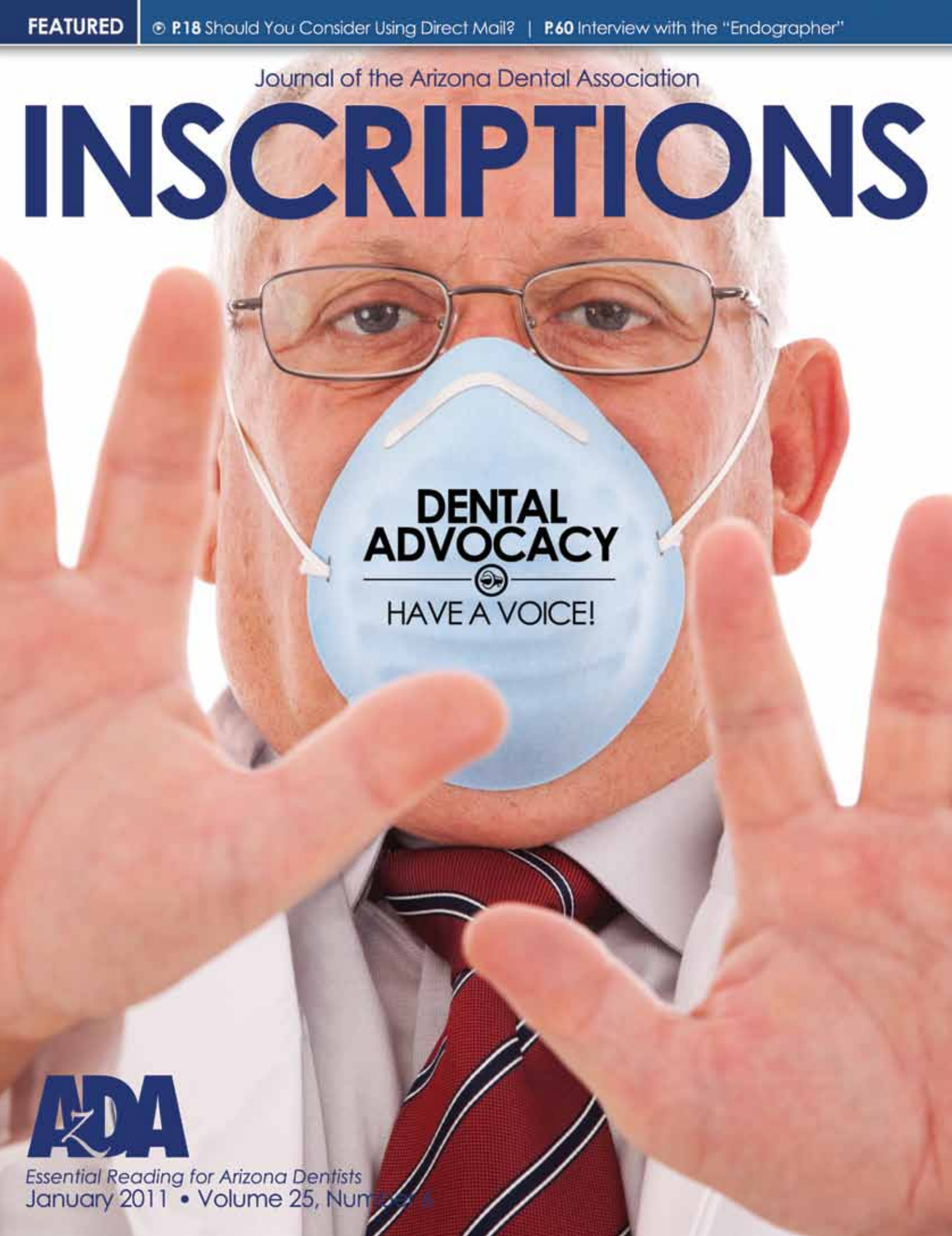


Journal of the Arizona Dental Association

INSCRIPTIONS



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—  —
HAVE A VOICE!





Speaker Highlight: Harvey Levy, DMD, MAGD

2011 WRDC Speaker on "Anxious and special-needs patients"



The 2011 Western Regional Dental Convention scheduled for March 3-5 at the Phoenix Convention Center has much to offer in way of continuing dental education. In fact there are 43 different CE programs and 22 hands-on workshops being offered during the 3 day program.

One program titled "*Debunking the Myths of Special-Needs Patient Care*" will be presented by Harvey Levy, DMD, MAGD from Frederick, Maryland.

During his presentation, which is being supported by the Arizona Academy of General Dentistry, Dr. Levy will reveal 29 reasons dentists give for not seeing anxious or special-needs patients. He will follow each with 29 better reasons why you should welcome these patients, treat them, and be pleased with your success and your profit. Dr. Levy will also show how to identify anxious or special-needs patients, and successfully manage ALL of them using a combination of techniques including nitrous oxide, oral sedation drugs, general wraps, mouth props, portable x-rays, demonstrations and more.

Dr. Levy's course is scheduled on Thursday, March 3 from 8:30-11:30am (Course Code T9) and repeated on Friday, March 4 from 9:00am-Noon (Course Code F12).

We thought you might like some additional information about Dr. Levy, excerpted from a 2007 Maryland edition of "*Doctor of Dentistry*." We hope you enjoy reading about him as much as we did preparing it.

THE BEST WE CAN DO FOR OUR PATIENTS

"*What is the best I can do for my patients?*" Harvey Levy's answer to this question has brought together elements as diverse as sign language, the operating room and the martial arts. Fortunately for the clinical offices adjacent to his, Dr. Levy's answer did not include drumming, which he almost adopted as his career prior to attending Tufts University School of Dental Medicine in 1970. "*But I've not given up on drumming up business,*" he clarifies, illustrating his penchant for puns and jokes.

FIVE DEFINING EXPERIENCES

Dr. Harvey Levy's focus as a general dentist was defined by five learning experiences. The first began in 1974 immediately after his graduation from Tufts, during a general practice residency program at the Eastman Dental Center in Rochester, NY. In the clinic, he learned to treat handicapped and deaf patients, and quickly realized that these patients were often unable to get proper care in most conventional dental offices.

In 1975, he entered a second-year residency program at The Genesee Hospital in Rochester. Wishing to do his best for patients who couldn't be treated in an office due to behavior management problems or fear of the dentist, Dr. Levy learned to work in the operating room alongside physicians. He continued learning these skills in clinics and operating rooms in Edinburgh, Scotland, and London, England.

The third learning experience that professionally defined Dr. Levy occurred from 1976-79 in Lansing, MI, during a practice associateship. He worked in a dental office as well as in three different hospitals, treating patients who were too uncooperative to be helped in an office. It was there that he learned to treat infants, elderly with Alzheimer's, mentally challenged and autistic patients. At the dental office, he realized the importance of the staff to the comfort of the patients and the growth of the practice.

"Unless patients are well treated by the front desk staff, they won't even make it into the treatment rooms. In the treatment rooms, it's the hygienists who have the power to either captivate the patients or to scare them away. And the assistants have the ability to enhance the patient's impression – positive or negative – of the dentist's competence. The success of a practice depends on the entire staff's rapport with patients," Dr. Levy said.

The fourth experience was Dr. Levy's tenure as a clinical director of the general practice residency at the Hospital University of Pennsylvania, from 1979 to 1980. His contract specified that half of his time be spent treating medically compromised patients, which expanded Dr. Levy's intent to use the OR to treat patients commonly deprived of dental care. The second half of his job was to teach dental residents and dental students how to work in the OR. This was when Dr. Levy realized that he absolutely loves to teach.

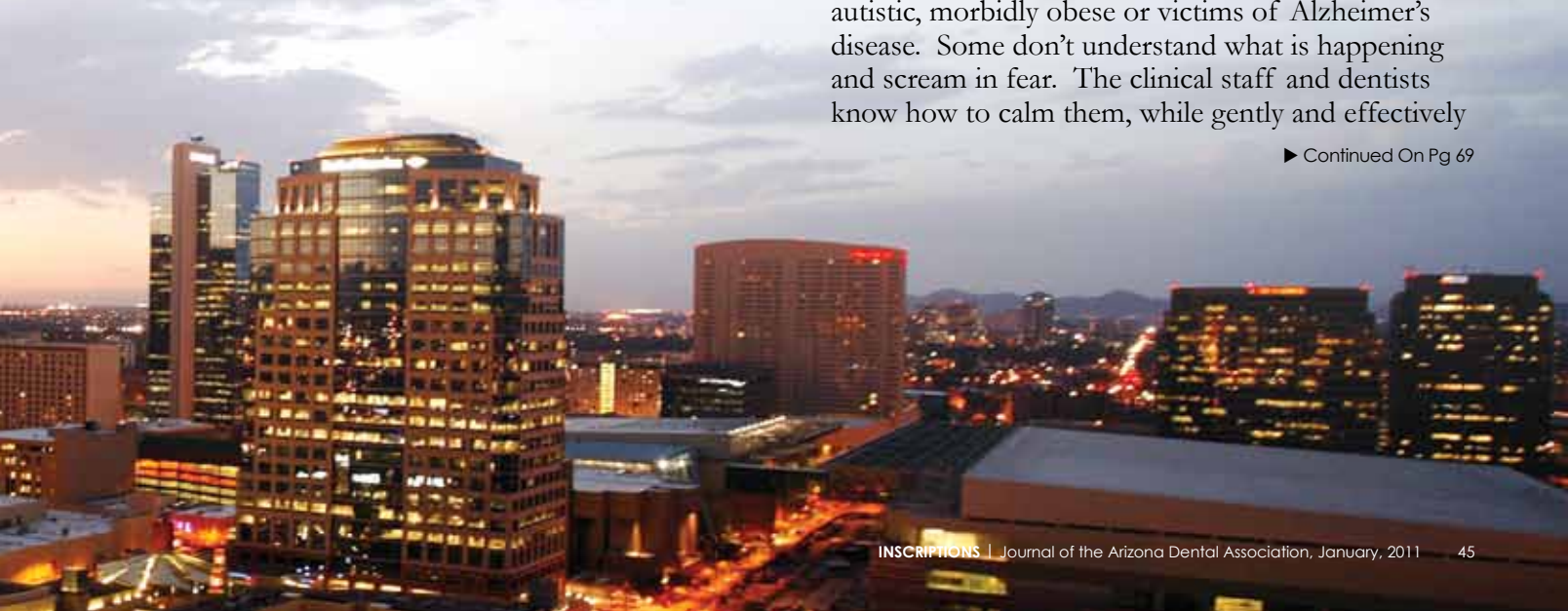
Dr. Levy's fifth defining learning experience began when he was a teenager training in karate, though it was only recently that he found a fascinating practical link between the martial arts and his dental practice. Dr. Levy frequently teaches dentists how to use the body mechanics of martial arts to extract teeth more effectively, with fewer fractures and no wrist fatigue. Sensei Levy holds a third-degree black belt in Tang Soo Do karate and a second-degree black belt in Dillman Ryukyu Kempo karate. He is a Senior Instructor in Combat Hapkido, and is also belted in Gracie Brazilian Jiu Jitsu and Filipino Modern Arnis. He was recently inducted into the US Martial Arts Black Belt Hall of Fame, and continues to train in a dojo twice a week.

A SPECIAL – NEEDS OFFICE

Dr. Levy chose to live in Frederick, attracted by the Maryland School for the Deaf and by Frederick Memorial Hospital in 1980. He placed his first shingle on the door of a 100-square-foot treatment room, and started to teach radiology to dental assistants at Frederick Community College. In 1987 when the radiology program terminated, he hired an office manager – who still works with him today – and focused his energies on growing his practice. And indeed, it grew. In the past 20 years, Dr. Levy's office has expanded to one doctor in a 1,500-square foot space to four doctors in triple that space. One thing other than his office manager has remained consistent since he first opened his Maryland practice in 1980: only special-needs patients are scheduled for Tuesday mornings.

Many special-needs patients are sedated and rolled into the office on wheelchairs or gurneys by their caregivers. Wide hallways provide access to nine treatment rooms, six of which are equipped with Air-Glide (hovercraft) chairs that easily slide away to allow room for a patient's wheelchair or gurney. Many of these patients are mentally challenged, autistic, morbidly obese or victims of Alzheimer's disease. Some don't understand what is happening and scream in fear. The clinical staff and dentists know how to calm them, while gently and effectively

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HOW DID YOU GO ABOUT SELLING YOUR PRACTICE, WHAT WAS THE PROCESS LIKE?

Actually I contacted a practice broker who advertisers in INSCRIPTIONS. The reason why I chose this particular company is that a friend and colleague of mine (who has since passed on), used them as well.

I simply called the brokers, said, "I want to sell my practice". They sent representatives out and got my numbers, got my books and called me a few days later and said, "We'll list your practice at this price, and it's non-negotiable". I recall that was back in December, I signed the contract in February and closed in March. It was really quick and clean. The staff was kept in place and the patients had reacted to the transition remarkably well. It's nice to hear that the staff mention that many patients still ask about me. Incidentally, I am happy to report that the doctor that purchased my practice is doing well.

SINCE THIS INTERVIEW TAKES PLACE AT THE TUCKER STUDY CLUB, WOULD YOU HAVE ANY THOUGHTS REGARDING THE GROUP?

I practiced 44 years before I retired and I don't think I would have lasted that length of time without this Study Club – it kept my interest and enthusiasm for the field of dentistry. I always looked forward to

seeing everyone's smiling faces, and it was the interactions with those faces, those people I would see on the 3rd Friday of every month, that kept me going.

What's interesting about this particular group is that it has three past CADS Presidents and eight or nine past or current members at Arizona Board of Dental Examiners.

I would also point out that the Tucker Study Club wasn't the only group I attended. Participating in study clubs as well as the Arizona Dental Association has been equally important over the course of my career.

WHAT DO YOU CONSIDER ONE OF THE HIGHLIGHTS IN YOUR CAREER?

I would have to say my election to the American Academy of Resortative Dentistry (AARD). There are less than 175 members worldwide, all new members were to be selected by invitation only, a two-thirds vote of the membership be necessary for the candidates' election. I was asked to put on a table clinic for AARD and it was that time I guessed that I had been nominated.



▶ WRDC - LEVY: Continued from Pg 45

Dr. Levy receiving a commemorative 2002 Winter Olympic plaque as a memento of his Olympic Torch run



restraining their movements to enable comprehensive treatment. If a procedure cannot be performed in the office, it is always successfully completed in a surgical center or a hospital operating room. This has been Dr. Levy's successful formula for the 30,000 office visits by anxious and special-needs patients, and the 1,200 cases treated in the operating room. To learn more about Dr. Levy's practice and courses, please visit DrHLevyAssoc.com.

In August 2001, in honor of his work with handicapped patients, Dr. Levy was selected by the AGD to run the Olympic Torch for the 2002 Winter Olympic Games, followed by a visit with his daughters, Becca and Ariel, to meet President Bush at the White House.

Again, this program is being offered on Thursday morning (Course Code T9) and again on Friday morning (F12). To register for this program and all other events during the Convention, log onto www.westernregional.org

