Dianne Glasscoe Watterson, RDH, BS, MBA, is an award-winning author, speaker, and consultant. With more than four decades in dentistry, she has experience in all phases of dental office operation - front desk, certified chairside assistant, and registered dental hygienist. Dianne also has a Bachelor of Science degree in Human Service Management and a Master of Business Administration degree. Her business, Watterson Speaking/Consulting LLC based in Lexington, North Carolina, consults with active dental practices in all aspects of their operations, including business and clinical areas. Her nationwide consultations have successfully implemented programs that raise the level of productivity, efficiency and profitability of those offices she serves.

Ms. Glasscoe Watterson has published hundreds of articles in various professional journals. She is well known for her monthly columns in RDH, entitled “Staff Rx” and Dental Economics entitled “Practice Wisdom.” Her first book, Manage Your Practice Well, has won three prestigious literary awards: The International Hermes Platinum Award, the Communicator’s Gold 2011 Award, and the Apex 2011 Grand Award. Dianne’s second book, titled The Consummate Dental Hygienist, won an Apex Gold Award for literary excellence. Dianne’s third book, titled Real World Dental Hygiene – Where the Rubber Cap Meets the Road, was released in December 2017. In addition, Dianne is a co-author of Foundations of Periodontics for the Dental Hygienist, a text used in many hygiene programs. She formerly served as an adjunct clinical instructor of dental hygiene at Guilford Technical Community College. Dianne has been chosen as a “Top Clinician in Speaking and Consulting” by Dentistry Today every year since 2006. Her honors include being chosen as a “Key Influencer” by Colgate in 2009 & 2010, and “Distinguished Dental Professional” in 2005 by Dentistry Today.

Dianne is a nationally-recognized speaker with a wide range of topics on the effective operation of the dental practice. She is an enthusiastic and entertaining speaker who presents valuable information to help dental professionals excel in customer service and care. Dianne is an honorary board member for The Speaking/Consulting Network. She is also a member of the ADHA, the Christian Medical/Dental Association, the American Association of Dental Office Managers, and the American Academy of Dental Hygiene. She also serves on the editorial board for RDH magazine.

FRIDAY, OCTOBER 18, 2019
Grand Rapids, Michigan

Advanced Hygiene Therapy
Developing a Comprehensive Approach

8 CEUS

with Dianne Glasscoe Watterson
RDH, BS, MBA

FRIDAY, OCTOBER 18, 2019
Embassy Suites Grand Rapids Downtown
710 Monroe Avenue NW
Grand Rapids, Michigan 49503
(616) 512-5700

Day of Parking: Complimentary. Use hotel garage.
Rooms: Reserved at $XX/night until X/XX.
Mention Concord Dental Seminars when reserving.

ABOUT THE SPEAKER

Dianne Glasscoe Watterson, RDH, BS, MBA

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UPCOMING SEMINARS

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April 5 & 6 - Greenville + Columbia, SC
"Infection Control & Clinical Pathology Update”
with Kenneth R. Tilashalski, D.M.D.
April 5 & 6 - Voorhees, NJ + Lancaster, PA
"Health, Safety, Protection & Infection Control in the Dental Practice” with John A. Molinari, Ph.D.
April 5 & 6 - Colorado Springs + Denver, CO
June 1 - Tempe, AZ
"Dental Pharmacology: An Overview & Update”
with Thomas A. Viola, R.Ph., B.S., C.C.P.
April 27 & 28 - Austin + Dallas, TX
"Local Anesthesia & Dental Pharmacology: An Overview & Update”
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December 7 & 8 - Hershey, PA + Voorhees, NJ

For a current listing of all scheduled courses, visit:
www.concordseminars.com

TESTIMONIALS

"Loved it! Learned so much. Handout is awesome. Dianne was interesting and entertaining." - C.M., RDH (Denver, CO)
"This is my 3rd seminar with Dianne. I came because I learned so much from her in the first two” - S.J., RDH (Columbus, OH)
"Best course I’ve attended in many years” - T.Q., RDH (Olympia, WA)
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COURSE DESCRIPTION
In treating today’s periodontal patient successfully, the clinician must customize a treatment plan that goes beyond the removal of plaque and calculus. Achieving excellent clinical outcomes involves assessing for systemic issues, communicating and customizing home care according to the patient’s level of understanding and ability to perform home care procedures, and choosing appropriate adjuncts to care. In this course, we will explore the multifaceted treatment planning approach, including scheduling and coding. We will also discuss the assisted model of hygiene care and effective instrument sharpening. We will also explore strategies for dealing with refusal of definitive care.

LEARNING OBJECTIVES
Upon completion of this course, the participant will be able to:

1. Understand the factors involved in periodontal breakdown
2. Explore the most prominent systemic disease interrelationships
3. Choose adjuncts to care based on severity and appropriateness
4. Develop better clinical protocol
5. Customize home care modalities
6. Understand which codes are most appropriate for particular case types
7. Understand how instrument sharpening can be accomplished easily and effectively
8. Develop the best approach when patients refuse definitive care for periodontal disease

DAILY TUITION
$285 - Dentists / $185 - Hygienists & Auxiliaries each for the 8:30 am - 5:00 pm course; Payment by check is preferred.

INCLUDES
Continental breakfast, lunch, coffee break, afternoon dessert, bound course manual & certificate for 8 CEUs.* *8 CEUs are awarded based on attendance of entirety of lecture. Late arrival or early departure will result in adjustment of credit.

LATE FEE
Add $10 per registrant if phoned, postmarked or faxed after October 11, 2019.

PLEASE NOTE - REFUND POLICY
Full refund less a $50 non-refundable deposit per registrant with a written notice postmarked or faxed NO LATER than October 11, 2019. No refund will be given after that date. A 2 year credit (with $50 administration fee) for another seminar will be issued in the name of the non-attending registrant.

REGISTRATION FORM
Cost: $285 for Dentists / $185 for RDHs & Aux. / U.S. Funds $145 for RDHs + Aux. in Attendance w/ Dr. - see details above

California Board of Dental Examiners
Provider # 4251

Exchange

Please call the office at (630) 738-9200 for assistance.

I/WE WILL BE ATTENDING:

CDS reserves the right to cancel this seminar at any time with no liability to registrants other than full refund of registration fee. CDS is responsible for the seminar, but not for the accommodations, travel or personal services required in connection with the program. In the event of an "act of God" leading to the cancellation of this seminar, the following options are available. If CDS reschedules the course within 90 days, you may: (A) register at no additional charge: or (B) receive a credit good for two years. No refunds for rescheduled "act of God" cancellations. Concord Dental Seminars is not supported by any commercial organization, receives no grants or funding, and its revenues are derived only from the tuition of the attendees of the seminar that it sponsors. Our organization does not sponsor or sell any products.

It is exclusively devoted to providing professional, scientific information to the dental profession.

Confirations & Hotel Directions will be mailed 10 business days prior to the seminar. To ensure prompt delivery, please print your full name & mailing address clearly on registration form.

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