The Doctor Down Under

Michael D. Bowler, DDS, FDSRCS, FFDRCS
Michael D. Bowler Oral and Maxillofacial Surgery
Charleston, New South Wales, Australia
Customer Since: 2003

Product used: Treatment Simulation (VTO), Surgical VTO, Growth, Consultation & Image Library, ImagingPlus, Ceph, Tracing.

Balancing a busy private practice with a dedication to public service, Dr. Michael Bowler has garnered a perspective of deference from his idiolic corner of the world.

Uncued away down under the globe in the southern hemisphere and surrounded by three vast oceans, Dr. Michael Bowler is far from isolated. His professional affiliations span several continents, as do the patients whose lives he has touched during academic and volunteer work. A native of New Zealand, Dr. Bowler maintains a private practice in Charlestown, a suburb of Newcastle in New South Wales, Australia, and holds the position of Senior Visiting Oral and Maxillofacial Surgeon at John Hunter Hospital, a part of the Hunter and New England Area Health Service. “The JHH is Newcastle’s largest public hospital with a local and regional referral population of 1.5 million, and the work is spread amongst four oral and maxillofacial surgeons,” he tells us. “As a result, we are all very busy.” He stays on top of his huge clinical workload by keeping abreast of professional trends and the technology that drives them. “I find Dolphin software to be essential tool, and hard to imagine practicing without it,” he says.

Dr. Bowler’s private practice in Charleston, New South Wales, Australia.

Dolphin Meeting

2008 Dolphin Meeting, San Diego

Start planning now for the Dolphin Meeting on March 6-8, 2008, at The Loews Coronado Bay Resort in Coronado, California. A packed education program includes world renowned presenters from all corners of the industry. Dolphin developers and technicians will also be onsite to reveal the latest features and functions of their favorite imaging and management systems. Get to know your fellow attendees at the Margarita Welcome Reception on Wednesday, March 5. For information and to register, visit www.dolphinimaging.com.

Product Highlight: Dolphin 3D

The rapid pace of development surrounding 3D imaging technology has limited it in everyday dental specialty practices around the world.

A few short years ago, 3D imaging was a pipe dream reserved for academic institutions with deep pockets and sophisticated research goals. Today, we know that harnessing volumetric 3D datasets has daily applications in the mainstream dental specialty practices, helping practitioners deliver better patient care and more successful results than ever before. What’s more, importing, processing and viewing these files is easy with the Dolphin 3D module.

More Data, More Details

Practitioners who utilize volumetric data do so simply because it offers so much more information than traditional 2D records. “I no longer use two-dimensional images,” says Dr. Ilya Lipkin, an orthodontist in Emerson, New Jersey, who has an Imaging Sciences-iCAT cone beam unit. Created specifically for this limited-time offer, the software package includes Dolphin 3D, Ceph, Tracing, ImagingPlus, and AnywhereDolphin.com. All new and existing i-CAT customers are eligible to receive this offer.

Customer Profile: Dr. Michael D. Bowler

Dr. Bowler’s private practice in Charleston, New South Wales, Australia.

Daily Dolphin

Due to our consistent stream of visitors to our headquarters in Chatsworth, starting this issue, we’ll feature a fun log about our special guests. Wanna visit us in California?! Drop us a line and we’ll be ready with open arms!

Enjoy. See you soon!

Chester H. Wang
Managing Director
North American Sales Team

The Dolphin North American sales team tells us there’s more to job fulfillment than closing the deal.

I ask them all about what commission, they’d be on your doorstep peddling encyclopedias. Instead, when we asked our sales representatives what they find most fulfilling about their job, we heard the same thing over and over again: building relationships. “The personal relationships are equally if not more important than money,” says Dwight Schneidman, “at the end of the day your family and friends are the most important. Some of my best friends are people I met during my duties as a sales representative.”

Forming Bonds

“Having been a sales rep in orthodontics for more than 20 years, the thing that I have enjoyed the most is the establishment of long-term relationships,” says Stu Arclander, who represents Dolphin in the Eastern United States and Canada. “I have been fortunate to grow with the Dolphin customer base for 14 years. Watching the growth of various practices, while establishing friendships with so many clients, has been extremely gratifying and I truly make sales at worthwhile.”

Dolphin has the joy of being involved with our customers at the start of their careers. “Interacting with residents and faculty members is a very rewarding experience,” says Tony Mallory, Regional Sales and University Representative, who admits to enjoying the competitive game of closing the sale. “Our customers are always happy and have smiles on their faces.”

And they tell you that they don’t know how they would run their practice without Dolphin,” says Lipkin. “Generating a movie through Dolphin 3D and creating customized movies by collecting key frames of the image. Dolphin 3D’s ability to manipulate the image allows for a higher level of scrutiny. “You can look at the face at any angle,” says Lipkin. “Again, you can pick up things that aren’t readily visible at the clinical exam.”

Enhanced Communication

The visual benefits offered by three-dimensional data have a huge impact on patient comprehension. “Patients love it. When they look at the photos shot at Dolphin headquarters and they don’t see it,” says Dr. Lipkin. “They can measure asymmetries, midlines, etc. off the 3D surface without having the patient present. So, if my assistant took 3D photos I can analyze it later without having to spend too much time at the chair measuring the same things or measuring from a 2D photo.”

Dolphin 3D’s ability to manipulate the image allows for a higher level of scrutiny. “You can look at the face at any angle,” says Lipkin. “Again, you can pick up things that aren’t readily visible at the clinical exam.”

Marketing

Dolphin 3D has a Movie Maker feature that lets the practitioner create customized movies by collecting key frames of the image. Different orientation and segmentation tools can be sequenced for a smooth animated movie. Scripts can be saved and used as a template for future patients. “It’s a great marketing tool,” says Dr. Lipkin. “Generating a movie through Dolphin 3D and giving it to the patient is the absolute best sell. Kids go nuts when they see a movie of their face turning into a smiley face and a scared face.”

Features and Capabilities

Dolphin 3D imports and processes volumetric data originating from a variety of sources, including CT, cone beam CT, MRI and high definition facial camera systems, then easily saves them into the patient’s file. Diagnosis is more accurate due to the 3D aspect, and the ease of manipulating it. Object orientation and segmentation tools can be sequenced to look at any craniofacial anatomy. Other special features include:

• Nerve Marking. This patent pending interactive tool lets you locate and isolate the nerve canal on a panoramic projection, then clearly draw the visible nerve canals with a choice of width and color. View corresponding nerve positions on cross sections, and view the marked nerve canal within 3D rendering of the skull volume.

• TMJ View. Designed specifically for analyzing the temporomandibular joint, this function lets you choose an area of interest by setting the center point and axis direction. Set a desired slice thickness, width, number of slices on cross sections, and view the marked nerve canal within 3D rendering of the skull volume.

All images below originated from the same CBCT volume, processed using Dolphin 3D; courtesy of Dr. Lipkin.

If I don’t use the information right away, I have it all in the patient’s record for the future. In a regular x-ray we never see as much information as we do in a 3D image.”

• View the same thing over and over again: building relationships. “The personal relationships are equally if not more important than money,” says Dwight Schneidman.

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Continued from 3D Goes Mainstream (p. 1)
**Saving Time with Treatment Plan**

by Gary Wiseman

Sure, we all feel good about saving a tree, but wouldn’t you also like to have the time to go out and hug one?

You already know your Dolphin Management program saves you a ton of time. It’s been estimated that for every hour spent using it, you can save as much as 10 hours of your time. While Treatment Card is often used by doctors and staff as a central component in an effort to go paperless, doctors don’t always take full advantage of the Treatment Planning functionality of Dolphin Management.

Let’s help you get the most out of your Dolphin Management system so you know your system better can get you out of the office quicker.

Imagine having the ability to maintain and access a database of treatment plan templates. In a matter of minutes, you can select a plan and apply it to a particular patient. Editing is done on the fly, easily customizing the plans for each patient. Dr. Douglas Hudson of Moraga, California, has been using the Treatment Plans functionality of Dolphin Management since 2005. “Dolphin Management has a remarkable ability to track the diagnostic and global treatment planner has reduced the time necessary to do a comprehensive treatment plan from 30 minutes (done usually at home) to about 5 minutes in the office. This means that I no longer need to take treatment plans home and I keep my T.C. happy because the treatment plans are finished on time. For a dental office that sees 150-200 patients per month, this can save a significant amount of money. In a given year, this can save you $10,000 and more!”

Accessing this icon will open the Treatment Planning window as shown below.

This particular patient has a Class I Anterior Open Bite plan selected from a database of plans that you would establish. As the patient visits the office and various steps of the plan are completed, those completed are marked in the plan window as shown above, with the steps to be done highlighted in red text. As the steps are completed, the timeline of treatment plan visits will also change, reflecting the office visit on the Treatment Card itself.

If this was a new patient, you would need to select the specific Treatment Plan from your database of plans by selecting the “add from Global” button at the lower left hand side of this window.

In this example, you will note I have opened the Class II or Class III Non-Extraction Plan in the various steps of the plan shown. You will note other Treatment plans in your database of plans are highlighted in black. You would then need to select the plan to apply to the patient. Once applied, you can then easily edit the plan by removing or adding comments to the plan and select where you would like to add the plan with the choices as shown below.

The same is true to remove an item from the plan, simply highlight the item you would like to remove and then select the remove button below the highlighted area. It’s that simple.

Setting up a new treatment plan to add to your data base of plans is also very simple. Just go to your “Edit” button on the main desktop of Dolphin Management and select I have included in the plan window below, instructing you on how to set up the plans.

**Product Highlight: Dolphin Management Treatment Plan**

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**Practice Management: Scheduling**

by Debbie Best

See how customizing your schedule with Dolphin Management can streamline smooth out your work flow and reduce stress among patients and staff.

Is your schedule helping or hindering your practice’s work flow? Patient surveys conducted in practices over the past few years have opened our eyes to the critical patients and parents often use to measure their satisfaction with their overall orthodontic experience. Although we would like to “floss” ourselves into thinking that our patients are excited and more than pleased with the excellent treatment we provide, we must also be aware that not all patients are satisfied with their overall orthodontic experience. Practices over the past few years have shown that doctors and staff are not always aware of the emotional impact their decisions have on their patients. Although it takes considerable time and energy to design a customized schedule for your office, remember that it can be one of your most valuable marketing tools. So, let us take a look at what can be done.

1. What is your practice philosophy?
2. What are the goals for your practice?
3. Try to combine appointment types to keep waiting times as low as possible.
4. Consider building a production or start day to use when you experience an increased demand before school starts, school vacations, when flex plans go into effect, etc.
5. Evenly distribute the appointment types between the clinical assistants to offer a variety of procedures during the day.

**Gather the data:**

1. Develop a detailed procedure list.
2. Time all procedures a minimum of three times for each clinical assistant, and calculate the average.
3. Count the number of times you schedule each type of treatment each week (in the future, what was the number of times you scheduled this treatment in the past?)

**Evaluate the data:**

1. Design an appointment type for each procedure, using the average time for assistants and doctors.
2. Add time to each procedure to allow for clean up and set up.
3. Try to combine appointment types to keep the maximum number of patients per day.
4. Determine from your counts how often you need each appointment type on a daily, weekly and monthly basis.
5. Run the numbers to determine how many clinical assistants you need to see the desired number of patients.
6. Subtract the number of days you need to work per month to accommodate all needed appointments.
7. Determine the number of new starts (production) you require on a monthly basis to meet production and collection goals.
8. Allow for room for growth.

Most orthodontists will bring in an expert in the orthodontic fields, I have found that the best advice is to determine the cycle time for each procedure, and then double that value as an estimate of his production for his practice, it saves at least 1000 hours per year!...
As digital imaging and photography becomes more prevalent, there is a shift toward becoming paperless. The main advantage is the ability to easily locate and transfer images. The added benefit is being more green by not generating materials that wind up in storage boxes and eventually landfills. Until that totally “paperless” time arrives, however, there is still the need to produce quality printed images.

A Matter of Taste

How do you quantify a “good” photographic print? Histograms, color saturation, tones and grayscales are just a few of the variables to consider, and all will vary widely among printers. Is there such a thing as the perfect print?

“Viewing dental photography is like cooking—everyone has slightly different tastes,” says Diane Yamamoto, owner of an oral maxillofacial imaging center in Beverly Hills and a gourmet cook. “What looks good to one person is not necessarily good to someone else.”

The Menu

This article reviews output from three different printer technologies: ink jet, laser jet and dye sublimation. The printers we used for our taste test included models from Epson, Canon, Konica Minolta, Mitsubishi and Codonics. The printer manufacturer’s default settings were used for all. Prints were generated from:

• panoramic imaging (Pharmacore digital pan),
• cone beam oblique and cross sectional images for i-CAT (CT),
• orthodontic intraoral and extraoral photographs (Dolphin Imaging with a Fuji 5-1 digital camera).

A la Carte

A gathering of your family and friends can choose to eat at a fast food joint, or enjoy an elegant meal at a restaurant. There are many aspects involved in the dining experience, and their order of importance will vary according to circumstances. Either way, you’ll likely get a decent meal as long as you make some smart choices.

Appropriate printers for dental imaging follow a similar pattern, starting at $100 and increasing all the way to $12,000.

Inkjet: Inkjet printers operate by releasing tiny droplets of liquid ink onto paper. The Epson Stylus Photo R380 retails at only $130 and has the capacity of also printing directly on CDs. It worked fine for the i-CAT cone beam images, but delivered too much contrast for the panoramic images and only satisfactory color orthodontic photographs. The Epson Photo R2400 was designed in answer to professional photographers who complained that color inkjets did not perform well for black and white photography (which includes dental radiography). Retailing at $489, this unit uses UltraChrome K3 ink technology, yields superb radiographic images that are realistic, proof, smudge-proof and of archival quality. My imaging center utilizes the R2400 for all of the digital panoramic and i-CAT images.

Dyed inkjet is specifically designed for dental practice, with features that help make the experience more pleasing and enjoyable. They save time and space because they are lighter, which reduces the need for large, heavy supplies. They also require smaller ink tanks and less ink to produce the image, which means lower costs. There are also less maintenance issues as well.

Inkjet printers tend to have a higher noise output because of their versatility to print on transparent film that is suitable for traditional light box viewing. Some inkjet printers can have a higher price tag overall, but the higher prices include holders to handle each media type, it eliminates the need for heavy, expensive, and labor-intensive printing and delivery. Inkjet printers are also used in the printing of orthodontic photographs because we find the flesh tones to be more natural and pleasing. The Kodak R380 retails at $99.

The Kodak 9110 dye sublimation printer delivered superior results across the board, however its retail cost is high at $2,500.

Dye sublimation: Sublimation is the transitional process between solid and gas, e.g., going through a liquid phase—think of dry ice. Dye sublimation printers use a ribbon embedded with cyan, magenta and yellow dyes. A thermal printing head heats the dye in a gas and the color is then transferred to the paper, applying a clear laminate to protect the image. We have been using the Mitsubishi CPD-200DA dye sublimation printer for dental photography because it produces the best results. The Mitsubishi CPD-200DA exhibits a high density for color reproduction, with a total absence of banding. The maximum print area is 11 inches by 17 inches.

Dye sublimation printers tend to have a higher noise output because of its versatility to print on transparent film that is suitable for traditional light box viewing. Some dye sublimation printers can have a higher price tag overall, but the higher prices include holders to handle each media type, it eliminates the need for heavy, expensive, and labor-intensive printing and delivery. Inkjet printers are also used in the printing of orthodontic photographs because we find the flesh tones to be more natural and pleasing. The Kodak R380 retails at $99.

As everyone is aware, digital technology has revolutionized how we live our lives. Dentists are no different. The ability to have a hard copy of an image is no longer just an option, it is a necessity for most dental practices. There are many different types of image output devices available for dental practices, each with their own advantages and disadvantages.

We have been using the Epson Stylus Photo R380 dye sublimation printer. These images are sample output from Kodak 9810 dye sublimation printer.

Eric Iwamoto

Eric Iwamoto is the owner of Golden State Oral X-Ray in North Hollywood, California. He would like to thank Ba- kersfield Radiographers in Bakersfield, California, and Photo Club in Santa Fe Springs, California, for their assistance in researching this article. Eric has been a Dolphin customer since 2000.

Food For Thought Regarding Printers by Eric Iwamoto

As we continue to focus on a paperless future, our present reality still requires we own a printer. How do we choose the right one?

Digesting the Data

Eric Iwamoto

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“Dolphin helped me to get the most out of the Santa Barbara Course.”
The Process
This patient exhibits a relatively normal facial profile. Treatment simulation from this perspective will result in little if any change. When viewed from the front, the nature of her facial asymmetry becomes much more obvious with deviation of the chin to her right and a slant or cant to her occlusal plane. Correction will require surgery in the lower jaw to rotate the mandible and correct the chin, and surgery in the upper jaw to correct the cant of the occlusal plane.

Steps 1 and 2: Clicking the Edit/Morph/Lib icon will load a page which has a series of icons along the left side. The left mouse button can be used to draw a geometric boundary around the area to be moved. (A yellow tack will mark the closing of the boundary area, and define the point of rotation.) The red lines (placed by me for illustrations only; it’s not part of the Dolphin software) show the degree of discrepancy in the chin which will be moved to the patient’s left.

Step 3: Once moved, the borders of the mandible no longer are aligned. (Note red arrows)

Step 4: Relocate the yellow tack to the desired point of rotation; in this case the discrepancy at the patient’s right inferior mandibular border. A second left click will “fit the task in place.” Rotate the image area around that point (at the task) in the desired direction.

Step 5: Repeat the process to align the discrepancy in the patient’s left inferior border.

Step 6: Leveling of the lips will occur with the maxillary surgery and can be simulated using the same series of steps; outline the anatomy, relocate the task and fix it in place, left click and drag to reposition the anatomy rotating around the task.

The final simulation is shown on the right. With a little practice, the process can be completed in less than a few minutes for any case. Obviously, because Dolphin’s image edit tools are so powerful, care must be taken to avoid the simulation of changes which are not possible with the actual treatment. I highly recommend leaving some degree of residual asymmetry, since this is the norm rather than the exception. These are just a few of the possibilities with the Edit/Morph/Lib! Take your time and explore these functions and add them to your bag of tricks.

Step 9: Click and drag the grab points up and down the line or in and out to re-contour the anatomic area. The only remaining step now, is to “clean-up” stitch lines and ragged edges for a pleasing simulation display.

Step 10: The final step remaining is the blending of seams and stitch lines using the “undo” brush and possibly some additional touch-up with the other useful tools in this screen. Trial and error will quickly show you which tools work best to edit a specific problem.

The second-to-last option when running any report will ask you “Would you like to memorize this report?” Selecting “Yes” will cause a blank text box to appear. This text box will ask you to give the memorized report a name.

b. When the lookup appears, enter the unique name that you gave the memorized report.

If a future date you choose to change the criteria of a memorized report, you need to delete its current version and re-memorize.

a. To delete a memorized report, access the Edit menu and select “Reports” from the “General” submenu.

b. When the lookup appears, enter the unique name that you gave the memorized report.

The Process
This patient exhibits a relatively normal facial profile. Treatment simulation from this perspective will result in little if any change. When viewed from the front, the nature of her facial asymmetry becomes much more obvious with deviation of the chin to her right and a slant or cant to her occlusal plane. Correction will require surgery in the lower jaw to rotate the mandible and correct the chin, and surgery in the upper jaw to correct the cant of the occlusal plane.

Steps 1 and 2: Clicking the Edit/Morph/Lib icon will load a page which has a series of icons along the left side. The left mouse button can be used to draw a geometric boundary around the area to be moved. (A yellow tack will mark the closing of the boundary area, and define the point of rotation.) The red lines (placed by me for illustrations only; it’s not part of the Dolphin software) show the degree of discrepancy in the chin which will be moved to the patient’s left.

Step 3: Once moved, the borders of the mandible no longer are aligned. (Note red arrows)

Step 4: Relocate the yellow tack to the desired point of rotation; in this case the discrepancy at the patient’s right inferior mandibular border. A second left click will “fit the task in place.” Rotate the image area around that point (at the task) in the desired direction.

Step 5: Repeat the process to align the discrepancy in the patient’s left inferior border.

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Dolphin imaging version 10.5 now includes an adjustable volumetric compression feature, allowing you to reduce the size of volumetric data files as small as 2MB without compromising diagnostic or esthetic quality. Landmarks and measurements remain accurate, regardless of the compression level. What's more, compressed files travel over the internet faster, letting you easily share records with referrals and patients via AnywhereDolphin.com.

Dolphin partners with Oak Tree to offer Remote Data Backup

A recent partnership with Oak Tree Storage has further extended Dolphin's service offerings to include online backup and disaster recovery of all your Dolphin data. Oak Tree Storage provides high security offsite data backups over the Internet, as well as performing emergency data recovery. All Dolphin's imaging and management records can be safely backed up, including CFI CT volume files, patient financial and demographic data, and all practice information such as scheduling and appointment data. Backups are done as frequently as desired, and retained for as long as you need—all at affordable prices. Fully HIPAA-compliant, Oak Tree's secure and reliable technology encrypts, compresses and then backs up your data to its servers in its highly secure and redundant data center. Daily emails are sent summarizing every backup performed. For more information visit www.oaktreestorage.com.

Action Abroad

Dolphin continues to increase its presence overseas, adding new distributors in strategic locations throughout the globe. Our newest alliances include:

- Dr. Paul Thomas in the United Kingdom and Ireland
- Paracord in Brunei (Bahrain, Netherlands and Luxembourg).

Visit www.dolphinimaging.com to view our full list of international distributors.

Calendar

September 2007

September
- 19-22 SCO Ortho Congress Bogota, Colombia
- 19-22 JOS Osaka, Japan
- 20-24 AESTHETICS from the SMILE to the FACE Rome, Italy
- 23-26 BOD Harrogate, United Kingdom
- 26-30 CAO St. John's, Newfoundland, NL, Canada
- 27-1 ADA 148th San Francisco, California, United States
- 28-29 2007 Dolphin Meeting, Rome, Italy
- 28-30 SWISO/MSIO/JAIO Joint Session San Antonio, Texas, United States

October
- 4-8 AOS/AGPO Las Vegas, Nevada, United States
- 4-8 NESO Boston, Massachusetts, United States
- 9-14 AAOMS Washington, DC, United States
- 11-14 AADRR San Antonio, Texas, United States
- 12-14 Congreso Ciencias Nacionales ASIO Bogotá, Colombia
- 13-16 JOSCO Monterey, California, United States
- 18-21 Orthodontic Summit Chicago, Illinois, United States
- 25-29 Next Steps Seminar Dallas, Texas, United States
- 26-28 RMSO Tucson, Arizona, United States

November
- 1-2 ICS Annual Meeting Tel Aviv, Israel
- 1-4 SIO Hollywood, Florida, United States
- 7-11 AAO 56th Annual Meeting Las Vegas, Nevada, United States
- 11-13 McLaughlin 2-Year, #2 Course San Diego, California, United States
- 14-19 18th ICOMS Bangalore, India

Digiknow?

You may not know...

You can save time, paper, postage and labor costs with Dolphin Management’s Electronic Statements feature, which interfaces with Emdeon ExpressBill.

Processing an average of 10,000 statements for Dolphin Management customers each month, ExpressBill is an electronic patient billing service that acts as a clearinghouse for your practice’s statements. It’s HIPAA-compliant service delivers both printed and electronic statements that can be personalized for your practice.

Dolphin customers who use Electronic Statements enjoy consistent, reliable and reasonable service that relieves them of the hassle of billing patients themselves.

There is no fee to enable the Electronic Statements feature of your Dolphin program; there is, however, a fee billed by Emdeon for each electronic statement mailed. For information, visit http://www.emdeon.com.

Team Dolphin Heads to Camp!

In continuous efforts to stay on top of our game, the entire Dolphin staff will be participating in an off-site Team Retreat during the second weekend in November. Experts in the fields of team building and customer service will be present to coach us toward further strengthening our teams, and our collective focus to serve you better than ever. Please note that on Friday, November 9, 2007, our office and support phones will be closed. If you experience an emergency and need to reach technical support, please call our after-hours number at +1.800.584.7241.

Chatsworth Visitors Log

Allen Bening, DDS, MS, stopped by with his wife DeDe from Colorado Springs, Colorado, for some advanced training on the Dolphin Lattice System. They met with Loryn Steinrad, who showed them the latest features and helped create some advanced new letter templates.

Clockwise from left: Ken Gladstone, Dolphin’s imaging software manager, Dr. Hilton Wasilewski, Chester Wang, Dolphin’s managing director and Swann Liao, Dolphin’s software engineer.

Hilton Wasilewski, BDI, Dip Orth, MS, staying in late August through early September in his basic course, decided to hit up London and hit up London they did. While there, they went to Dr. Thomas’ Home in Cardiff, Wales. Ken then proceeded north to Glasgow, Scotland to spend time with the team from Dimensional Imaging. Then he continued north to Aviemore, Inverness-shire, to attend the BAOEMS.5 and AOMMS.

Back in June, Ken Gladstone, Dolphin’s Manager of Imaging Software Products, traveled to the United Kingdom to meet up with Dolphin Regional Manager Dr. Paul Thomas at Oxford, England, to teach at the Oxford Orthodontic Study Day. From there, they went to Dr. Thomas’ Home in Cardiff, Wales. Ken then proceeded south to Gloucester, South West England, to spend time with the team from Dolphin Imaging Software Products.

Barry Matza, DMD, visited us from Boca Raton, Florida, in July for some advanced training in our basic course. Currently one-on-one with 3D experts Ken Gladstone and Joseph Baustista, already a veteran 3D user, Dr. Matza picked up some nifty tips and tricks from Ken and his crew.

Chester Wang and Dr. Barry Matza during a recent visit to Dolphin.

Rommers Concha stopped by Dolphin’s headquarters in June during her move across the country. The former Professional Relations Coordinator at Mann Orthodontics in Livonia, Michigan, is now spreading her Dolphin knowledge at Dr. Marc Lemchen’s practice in New York City. While visiting us here in Southern California, she spent time with Dolphin trainer Steve Murray, who showed her some of the latest software features.

The Dolphin representative at the DECOM meeting accidentally lost the photo taken inside the exhibit hall. We thought you’d enjoy this picture better anyway...