

“CASES THAT HAUNT US”
with Mark E. Hyman, DDS, MAGD

**What others are saying
about this course/speaker:**

“Excellent course, very encouraging”
-DDS (Tucson, AZ)

“Dr. Hyman is a very good presenter who held
my attention for the entire time”

“I really enjoyed this speaker. Very engaging,
great stories, great advice”
-Celeste P., RDH (Tucson, AZ)

“Speaker was great, very interactive, very lively
and communicated his slides excellently”

“I really enjoyed the speaker. I found him
enthusiastic, well prepared and engaging”

Concord Dental & Medical Seminars announces
A CONTINUING EDUCATION COURSE
for the Entire Dental Team!

“CASES THAT
HAUNT US”
How to React, Rebound and
Recover From Clinical Failures

with

MARK E. HYMAN
DDS, MAGD



BEFORE



AFTER

8
CEUS

FRIDAY, MARCH 28, 2025
Columbia, SC
SATURDAY, MARCH 29, 2025
Charleston, SC

www.concordseminars.com

• ABOUT THE SPEAKER •

Dr. Mark E. Hyman is a renowned dentist from Greensboro, NC, and a public speaker whose work is characterized by his warmth, enthusiasm, sense of humor, and passion for dentistry. He received his Doctor of Dental Surgery degree from the University of North Carolina (UNC) Chapel Hill School of Dentistry. Afterwards, Dr. Hyman underwent a four-month internship as a volunteer dentist in Israel and then completed a two year Oral Medicine Residency at UNC.



As an accomplished seminar speaker, Dr. Hyman has lectured throughout North America and Europe at every major dental meeting including the Thomas P. Hinman Dental Meeting, Chicago Midwinter and ADA's American Dental Meeting. Dr. Hyman has earned national and international recognition for his seminars.

Since 2001, *Dentistry Today* magazine has selected Dr. Hyman as one of the top speakers in dentistry. He loved his thirty-two years in private practice, and currently serves as an Adjunct Full Professor and Special Assistant to the Office of the Dean at the UNC Adams School of Dentistry in Chapel Hill, NC.

“My mission is to energize dentists and their teams, helping them to reconnect with the zeal that propelled them into this highly fulfilling profession. I will show you how simple yet powerful changes can turn a struggling practice into a profitable, productive and joy-filled environment.”

The speaker receives no support from any commercial organization and does not promote any commercial products or sell any tapes, books, instruments, forms or other materials for this course.

• CONTACT US •

Concord
seminars

(603) 736-9200
info@concordseminars.com
www.concordseminars.com

• SEMINAR LOCATIONS •

FRIDAY, MARCH 28, 2025
Hilton Garden Inn Columbia Airport

110 McSwain Drive
West Columbia, SC 29169
(803) 391-4000

Day of Parking: **Complimentary.** Use open lots.
Rooms: Reserved at \$139/night until 2/25.
Mention **Concord Dental Seminars** when reserving.

SATURDAY, MARCH 29, 2025
Crowne Plaza Charleston Airport

4831 Tanger Outlet Boulevard
North Charleston, SC 29418
(843) 744-4422

Day of Parking: **Complimentary.** Use open lots.
Rooms: Reserved at \$131/night until 3/14.
Email info@concordseminars.com for booking link to reserve

• ONLINE COURSES •

In addition to our in-person courses at Concord Dental Seminars, we are pleased to offer the following options for online education:

Long Format Live, Interactive Webinars (6-8 Hrs length)
Perfect for those looking to dedicate a day to obtain their dental CE.

Short Format Live, Interactive Webinars (2-3 Hrs length)
These live dental webinars are typically 2 to 3 hours in length and are hosted on different time zones to make it easy to attend no matter where in the country you live!

- Featuring many different topics with new topics added often!
- Flexible start times; mid-week, evenings, and weekends
- Scheduled breaks throughout the webinar
- All webinars will have a moderator present to enhance your experience
- Interactive with plenty of opportunity to ask questions
- In-depth look into a topic
- Engage with the presenter
- Live CE Credit issued within 3-5 business days into your online account

On Demand Courses

Access quality dental continuing education 24/7 and on-demand at an affordable price all from the comfort of your home or office. Dental CE perfect for the busy Dentist, Registered Dental Hygienist, or Dental Assistant.

Visit www.concordseminars.com for all course offerings!

8 CEUS



7:45 am - 8:30 am
Registration &
Continental Breakfast



12:30 - 1:00 pm
Lunch Included



8:30 am - 5 pm
Course Hours

8 CEUS

COURSE DESCRIPTION

Don't deny it! Admit it! Every one of us has had this happen during your career! The cases that you didn't read the patient well, didn't get the proper diagnostic material, didn't take the time to really listen and see what was appropriate for your patient. Whether you have made a minor mis-judgement, or totally face-planted, NOW WHAT?

Dr. Hyman will lead the audience through a day of case review! In this course, Dr. Hyman will focus on real world cases from professional experience where things didn't go as planned. With a focus on what he'd do differently and where things went wrong, the audience will come away with actionable information that they can bring into their practice when confronted with difficult situations.

Get ready to laugh, learn, and master dealing with difficult patients and complex cases that don't go the way we planned!

LEARNING OBJECTIVES

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

- Discuss what constitutes "appropriate care" for your patients, and review predictable ways to offer optimal care dentistry to all who choose it!
- Evaluate new technologies that will help you communicate with your patients, and document the changes going on with their oral health.
- Review comfortable patient financing, and new ways to help your patients own their problems and say YES to their treatment plans.
- Learn how to inspire and motivate your team mates to join you in this journey to a higher level of case acceptance.
- Discuss your patient's "wants and needs" so you minimize misunderstandings.
- Review the predictable new patient experience, and how to engage the entire team for a higher level of case acceptance.
- Learn how to react when things go wrong-how to diagnose, document, and recover so that the appropriate care gets delivered.

SAMPLE CASE STUDIES PRESENTED

Dr. Hyman will present full mouth rehabilitation cases, Workman's Comp injuries, multiple cracked teeth, root canals, extraction, implants and more!



Dr. Mark Hyman's presentation is a fast paced didactic lecture that includes a Keynote presentation. Dozens of clinical cases will be shown and class discussion will be encouraged as we review the new patient experience, diagnosis, treatment planning, case presentation, implementation, and recovery.

COURSE DETAILS

TUITION (PER PERSON)

\$310 - Dentists
\$205 - Hygienists & Auxiliaries
\$180 - RDH & Aux register & attend w/ Dentist*
 (*Staff rate applicable only when Dentist pays full price & registers at the same time)
 Add \$15/person if registering after 3/21/25.

EARLY BIRD TUITION
 Save \$10/person when registering on or before February 1
 Dr. = \$300
 RDH/Aux = \$195
 Staff = \$170

Register Online / Phone / Mail

INCLUDES: Continental breakfast, coffee break, lunch, dessert break, 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.

REFUND POLICY: Full refund less \$50/person non-refundable deposit with an emailed or written cancellation received NO LATER than 3/21/25. No refund will be given after that date. A 2 year credit (with \$50/person administration fee) for another seminar will be issued.

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) re-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 seminars 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.

PACE ACADemy of GENERAL DENTISTRY PROGRAM APPROVAL FOR CONTINUING EDUCATION
 CONCORD DENTAL & MEDICAL SEMINARS
 Nationally Approved PACE Program
 Provider for FAGD/MAGD credit.
 Approval does not imply acceptance by any regulatory authority or AGD endorsement. 11/1/2021 to 10/31/2027
 Provider AGD#: 208978

ADA C.E.R.P. Continuing Education Recognition Program
 Concord Dental and Medical Seminars is an ADA CERP Recognized Provider.
 ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.
 Concord Dental and Medical Seminars designates this activity for 8 continuing education credits.

California Board of Dental Examiners
Provider # 5997

Special Needs or Requests? Call (603) 736-9200.

Confirmations will be emailed prior to the seminar. Please provide a valid email for all registrants.

REGISTRATION FORM

Cost: \$310 for Dentists / \$205 for RDHs and Aux. / U.S. Funds \$180 for RDHs + Aux. registering w/ Dr (see above for details)

Early Bird Rate: Deduct \$10/registrant if before 2/1; Late Fee: Add \$15/registrant if after 3/21

Please clearly enter your name as it appears with the State Board of Dental Examiners for your CE credit.

1.	<input type="text"/>	<input type="text"/>	<input type="text"/>	DDS DMD RDH CDA RDA Off. Adm. Email
2.	<input type="text"/>	<input type="text"/>	<input type="text"/>	DDS DMD RDH CDA RDA Off. Adm. Email
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4.	<input type="text"/>	<input type="text"/>	<input type="text"/>	DDS DMD RDH CDA RDA Off. Adm. Email

Home or Office of _____ Telephone (____) _____
 Home or Office Mailing Address _____ Cell (____) _____
 City / State / Zip Code _____

Payment Options: Check (make payable to: Concord Dental & Medical Seminars) Online: www.concordseminars.com

VISA MasterCard DISCOVER NETWORK AMERICAN EXPRESS **3 digit CVV or 4 for Amex:** **Please ensure to provide CVV and expiration date for credit card.**

Card #: _____ Exp. Date: ____/____/____

Cardholder's Name: _____

Signature: _____

Cardholder's Billing Address: Same as above

(3) WAYS TO REGISTER:

1. Mail form with payment to: Concord Dental Seminars PO Box 700 Epsom, NH 03234-0700
2. Scan QR Code to register online or visit: www.concordseminars.com
3. By phone: (603) 736-9200

For Office Use Only:
 Date Rec'd _____ Amt. \$ _____ Check # _____
 Confirm Out _____



REGISTER ONLINE