Message from Chester

Dear Dolphin Family Member:

As the economy gradually lifts its dark cloud, we're beginning to hear positive news from our practices. Starts and production are finally picking up after a year-long plateau. We're glad to have been able to provide tools to assist your communication with patients, and to help you keep tabs on your finances and overall practice performance.

I'm also happy to announce that there are now more than 1,000 practices worldwide using Dolphin Management. We've certainly come a long way from being "just an imaging company!"

Please don't miss out on our featured Customer Profile in this issue, the young Dr. Ed Lin—a.k.a. the Techie Orthodontist. Dr. Lin illustrates how he simultaneously uses the entire Dolphin product line in concert with all the latest dental technologies to create two of the most efficient and successful practices around.

Our Team Member section features Scott Anderson, the president of Patterson Dental, Dolphin's new mother company. It was Scott's vision that Dolphin and Patterson together could be more effective than the sum of its parts. In this interview with our editor Lisa Randazzo, Scott outlines the future of Dolphin and Patterson, and explains how the dental community stands to benefit from the union.

As usual, please don't ignore the useful Tips & Tricks! This issue we show you how to make the most of Document Organizer and 3D's 2D Facial Photo Wrap. Finally, I'd like to give a special thanks to Dr. Paul Helpard and his wife Christina, who tell us how Dolphin saves them time to enjoy a better quality of life.

It was great to have seen many of you during the fall orthodontic and surgery meetings. Have a wonderful holiday season.

See you again soon,

Chester H. Wang
Managing Director
3D Volume Superimposition

By David Fischer

Analyzing treatment progress in spatial reality is possible with the new Volume Superimposition tool in Dolphin Imaging version 11.5.

Volume Superimposition allows clinicians to overlay two 3D volumes from separate timepoints to analyze changes due to growth and/or treatment. Imagine being able to analyze subtly yet meaningful changes such as dental and skeletal movements, or alterations in airway volume and soft tissue. When compared with the traditional method of progress superimposition that uses 2D cephal images, the additional information provided by the third dimension makes it possible to assess patient progress in a far more detailed manner than ever before.

In addition, the ability to export the superimposed volumes into separate 3D volumes opens the possibility to take two adjoining scans—for example from a small field of view (FOV) cone beam CT machine—and create one single volume if it captured with a larger FOV.

After selecting Volume Superimposition from the Dolphin 3D main view, you will be given the option to select an existing volume from the current patient record, or import any set of DICOM files from your hard drive. Dolphin 3D will open up a view of the two volumes next to each other, with separate segmentation and translucency controls for each volume.

Aligning the volumes to be superimposed is crucial for achieving a satisfactory result, and Dolphin 3D offers two methods for alignment that can be used either by themselves or in combination to achieve the desired result.

“Side-by-Side Superimposition” requires the user to place three measurement markers in places that should be common to both volumes. Clicking the “Superimpose” button will allow the user to drag and drop the volume viewer until it is in the correct position. Remember that changing the alignment is not restricted to the volume view; use the slice views to get a clearer look at parts of the anatomy that you are trying to match. Switching between solid and translucent modes and adjusting the segmentation and translucency allows the clinician to get the desired clarity.

Scott: Dolphin brings two industry-leading lines to Patterson Dental’s technology offering: Imaging software that maximizes the benefits of cone beam and other digital photography and radiography systems that Patterson provides; and orthodontic practice management software that manages workflow, patient scheduling and financial systems. Dolphin positions Patterson Dental at the forefront of the growing field of 3D radiography solutions. Together, Dolphin and Patterson can provide additional innovative tools to help make the dental professional practice run more efficiently and profitably.

Dolphin: How will Patterson’s local branch model affect customers’ current relationship with Dolphin? Will it change the way they do business with our company?

Scott: We feel doctors want a partner capable of enhancing the growth and profitability of their practice – a trusted advisor truly committed to their success. For this reason, Patterson customers will maintain their relationship with their personal Dolphin sales rep, software advisor and Patterson local branch manager.

In addition, they now have direct access to a professional, dedicated team of 1,500 local sales representatives and equipment specialists at 87 branches across the country that can help them achieve their practice goals in terms of imaging equipment, supplies and mechanical room essentials.

Dolphin: How is Patterson going to help Dolphin, and vice versa?

Scott: While Patterson Dental provides a significant number of Patterson’s customers serve in the orthodontic marketplace as well?

Christine and Paul Helpard live in Comox on beautiful Vancouver Island, British Columbia. Paul is a 1996 orthodontic graduate of the University of Iowa. He is a Diplomate of the American Board of Orthodontics. Christine is a Physical Therapist who completed her MBA in 1996 at the University of Iowa. She is currently a stay-at-home mother to their three very busy children.

Christine Helpard’s orthodontist husband was held hostage by his practice. Together, they tell us how Dolphin set him free.

Christine: I still remember when my husband, Paul, informed me he would like to become a specialist. He deliberated between pursuing oral surgery or orthodontics. I was thrilled when he chose orthodontics because I thought no more “call,” and no more “emergencies.” What I didn’t know about was the “homework” involved with orthodontics.

Who knew that he would come home late every night, have dinner, spend an hour with the kids and then retreat to his study to dictate and treatment plan until late at night. This became so routine, we thought it was acceptable.

Then my husband purchased Dolphin Imaging and Management software. And he started making use of its capabilities. He became so routine, we thought it was acceptable.

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Echoes - Your Newsletter - Fall 2009

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by Steve Murray

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The Dolphin Document Organizer is about a whole lot more than being paperless—security and efficiency are two great reasons to use the DDO.

Do you know where your files are? Are they safe? Fire, file misplacement, theft and spilled coffee are just a few of your daily concerns. You know the importance of backing up your computer files, but what about the paper? What would you do if you walked into the office and found everything missing or damaged? I advise my offices that even if they can’t part with their paper, they still need an electronic backup.

There’s a solution and it’s found in Dolphin Management. The Dolphin Document Organizer is Dolphin Imaging’s electronic organizational tool that can store just about anything short of your lunch. Of course, images should be stored in Dolphin Imaging, but all the paperwork that accompanies a patient in your practice can easily be electronically stored in their Dolphin Management files. Think correspondence, insurance statements, consent forms, miscellaneous contracts and notes. Electronic backup means your files are safe no matter what life throws at you. Imagine you’re on vacation and get a call late Sunday night. You need a file from the office. Do you really want to make that phone call to someone up and have them run to the office and dictate the information over the phone to you, and then pay them time-and-a-half for their efforts—or would you rather just log into your office and get the file yourself?

Just do it!

There are several ways to get your stuff into the Dolphin Document Organizer. The method usually depending on the origins of the document.

1. From the physical world. Open Dolphin Management, choose a Patient Record and click on the Documents icon at the bottom of the window. At the top left of the new screen you will see a Scan icon. Click on it. (Of course, you must have a scanner installed to perform this task.) Your scanner will be activated and it will prompt you to name the document. In version 4 of Management you can even rotate the scanned documents in case you accidentally scan them in the wrong direction.

2. From your computer. First minimize (the down) your Dolphin Management and Dolphin Document Organizer screens. Then, click-hold-and-drag a document from the Desktop or My Documents folder and drag them on top of the Documents icon at the bottom of your screen. Once the Documents screen reopens, you can drop the document into the area and make a Copy of it there. If you right-click-hold-and-drag instead, you will also be given the chance to Move (think “relocate”) it there. Try it from any folder.

3. From your email. Open your email program, such as Outlook, and with a click-hold-and-drag copy your email to a folder. It will then appear in a list. From any program outside of Dolphin Management you can even print a document to the Dolphin Document Organizer by using the Dolphin Document Organizer Printer Driver. Select the Dolphin Document Organizer as your printer and then assign the document to an individual or entity and renames it if you’d like. It’s a cool way to make PDF’s too.

4. From your mouse. Here’s something interesting: With Dolphin Management open or closed, right-click on any document in your computer files and choose Assign Document to Dolphin Individual. If Dolphin Management is closed you will be prompted to log-in.

5. From Letter System. Dolphin Management and the Dolphin Letter System work hand-in-hand. Each time you use the Print/Email function, an electronic copy is automatically placed in the Dolphin Document Organizer in a folder called Letters. To open a letter, all you have to do is double-click them.

6. Make it your virtual file cabinet. Another thing I like to tell my offices is to organize the Dolphin Document Organizer just like you would your metal file cabinet. Simply create folders inside the main folder, labeling them in the style of your office. For instance, I might suggest “Correspondence” for anything other than Dolphin Letters. Financial, Insurance, Emails, etc. Last but not least, if you right-click on a document you can Copy, Move or Rename it.

What are you waiting for? Give it a try today. It may take a while to get all of your documents into the Dolphin Document Organizer, but once you do I know you will love it. A good way to start is to start with today’s patients. Develop a habit of sending each patient’s paperwork to the DDO as they walk through your practice today. Eventually you’ll have a system in place and before you know it you will have forgotten about your paper files. Good luck!

If you have any questions, or just want to share your DDO experiences, please feel free to email me at steve.murray@dolphinimaging.com. I can’t wait to hear about how it goes!

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Steve Murray

Steve came to Dolphin more than five years ago as a technical support technician. After a few years of assisting customers from the other side of a phone, he moved on to become a valued member of the Dolphin training team. He now shares his knowledge of Dolphin imaging software in a hands on environment, where he is always eager to dispense favorite software tips and tricks.

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By no means does the list of Tooth Chart’s amazing capabilities stop here. For a more in-depth look at this feature please visit our archived webinar classes at http://www.dolphinimaging.com/support.html.

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Four Favorite Features of Enhanced Tooth Chart

If you’re only using Tooth Chart for Extraction letters, you’re missing out. Here we review some of the neat new things you can do in Tooth Chart.

In the beginning, Tooth Chart was all about Extraction Letters. A nifty tool packed inside of Treatment Card, it was pretty much a sleeper feature until Dolphin Management 4 launched it into a new program all its own. While the new Dolphin Integrated Tooth Chart lets you virtually perform endodontic tasks inside a patient’s mouth for all stages of treatment planning, in this article we’ll explore our Four Favorites:

1. Historical Tooth Chart. The new Tooth Chart saves entries from each visit. Easily scroll through them and visualize what happened from one visit to the next, helping to better determine what to do next.

2. Prescriptions. Create your own pre-defined prescription— or treatment plan—for specific conditions, and put in a drop-down menu within Tooth Chart. Click on the desired "prescription" and a template will populate itself with the treatment plan for that patient.

3. Graphical Charting. Draw treatment changes directly onto the tooth chart for a visual aid to help both you and the patient. Bands, brackets, wires, elastics, power chains, TADS—there is no limit to what can be graphically entered and displayed. Draw on screen to mark up notes, gum line or even circle caries.

4. Letters. An expansion of Tooth Chart’s original purpose, you can now customize views to show specific items such as Brackets Only, Brackets and Wires, etc., to create a letter or simple printout with only relevant information. Send a letter concerning only extractions to the referring dentist, or simple printout with only relevant information. Send a letter concerning only extractions to the referring dentist, while handing a printout of only elastics to the patient to they know exactly how to wear the new Elastics that were prescribed today.

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Product Highlight: Management

Product Highlight: Management

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For technical support call 800.548.7241 (USA & Canada) or 818.435-1368. Our support hours are from 5:00 a.m. to 6:00 p.m. Pacific Time!

For after-hour, emergency phone calls (in North America) call 800.548.7241. You may also e-mail support@dolphinimaging.com
Continued from Dr. Ed Lin (p.1)

orthoclear, sureSmile, etc. But sureSmile is the big one, software applications we’ve asked for: e-models, invisalign, the wires are expressing themselves. If you don’t know where photos at every re-tie, because you need to be able to see how patients.

I’m told you have an exceptionally large patient database. Can you explain how Dolphin is integral in your ability to manage this and make it work to your advantage?

I’ve been told we have the largest Dolphin database, and that doesn’t surprise me if it’s true because we have a large group practice and everybody’s in there. Even with the large database we have, Dolphin is still a very efficient system. It’s awesome. I mean, we have 12 locations, so it breaks down to a doctor, and then by practice. It was actually our practice that was responsible for you guys creating the software application in that format. Myself and the office manager met with the Dolphin development team for close to four hours before we

Dr. Ed Lin and partner Dr. Lee Bialkowski pose with staff of Orthodontics of Green Bay

are impressed that you put such a high priority on education. And maybe some of them aren’t as fast as others, but they have the technology. I think the reason why they know it’s the right thing to do, in fact right before I called you I was talking some emails from other orthodontists who had some questions in regards to i-CAT and sureSmile. These are older clinical practitioners, but one of them is getting ready to buy an i-CAT and he just had a few questions he wanted to ask me. So, I think there is a very strong need out there in the orthodontic community for those who are truly looking to improve and to better themselves. Also, I think there is a good support group within the orthodontic vendors themselves. Dolphin and sureSmile. They know that you guys all provide phenomenal support. I think everything from research to technology to change, to fear change, and my motto is that change is good as long as there is a good reason to change. I think that’s why there is such a strong orthodontic society, and that’s reflected in the things we have every day—high tech computers, all kinds of gadgets. If we don’t keep up then we become out-dated.

Tell us about your background: I am told you emigrated from Taiwan. Where is your family from, where did you settle in the U.S. and what was the acculturation process like?

My father was a physician, and my mom actually got her masters from the University of Pennsylvania, but they got married in Malaysia. Then they decided to move to the States and we were born here. My mom was one year old. And we kind of moved all over over—Dolphin, Washington DC, and we finally settled in Green Bay, Wisconsin. So I was kind of always changing and I was one year old. And when I was three I went to culinary school. Her specialty is Asian fusion cuisine. She is Thai, adopted by an American family, and then she worked for Roy’s, which is a nation-wide chain in Washington DC, and we finally settled in Green Bay, Wisconsin. So I was kind of always changing and I was one year old. And when I was three I went to culinary school. Her specialty is Asian fusion cuisine. She is Thai, adopted by an American family, and then she worked for Roy’s, which is a nation-wide chain in Wisconsin.

We have a 1-year-old son named Royce and a 5-year-old daughter Olivia and Royce. Our family is very close to each other and we enjoy our fine wine with a great meal too. It’s all very fun, but sometimes it’s challenging to keep the kids out of the kitchen. But overall it’s been a very exciting and relaxing experience for the family. I think the main thing that’s important is to enjoy the time you have with your children. We have a lot of time together and we try to make the most of it. I think the key is to be patient and to be flexible. I think the best thing you can do is to be there for your children and to be a good role model. And I think that’s what our family has been able to do. We have a lot of fun together and we try to make the most of it. I think the key is to be patient and to be flexible. I think the best thing you can do is to be there for your children and to be a good role model. And I think that’s what our family has been able to do. We have a lot of fun together and we try to make the most of it.
Giving a visual identity to your patient’s volumetric scan improves your case presentation and promotes comprehension.

Who doesn’t love a floating face? The 2D Facial Photo Wrap feature in Dolphin 3D lets you literally “wrap” a two-dimensional, digital photo around a three-dimensional dataset, giving a visual identity to a patient’s volumetric scan. It also grabs patients’ attention and helps them better relate to their conditions.

The program guides you to superimpose a 2D photo over a 3D volume by identifying corresponding points on both the photo and the volume. The 2D photo then “wraps” itself around the dataset for an anatomically truthful image that can be manipulated and processed just like any other volume in Dolphin 3D. Aligning the two datasets is easily done in a step-by-step process while the patient waits in the chair. Let’s get started:

1. Once inside the 3D environment, select the “Photo: 2D/3D” radio button and click “Add...” The program will then prompt you to select a 2D photo, giving you the option to either choose an existing image from the patient’s Dolphin Imaging record, or browse to a photo file in Windows.

2. Once you choose a 2D photo, the “Photo and Volume Alignment” Superimpositions dialog box will open. Select the Method: Side-by-Side Superimpositions tab.

3. The 3D volumetric scan and 2D photograph will appear side-by-side in the dialog box. Points appear on the images so that you can align them, as shown below.

4. Zoom in on the volume and photo, if necessary.

5. Orient both the photo and volume to the frontal view so that they match.

6. Click and drag the red vertical line to the midline on both the photo and volume, and do the same for the points so that they identify corresponding locations. Dolphin recommends landmarks on which to place the points on the volume and the photograph. However, you can place the points on different locations as long as the points on the photo correspond to the points on the volume.

7. Optionally, click Match Nasion-Stomion to magnify both the volume and the 2D photograph to the same level. (Using the same magnification on both views may make it easier to correctly align the points.)

8. Optionally, check the Show Guide Lines box to see and move the guide lines that you can use as visual aids for placing the points.

9. Click Superimpose Now! The result of your superimposition appears in the results box in the lower left corner of the window. Rotate the image to verify the superimposition.

10. Lastly, click on the “Sculpting” tab at the top of the dialog box and proceed to sculpt out the noise.

You are done! You may notice the nostril area is not mapped out correctly. If this occurs, you might want to re-adjust the points and midline on the volume. Hint: Check the “Auto Apply” box so that you don’t need to click on the “Superimpose Now!” button for each adjustment. Once the 2-minute process is completed, you can perform all the same tasks on the merged dataset as you can on any other dataset in Dolphin 3D. Flip it, rotate it, zoom, and segment the tissue densities for diagnostic analysis or patient education. Anatomical accuracy is relative to the quality of the 3D dataset.

Put a Face on Your Patient!

Send us your Wish List! What topics would you like to see covered in our Tips & Tricks column? Email your ideas to editor@dolphinimaging.com

Tips & Tricks

Imaging

Patient Class II, Division II, Subdivision Right w/ Right Posterior Crossbite and Maxillary Cant

Dr. Ed Lin shows us how technology assists in each step of a case work-up.

Dolphin 3D being utilized to evaluate placement of 2 upper TADs.

Dolphin 3D illustrating the 2 upper TADs being placed in between the roots of her UR6,UL6, LR6 and LR4.

The SureSmile CAD/CAM models illustrate the finished plan for correction of her malocclusion. There have been spaces left on the mesial and distal of her UL2’s for veneers post-ortho.

The day of her SureSmile scan with the i-CAT®. The right posterior open bite is clearly evident due to intrusion of her upper right posterior quadrant utilizing the 2 upper TADs.

Spaces were left on the mesial and distal for her UR2 and UL2 for veneers for UR2-UL2 after completion of her orthodontic treatment.

The results of the 4 different time points. I could never get her to smile without a crooked smile until the day that her braces were removed. She used to always smile with the crooked smile because she was self-conscious of her maxillary cant!!
Spain
Spanish orthodontists converged in Valencia, Spain, in June to catch up on the latest practice and technology trends at the 65th Annual Reunion de Sociedad Española de Ortodoncia. On the education program was Dolphin managing director Chester Wang, who presented on “3D Imaging in Orthodontics.”

Dolphin’s European team was on-site at the 86th Congress of the European Orthodontic Society in Helsinki, Finland. The days were long and full of education at this very northern city that hosted orthodontists from all over Europe who gathered to share ideas and expertise—and catch one last chill before summer.

Dolphin’s Spanish distributor Gavina Distribuciones provided software at the ESO congress in Helsinki in June.

Finland
The European segment of the Dolphin international team: (From left) Biserica Planica andrusha Kili, Dolphin Turkey; Christian Gove and Alessandra Manzoli; Magy Parner (Scandinavia and Eastern Europe); Miguel Maay and David Garcia, Dolphin Spamm; Orlando Santillo and Zaniero Corra; nitelike Beral (Italy).

Dolphin’s managing director Chester Wang, left, and Dolphin’s Miguel Maayol shared the benefits of Dolphin software with attendees at the ESO conference in Valencia, Spain, in June.

“3D trends at the 55th Annual Reunion de Sociedad Española de Ortodoncia” June to catch up on the latest practice and technology Spanish orthodontists converged in Valencia, Spain, in June.

What’s New at Dolphin
Housfield Unit Color Mapping
New in Dolphin 3D is the Housfield Unit Color Mapping tool, which helps you distinguish between different histopathological structures according to their radiodensity measurements. A graph displays the colors as they fall on the Housfield Scale as a reference, while the image on the screen is colorized accordingly.

Dolphin 3D graces the cover of program book for USC International Restorative Dentistry Symposium
Dolphin was proud to see output from its 3D software module gracing the cover of the program book for the 2nd International Restorative Dentistry Symposium at the University of Southern California on October 9-10.

Smiles Change Lives
Smilemakers: Chester Wang, Dolphin managing director; Latien Smith, Smile Change Lives organizer; Philip Lusas, Dolphin trainer; and Tony Mallegni, Dolphin director. Repost with original “The Dolphins Tale” story book by GSA.

Dolphin tech support gets kudos
Eric Millan, manager of Dolphin tech support, received a gracious letter of appreciation from Dr. Karl M. Francis in San Franick, Utah. Recently our office computer had been experiencing a lot of technical problems, which we assumed were Dolphin related.

Dolphin Drops in on 3rd generation of smiles
During a swing through Wisconsin to visit customers, in August, Dolphin team members Todd Blankenberger and Chad Kilk directed a visit to Dr. Jeff Just in Manitowoc to help celebrate 30 years of orthodontic care provided by the Just family. A Dolphin customer since 2000, Dr. Just is the third generation of Justs to be improving smiles in the neighborhood. His grandfather William Just opened his practice in 1919! His son Harold followed in his footsteps, and was in turn followed by his son Dr. Jeff.

Please, let us know how we’re doing…
You may have received, or will receive, a Customer Service Survey in your inbox. We ask that you please take a moment to fill it out. Your feedback is valuable to us and vital to improving our service. Thank you in advance!

Continued from what’s new (p 7)
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Brazil
Renovato (Dolphin Brasil) hosted the second annual Dolphin Meeting, Brazil, at the Hospital Sirli Libanes in Sao Paulo, Brazil, in July. The two-day event attracted eager Dolphin users from all over Brazil who came to learn the latest practice and technology trends, while also taking advantage of hands-on opportunities to train on their favorite Dolphin software.

The academic program was lead by experts who presented on the latest research and practice trends in orthodontics, maxillofacial surgery, and radiology. The special closing lecture was given by Rodrigue Paz, who spoke about human relations, social inclusion and respect.

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Dolphin was proud to see output from its 3D software module gracing the cover of the program book for the 2nd International Restorative Dentistry Symposium at the University of Southern California on October 9-10.

Smiles Change Lives
Smilemakers: Chester Wang, Dolphin managing director; Latien Smith, Smile Change Lives organizer; Philip Lusas, Dolphin trainer; and Tony Mallegni, Dolphin director. Repost with original “The Dolphins Tale” story book by GSA.

Dolphin tech support gets kudos
Eric Millan, manager of Dolphin tech support, received a gracious letter of appreciation from Dr. Karl M. Francis in San Franick, Utah. Recently our office computer had been experiencing a lot of technical problems, which we assumed were Dolphin related.

Dolphin Drops in on 3rd generation of smiles
During a swing through Wisconsin to visit customers, in August, Dolphin team members Todd Blankenberger and Chad Kilk directed a visit to Dr. Jeff Just in Manitowoc to help celebrate 30 years of orthodontic care provided by the Just family. A Dolphin customer since 2000, Dr. Just is the third generation of Justs to be improving smiles in the neighborhood. His grandfather William Just opened his practice in 1919! His son Harold followed in his footsteps, and was in turn followed by his son Dr. Jeff.

Please, let us know how we’re doing…
You may have received, or will receive, a Customer Service Survey in your inbox. We ask that you please take a moment to fill it out. Your feedback is valuable to us and vital to improving our service. Thank you in advance!

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Housfield Unit Color Mapping
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Brazil
Renovato (Dolphin Brasil) hosted the second annual Dolphin Meeting, Brazil, at the Hospital Sirli Libanes in Sao Paulo, Brazil, in July. The two-day event attracted eager Dolphin users from all over Brazil who came to learn the latest practice and technology trends, while also taking advantage of hands-on opportunities to train on their favorite Dolphin software.

The academic program was lead by experts who presented on the latest research and practice trends in orthodontics, maxillofacial surgery, and radiology. The special closing lecture was given by Rodrigue Paz, who spoke about human relations, social inclusion and respect.