

Do not delay delivery—Time-dated material

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

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](http://www.concordseminars.com)

### • ABOUT THE SPEAKER •

**D**r. 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**  
**Embassy Suites Columbia Greystone**

200 Stoneridge Dr  
Columbia, SC 29210  
(803) 252-8700

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

**SATURDAY, MARCH 29, 2025**  
**Crowne Plaza Charleston Airport**

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

**Day of Parking: Complimentary.** Use open lots.  
**Rooms:** Reserved at \$XXX/night until XX.  
Email [info@concordseminars.com](mailto: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](http://www.concordseminars.com) for all course offerings!

#### 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**  
seminars  
PO Box 700  
Epsom, NH 03234-0700  
(603) 736-9200



**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!

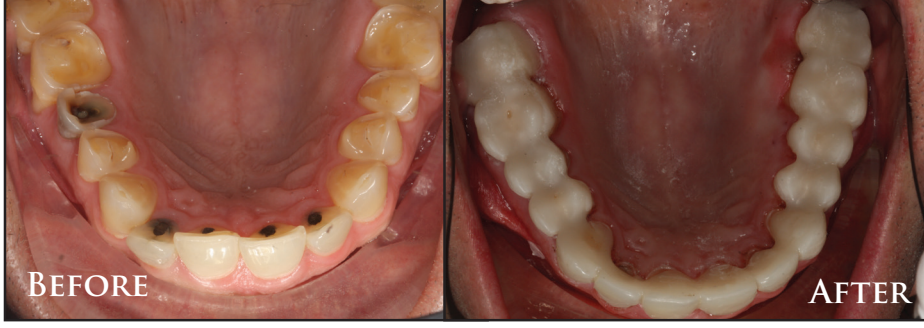
## LEARNING OBJECTIVES

*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.**

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.

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

**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.

First Name	M.I.	Last Name				
1. <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	DDS DMD RDH CDA RDA Off. Adm.	Email	<input style="width: 100%;" type="text"/>	
2. <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	DDS DMD RDH CDA RDA Off. Adm.	Email	<input style="width: 100%;" type="text"/>	
3. <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	DDS DMD RDH CDA RDA Off. Adm.	Email	<input style="width: 100%;" type="text"/>	
4. <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	DDS DMD RDH CDA RDA Off. Adm.	Email	<input style="width: 100%;" type="text"/>	

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](http://www.concordseminars.com)

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:**

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

**For Office Use Only:**

Date Rec'd \_\_\_\_\_ Amt. \$ \_\_\_\_\_ Check # \_\_\_\_\_

\_\_\_\_\_ Confirm Out \_\_\_\_\_



REGISTER ONLINE