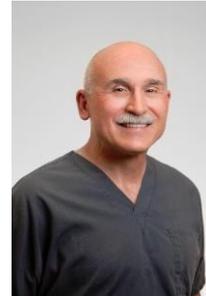
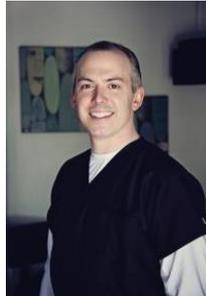
Making clinical decisions can be problematic without a logical inferential framework. The reasons behind the production of observational data may be unclear and can affect the validity of future decision making. This is part 1 of lecture series that will outline the mechanism behind making inferences and how probability theory can be used to help make better estimates of the confidence in making inferences.

**What Attendees Should Expect to Learn:**

1. How to recognize difficulties and limitations in the clinical inferential process. - How probability theory can help solve inferential problems.

**Lecture Time:** Saturday, October 6<sup>th</sup>, 8:00 a.m. to 9:30 a.m., Sunset III-IV

\* Clinical Research Foundation (CRF) designates this activity for 2 continuing education credits.



**\* *GentleWave***

**Paul Carruth, D.D.S.**

**Adam Davis, D.D.S., M.S.D.**

**Eugenia Johnson, D.D.S.**

**Jason Michel, D.D.S.**

**Marcus Palermo, D.D.S.**

**Cameron Russell, D.M.D., M.S.**

**James Smith, D.M.D.**

**Description:**

To provide "real life" cases treated by GentleWave for the contemplation of its implementation and effectiveness as a mainstream endodontic treatment modality.

**What Attendees Should Expect to Learn:**

1. What it is like to use GentleWave in private practice and what the short-term outcomes seem to indicate for patients, a private practice, and the future of our specialty.

**Lecture Time:** Saturday, October 6th, 10:30 a.m. to 12:30 p.m., Sunset III-IV

\* Clinical Research Foundation (CRF) designates this activity for 2 continuing education credit.



***\* Lessons Learned, Good and Bad, Over 20 Years of Endodontic Practice***  
**Rick Schwartz, D.D.S.**

**Description:**

Private practice involves trial and error and is a learning process. There are many sources of information to help you along the way, some helpful and some harmful. This presentation will focus on the early years of practice, to help residents and young endodontists navigate the "learning curve." Although the practice environment has changed greatly in the past 20 years, there are certain principles that are still useful in most practice environments.

**What Attendees Should Expect to Learn:**

1. Dr. Schwartz will discuss his successes and failures over the past 20 years, with the hope it will be useful to the next generation of endodontists.

**Lecture Time:** Saturday, October 6th, 1:30 p.m. to 2:30 p.m., Sunset III-IV

\* Clinical Research Foundation (CRF) designates this activity for 1 continuing education credit.

## Demo Op / Bay View



### *MoraVision*

**Assad Mora, D.D.S., M.S.D.**

**Zachary Freer, D.M.D.**

**Adam Davis, D.D.S., M.S.D.**

#### Description:

Dr Mora will demonstrate a new concept in video documentation made possible by MoraVision™3D System and MoraVision™Recorder technology that makes WYSIWYG (What you see is what you get) a reality. If a picture is worth a thousand words, a video is worth a thousand pictures. But capturing and editing good video footage has been expensive and one of the most difficult and time-consuming tasks, if not elusive. What I learned from Dr Gary Carr is we don't have time after 5 o'clock to waste on mundane projects like generating reports, and I would add video editing, for preserving and sharing visual data. Eliminating obstacles is MoraVision's primary goal. It allows the operator to capture exactly what he/she sees on the 3D screen in real time with a click of a foot switch. No more out of focus shots, improperly framed shots, keeping the camera running while nothing is happening and having to cut all that non-footage later, etc. In the MoraVision environment, the operator assumes the function of the producer, director, camera man, editor, and actor all at once. The operator plans the shot and clicks the foot switch when ready to record a significant event that is framed properly, lit properly and focused properly. The recording will run for 10 seconds and stops automatically to produce a video clip that requires no post production editing. More clips can be recorded intentionally. And when played back, they can be played linearly or non-linearly, clips can be skipped all together, and can be played at any shorter duration to convey a point. All clips are automatically cataloged into a simple database to allow for quick retrieval with search criteria based on 4 fields: Name, Date, procedure, and tooth number. Moreover, video recordings are captured in 3D and in 2D simultaneously and can be played back and shared in either 3D or 2D.

#### What Attendees Should Expect to Learn:

1. System Requirements for the MoraVision Recorder.
2. How to quickly capture video clips without interruption to work flow.
3. How to retrieve captured video clips.
4. How to build a presentation with these video clips.
5. How to present with these video clips and edit the start and end points.

Lecture Time: Friday, October 5<sup>th</sup>, 11:30 a.m. to 12:30 p.m., Bay View (Demo Op)



***Team Microscope Anesthesia***  
**Kehn Yapp, BDS., D.C.D.**

**Description:**

Providing good local anesthesia is paramount to patient comfort. Whilst many clinicians can give local anesthesia injections without much difficulty, to do so using the microscope can be an unfamiliar experience. This presentation will provide the fundamentals for clinicians to be able to easily administer local anesthesia in a safe and effective way using the microscope.

**What Attendees Should Expect to Learn:**

6. How to give local anesthesia using the microscope.
7. How to train an assistant in the facilitation of microscope anesthesia.
8. How to prevent needlestick injury.

**Lecture Time:** Friday, October 5<sup>th</sup>, 1:30 p.m. to 2:30 p.m., Bay View (Demo Op)



***How to Train an Assistant***  
**Edward Kasper, D.D.S. and Kim Lopez**

**Description:**

Developing highly competent team members is one of the primary keys to a successful and enjoyable endodontic practice. As endodontic case referrals become more challenging from both a technical and a behavioral perspective, endodontists soon realize that successful and rewarding management of those cases demands exceptional individuals working as a team. A team that shares a common purpose and demonstrates a unified vision and commitment to providing outstanding care becomes almost intuitively obvious to patients and referral sources alike. Both the skills and the vision that informs those skills must be acquired over time and represents an investment that every clinician must make if they want to excel in this area. It is axiomatic that any team can only be as good as its weakest member. Having the doctor and assistant working together through the microscope is the key to achieving efficiency and a low stress environment. We will be presenting the tools and techniques necessary to truly work as a team and in this lecture; we will review many of the steps we have found helpful in training assistants in microscopic endodontics.

This lecture will review many of the steps we have found helpful in training assistants in microscopic endodontics. This lecture will also explain how a doctor and assistant can incorporate the assistant's scope and instrument passes into their procedures to work more efficiently and comfortably.

What Attendees Should Expect to Learn:

1. Why working this way is beneficial?
2. Why using the assistant's scope is crucial?
3. The necessary tools and instruments to work as a team
4. How to pass instruments and change files efficiently
5. Left hand suctioning technique
6. Common errors

Lecture Time: Friday, October 5<sup>th</sup>, 3:00 p.m. to 4:00 p.m., Bay View (Demo Op)



***How to Really Use the Microscope***  
**Carlos Murgel, CD, Dr.**

Description:

Since the introduction of the operating microscope in endodontics over 20 years ago, many advances have been made on its technical aspects but very few on its applicability to the full spectrum of endodontics. Even today many, if not most of the endodontists, still believe that this revolutionary technology is just a tool to be utilized in particular or as they say special procedures where they need to “see more”. This presentation will present an Overview of Microscopic Endodontics and the key elements to achieve a true microscopic endodontics practice.

What Attendees Should Expect to Learn:

1. Conceptualize microscopic endodontics practice
2. Present key elements to achieve a microscopic endodontic practice
3. Present step-by-step actions to develop a microscopic endodontic practice
4. Understand how to position the patient properly for all endodontic procedures
5. Understand the importance of the correct equipment and its role in healthy ergonomics
6. Understand microscope mounting, cart design, back wall design and the role of operatory design in ergonomics
7. Become familiar with basic ergonomic terms and Classes of Motion

Lecture Time: Friday, October 5<sup>th</sup>, 4:00 p.m. to 5:00 p.m., Bay View (Demo Op)



***MoraVision***  
**Keith Kanter, D.D.S.**  
**Michael Thompson, D.D.S.**

Description:

The benefits of transitioning from the microscope to MoraVision.

What Attendees Should Expect to Learn:

1. The beauty of using Mora Vision to perform endodontic therapy.
2. Benefits of using MoraVision ergonomics

Lecture Time: Saturday, October 6<sup>th</sup>, 8:00 a.m. to 9:00 a.m., Bay View (Demo Op)



***Basic Principles to Build Your Efficient TDO Office Setup***  
**Carlos Aznar Portoles, B.D.S., MSc**

Description:

Build an efficient TDO Office.

What Attendees Should Expect to Learn:

1. How to efficiently setup your office with TDO

Lecture Time: Saturday, October 6<sup>th</sup>, 9:00 a.m. to 10:00 a.m., Bay View (Demo Op)



***Internal Bleaching***  
**Ron Fransman, D.D.S.**

Description:  
Internal bleaching procedure.

What Attendees Should Expect to Learn:  
1. Internal bleaching techniques

Lecture Time: Saturday, October 6<sup>th</sup>, 10:30 a.m. to 11:30 a.m., Bay View (Demo Op)



***TDO Style Communication***  
**Carlos Murgel, CD, Dr.**

Description:  
The consultation is one of the most important aspects of modern endodontics and yet is one of the most neglected phases by large. The TDO Style Consultation is a very special way to meet the patient, collect clinical data, complete the diagnosis, present the case and ultimately create value for your practice. This is an easy, efficient and professional way to collect a large amount of data and simultaneously enter it at the computer. The end result of the TDO Style Consultation is a great way to present yourself as a professional and make a complete clinical diagnosis that will set you apart from the rest.

What Attendees Should Expect to Learn:

1. Conceptualize microscopic endodontics practice
2. Present key elements to achieve a microscopic endodontic practice
3. Present step-by-step actions to develop a microscopic endodontic practice
4. Understand how to position the patient properly for all endodontic procedures
5. Understand the importance of the correct equipment and its role in healthy ergonomics
6. Understand microscope mounting, cart design, back wall design and the role of operatory design in ergonomics
7. Become familiar with basic ergonomic terms and Classes of Motion

Lecture Time: Saturday, October 6<sup>th</sup>, 11:30 a.m. to 12:30 p.m., Bay View (Demo Op)



### ***Introduction to Digital Photography***

**Scott Bentkover, D.D.S.**

**Peter Endo, D.D.S.**

#### Description:

This lecture will include a brief review of photographic essentials, the ergonomics of digital photography, and the role of the assistant in picture taking. We will also demonstrate capturing images through TDO's Acquire Module.

#### What Attendees Should Expect to Learn:

1. Understand specific fundamental concepts that are important to microscope photography
2. Understand the components necessary for documentation
3. Be familiar with the camera settings necessary in microscope photography
4. Learn to integrate photography capture into the TDO database and patient records
5. Become aware of the Ergonomics of digital photography
6. Understand how to select the proper photographic adapter and how to choose the best camera for your needs
7. How to become consistent in your documentation and photography

Lecture Time: Saturday, October 6<sup>th</sup>, 1:30 p.m. to 2:30 p.m., Bay View (Demo Op)



### ***Ergonomics in the Microsurgery Environment***

**Carlos Aznar Portoles, B.D.S., MSc**

#### Description:

Endodontic Microsurgery has evolved during the last decades with the introduction of new microsurgical instruments and techniques. In order to apply these techniques in an efficient manner for the endodontist and the dental team, a thorough understanding of the ergonomic principles is mandatory. A correct set-up can prevent stress and fatigue and may enhance our clinical procedures potentially improving our clinical results. Learn how implementing an efficient set-up during Endodontic Microsurgery can improve the ergonomics of the entire dental team.

#### What Attendees Should Expect to Learn:

1. Attendees will better understand the different ergonomic microsurgical set-ups that are available to them.

2. Attendees will also understand the advantages of an ergonomically designed set-up in Endodontic Microsurgery.
3. Attendees will also know the tasks of each member of the dental team during Endodontic Microsurgery and be able to describe the 6-handed Endodontic Microsurgery concept.

Lecture Time: Saturday, October 6<sup>th</sup>, 3:00 p.m. to 4:00 p.m., Bay View (Demo Op)



***Why We Really Must Use an Assistant's Scope***  
**Edward Kasper, D.D.S. and Kim Lopez**

Dr. Edward Kasper attended the University of Illinois where he attained a Bachelor of Science degree in Biology. Following in the footsteps of his father, an oral surgeon, he chose dentistry as a career. He attended Southern Illinois University School of Dental Medicine for the next four years. Dr. Kasper enjoyed all aspects of dentistry, but found that Endodontics, with its use of microscopes, fascinated him. He spent two years at St. Louis University attaining his Master's Degree and Certificate in Endodontics. After graduating in 2002, he spent three years practicing in Palos Heights before branching out on his own and opening Modern Endodontics in July of 2005. Currently, he is in full-time private practice at Modern Endodontics in Western Springs, Illinois. Dr. Kasper is also a regular speaker at TDO User Meetings and he has given numerous lectures to local study clubs.

Kim Lopez manages Dr. Edward Kasper's private practice limited to endodontics in Western Springs, Illinois. She has been managing and assisting Dr. Kasper at Modern Endodontics for more than 10 years.

**Description:**

Having the doctor and assistant working together through the microscope is the key to achieving efficiency and a low stress environment. How a doctor and assistant can incorporate the assistant's scope into their procedures to work more efficiently and comfortably.

**Intended Audience:**

Clinicians & Assistants

**What Attendees Should Expect to Learn:**

1. Why using the assistant's scope is crucial in endodontic procedures?
2. How to pass instruments and change files efficiently
3. Common errors

Lecture Time: Saturday, October 6<sup>th</sup>, 4:00 p.m. to 5:00 p.m., Bay View (Demo Op)

## Assistant Track

### **One on One Assistant Training, Joy Haskins and Kim Lopez**

Take advantage of this open Question & Answer Session with Dr. Carr's expert assistant – Joy! Be sure to bring your prepared list of questions or simply listen and learn from the experience of other assistants.

Lecture Time: Friday, October 5th, 9:00 a.m. to 11:30 a.m., Bay View

### **Dental Assistant Roundtable, Joy Haskins and Linda Matthews**

Learn from our panel of TDO assistants who will discuss some of the issues they have experienced and how they overcame such obstacles. Be sure to bring your prepared list of questions or simply listen and learn from the experience of other assistants.

Lecture Time: Friday, October 5th, 3:00 p.m. to 5:00 p.m., Sunset V

### **Clinical Overview (Part I), Sandra Kourah**

Refresh your skills and knowledge of TDO during this clinical training, which covers the Medical History Summary page, Pain History page, Pain tab, Diagnosis page, Image Organizer and Draw page.

Lecture Time: Saturday, October 6th, 9:00 a.m. to 10:00 a.m., Sunset V

### **Clinical Overview (Part II), Sandra Kourah**

Refresh your skills and learn more about the following clinical pages in TDO: Case Presentation, Treatment, Final Report, Notes to Front, Prescriptions and Recall.

Lecture Time: Saturday, October 6th, 1:30 p.m. to 2:30 p.m., Sunset V

\* Assistants should also attend the **TDO Demo Op Track** classes scheduled to take place in the Bay View Room. In our Demo Operatory, we have scheduled two full days of ergonomics, assisting, and photography training on Friday and Saturday. During these classes, our instructors will demonstrate simple and efficient ergonomic skills that will make you more productive. These demonstrations are open to assistants, clinicians, and all staff members. Everyone is welcome to attend.

## PG & Beginning Admin Track

### **Electronic Insurance Claims & Realtime Benefits, Jessica Wellwood**

Jessica Wellwood is VIP & Vendor Account Manager of EDI Health Group, Inc. (Dentalxchange.com). This presentation will provide an overview of the electronic claim process including discussion of best practices for minimizing errors and improving claim payment times. She will also demonstrate how you can check patient eligibility and view benefits from directly inside of TDO Software.

Lecture Times: Friday, October 5th, 9 a.m. to 10 a.m., Dockside  
Saturday, October 6th, 9 a.m. to 10 a.m., Dockside

### **TDO Admin for Beginners, Allyson Parsons**

Are you just starting out with TDO or do you feel you may have missed something early on? This session will cover all of the basic beginner functions in TDO.

Lecture Time: Friday, October 5<sup>th</sup>, 10:30 a.m. to 11:30 a.m., Dockside

### **TDO Manager Report Checklist, Allyson Parsons**

This presentation will review what every new front office manager should be doing in TDO on a daily, weekly, and monthly basis. Learn which reports you should be running: from the best financial reports to the best administrative reports.

Lecture Time: Friday, October 5th, 11:30 a.m. to 12:30 p.m., Dockside

### **Introduction to Letters, Karina Urday**

Learn the power of the TDO Letters Module. See how to efficiently use the Letters Module for all of your outgoing correspondence and how to customize a template.

Lecture Time: Friday, October 5th, 1:30 p.m. to 2:30 p.m., Sunset I-II

### **Let TDO Improve your Bottom Line, Diane Griffiths**

Proven techniques to increase quality referrals and build long-lasting relationships. Take full advantage of the TDO-integrated features that help track your marketing efforts.

Lecture Time: Friday, October 5th, 3:00 pm to 4:00 pm, Sunset I-II

### **Web Design with TDO, Sandra Kourah and Sean Doonan**

This presentation will give you an overview of how to creatively design your TDO web site with the TDO Web Wizard engine, as well as how to utilize certain features to enhance SEO. Attendees will also learn about the custom and premier design templates available only to TDO'ers.

Lecture Time: Friday, October 5th, 4:00 pm to 5:00 pm, Dockside

### **Patient Registration, Ingrid Zwetsch**

Learn how the tablet pc, iPad, and web site patient registration will dramatically save time and reduce stress for the front office and your patients.

Lecture Time: Saturday, October 6th, 8:00 a.m. to 9:00 a.m., Dockside

### **Healthcare Commerce as a User-friendly Experience in the Endodontic Office, Dorine Scher and Michael Peluso**

Digitization is the absolute future of healthcare commerce — so, why do only four percent of healthcare leaders state they prefer automated payment plans? Outlined in this presentation, attendees will learn how healthcare commerce can transcend the age of paper-based billing by understanding the following issues:

- Outdated patient billing is hurting healthcare providers
- Patients are becoming increasingly more responsible for their healthcare expenses
- Healthcare providers can implement and use alternative payment methods to increase their revenue

Lecture Time: Saturday, October 6th, 8:00 a.m. to 9:00 a.m., Sunset V

### **Financial Reports, Amy Taylor**

Keep an eye on your numbers! A review of the financial reports in TDO, including the Aging Analysis, Snapshot Reports and much more.

Lecture Time: Saturday, October 6th, 10:30 a.m. to 11:30 a.m., Dockside

### **TDO Cloud Services & TDO Mobile, Jared Ardine and Sean Doonan**

Learn about TDO's premier services, including TDO Cloud and TDO Mobile. This presentation will give you an overview of the basics of TDO Cloud, including the login areas of the web site, the current features available online and details of the full offsite backup. We will also discuss TDO Mobile which allows you to stay connected to TDO even when you are out of the office. It's like carrying TDO around in your pocket!

Lecture Time: Saturday, October 6th, 1:30 p.m. to 2:30 p.m., Dockside

### **TDO University & Google Services, Jared Ardine and Laurie Bortness**

Learn about our new TDO University website where clinicians outside of TDO can gain exposure to how we think, practice, and approach specialty-level cases. Discover how to take advantage of your Webmail and forget about Microsoft Outlook! Attendees will also learn how to use Google Calendar, Google Groups for TDO newsgroups, and the TDO Google Calendar Synchronization.

Lecture Time: Saturday, October 6th, 3:00 p.m. to 4:00 p.m., Dockside

### **Q&A, TDO Technical Support**

Take advantage of this open Question & Answer Session with our Technical Support Team at TDO Software. Be sure to bring your prepared list of questions along with you or simply listen and learn from the experience of other TDO Users.

Lecture Time: Saturday, October 6th, 4:00 p.m. to 5:00 p.m., Sunset III-IV

## **Advanced Admin Track**

### **Utilize Insurance Features in Version 12, Sandra Kourah**

In this lecture, attendees will learn to use the new features for insurance in TDO Version 12.

Lecture Time: Friday, October 5th, 1:30 p.m. to 2:30 p.m., Dockside

### **Accessorize TDO, Laurie Bortness**

Will cover what third party services, credit card companies, and imaging integrations work with TDO.

Lecture Time: Friday, October 5th, 3:00 p.m. to 4:00 p.m., Dockside

### **How to do Recall Appointments, Ingrid Zwetsch**

What happens after treatment is completed? Find out the proper way to handle recalls including documentation, communication with patients referring doctors, and more.

Lecture Time: Friday, October 5th, 4:00 p.m. to 5:00 p.m., Sunset I-II

### **Office Manager Roundtable, Diane Griffiths**

Learn from our panel of TDO front office managers who will discuss some of the issues they have experienced and how they overcame such obstacles. Come and learn from their expertise!

Lecture Time: Saturday, October 6th, 8:00 a.m. to 10:00 a.m., Sunset I-II

### **How to Customize TDO for your Practice, Cheryl Hall**

This lecture will review the many areas of TDO that can be customized to meet the individual needs of your practice, including calendar customization and the Program Setup menu items.

Lecture Time: Saturday, October 6th, 10:30 a.m. to 11:30 a.m., Dockside

### **Marketing your Endodontic Practice & TDO Marketing Panel, Diane Griffiths and Jared Ardine**

Proven techniques to increase quality referrals and build long-lasting relationships. Take full advantage of the TDO-integrated features that help track your marketing efforts. Learn from the marketing leadership & expertise of outstanding TDO users. See firsthand how they were able to increase quality referrals & expand their practice.

Lecture Time: Saturday October 6th, 10:30 a.m. to 12:30 p.m., Sunset V

### **TDO Hidden Treasures, Cheryl Hall**

Discover some of the unknown tips & tricks in TDO Practice Management Software. Learn about helpful often overlooked reports, hidden graphs and charts, and shortcuts in the software to save you time.

Lecture Time: Saturday, October 6th, 11:30 a.m. to 12:30 p.m., Dockside

### **TDO Admin Training--The Advanced Areas, Allyson Parsons**

Allyson will cover the more advanced administrative features in TDO, including efficient patient check-in and check-out, the proper start-to-finish administrative flow and much more.

Lecture Time: Saturday, October 6th, 11:30 a.m. to 12:30 p.m., Sunset I-II

### **TDO Cloud Services & TDO Mobile, Jared Ardine and Sean Doonan**

Learn about TDO's premier services, including TDO Cloud and TDO Mobile. This presentation will give you an overview of the basics of TDO Cloud, including the login areas of the web site, the current features available online and details of the full offsite backup. We will also discuss TDO Mobile which allows you to stay connected to TDO even when you are out of the office. It's like carrying TDO around in your pocket!

Lecture Time: Saturday, October 6th, 1:30 p.m. to 2:30 p.m., Dockside

### **TDO Version 12 and TDO X, Luiz Motta and Amy Taylor**

Learn what is planned for the next version release of TDO Practice Management Software: TDO Version X! Hear updates directly from our Research & Development team on the progress in Version 12 and TDO X and a brief overview of the exciting features.

Lecture Time: Saturday, October 6<sup>th</sup> 1:30 p.m. to 2:30 p.m., Sunset I-II

### **TDO University & Google Services, Jared Ardine and Laurie Bortness**

Learn about our new TDO University website where clinicians outside of TDO can gain exposure to how we think, practice, and approach specialty-level cases. Discover how to take advantage of your Webmail and forget about Microsoft Outlook! Attendees will also learn how to use Google Calendar, Google Groups for TDO newsgroups, and the TDO Google Calendar Synchronization.

Lecture Time: Saturday, October 6th, 3:00 p.m. to 4:00 p.m., Dockside

## **Perio & Implant Module Review, Zoltan Iles and Luiz Motta**

An update on the latest developments in Ver X: The Implant and Perio Module

Lecture Time: Saturday, October 6<sup>th</sup>, 3:00 p.m. to 4:00 p.m., Sunset I-II

## **TDO Organizer, Imaging and Recall in Version 12, Dr. Gary Carr**

Learn the powerful imaging features in TDO: Image Organizer and Recall page, from x-rays to pictures and 3D images to make your operatory room the most efficient one. Also learn about the imaging shortcuts on the Recall page.

Lecture Time: Saturday, October 6<sup>th</sup>, 3:00 p.m. to 4:00 p.m., Sunset III-IV

## **Steps to Protect Yourself from Embezzlement, Allyson Parsons**

Smart steps to take to protect yourself from embezzlement. How to use TDO reports to monitor financial activity and identify potential red flags

Lecture Time: Saturday October 6<sup>th</sup>, 3:00 p.m. to 4:00 p.m., Sunset V

## **Q&A, TDO Technical Support**

Take advantage of this open Question & Answer Session with our Technical Support Team at TDO Software. Be sure to bring your prepared list of questions along with you or simply listen and learn from the experience of other TDO Users.

Lecture Time: Saturday, October 6<sup>th</sup>, 4:00 p.m. to 5:00 p.m., Sunset III-IV

## **TDO Computer Lab Track**

### **TDO Computer Lab: Hands-on Training**

The computer lab will have multiple workstations available all day for questions and answers with TDO's technical support specialists. You may come in at any time to practice with TDO and have your questions answered. This is not designed to be a one-on-one comprehensive training for staff, but rather to answer specific questions about TDO that you may be unclear about or to simply practice with the TDO program. For example, come to resolve any questions you have on scheduling, emailing, printing, posting fees, customizing letters, and so forth. Please be advised, if there are other people waiting with questions, each Q&A session will be limited to 15 minutes.

Lab Times: Friday, ALL DAY, Garden  
Saturday, ALL DAY, Garden

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