1	Infection Control
	2 Hours CE By Nancy Dewhirst, RDH,BS
2	Dentistry can be a thrilling ride! • Sometimes we don't see what's coming • Sometimes things change • Sometimes things happen • Handout • Action items • ?'s
3	Must Post In Office: Appendix 3 Dental Board of California Infection Control Regulations
	California Code of Regulations Title 16 Section §1005 Minimum Standards for Infection Control All DHCP must comply & follow OSHA laws
	(b) (1-3)
4	New CDC Recommendations http://www.cdc.gov/OralHealth/infectioncontrol/guidelines/index.htm
	Checklists!
	To be used along with 2003 Infection Control Recommendations
5	 Update & Edit SOP's Standard Operating Procedures Location? Training? Must be specific & accurate Surface disinfection Hand hygiene Instrument processing Dental waterlines
6	Who's Responsible?
7	
8 🔲	The Good Old DaysNo glovesNo masks

• "cold sterilization"
One handpiece for all
• Wiping room with 2 x 2 & alcohol
• "The" Cloth towel
•
9 Chain
of
Infection
10 Breaking
the Chain
11 Infection Transmission Routes
• <u>Percutaneous</u> exposure
Open tissue, lesions, injury, dental care (pt.)
Mucosal, ocular tissue exposure
• Absorption
• Injury (fragile)
• <u>Direct skin contact</u> with source
Indirect skin contact with contaminated item, surface Instruments, counters, waste, lab case.
Instruments, counters, waste, lab caseIngestion
• <u>Ingestion</u> • <u>Inhalation</u> – aerosols, droplets
12 Standard Precautions
Minimum Standards for All Patients
Hand hygiene
• PPE
Respiratory hygiene / cough etiquette
• Sharps safety
Safe injections Instrument device starilization
Instrument, device sterilization Figure montal accepting disinfection begins.
Environmental asepsis cleaning, disinfection, barriers Witten protocol shall be developed, maintained, and periodically undated for proper.
Witten protocol shall be developed, maintained, and periodically updated for proper instrument processing, operatory cleanliness, and management of injuries.
13 Standard Precautions
Proven effective for controlling
Bloodborne diseasesContact diseases
Droplet diseasesNot effective for airborne diseases
14 Think Like A Microbe!
15 Standard Precautions

 Bloodborne diseases Contact diseases Droplet diseases Not effective for airborne diseases
■ Not effective for airborne diseases 16 ■ Bloodborne Disease Risks ■ Risky sexual activity ■ IV drug use ■ Body modification ■ Household exposure ■ Sharing personal sharps ■ Immunocompromised ■ Travel
17 Medical / Dental Risks?? 1 • Patient risks: • Dialysis • Endoscopes • Mass disasters: medical transport, emergency room crisis • Poor asepsis practices • 18 Risk of Infection after Needlestick 1 Source HBV HCV
2 <u>Risk</u> 6.0-30.0% 1.8% 0.3% 19 Safe Injection Practices
20 Safe Injections 21 Most Likely Dental Exposures • Percutaneous • Needles • Burs • Instruments, files • Compromised skin

• Mucosal exposure

• Proven effective for controlling

	• HBV = efficiently transmitted directly & indirectly (survives on surfaces – 7 days)
22	 Hepatitis General term: "liver inflammation" Caused by: Toxins Drugs Autoimmune diseases Heavy alcohol use Bacterial / viral infections
23	Hepatitis BIncidence declined since 1991 (infant vaccinations)
24	Hepatitis B Virus (HBV)
	 Acute infection = rarely fatal .5%-1% die Age of exposure is important! 90% of infected infants become chronic 25%-50% of infected 1-5 Y/O's become chronic 5% of infected adults become chronic Chronic HBV = sometimes fatal 25% fatal if infected in childhood 15% fatal if infected in adulthood
25	HBV Treatment / Vaccines
	 Vaccine = non-infectious HBsAg Vaccine gives immunologic memory ≥ 23 years No boosters – retain immunological memory indefinitely, protects vs. clinical illness & chronic dis. 95% seroconvert after vaccination PEP = vaccine – best within 24 hrs HBIG may also help as PEP Boosters may be needed for immunocompromised pts & hemodialysis pts. Tx = antiviral drugs - IMPROVED
26	
27	Stretch your Neck: Front, back, side to side.
28	 Hepatitis C (HCV) Most common chronic bloodborne infection in U.S. 2.7 - 3.9 million Americans have chronic HCV 4 X more than either HBV or HIV Most chronic HCV carriers are baby boomers Born 1946 - 1964 ~75% = unaware of infection

29	
30	
31 32	 Hepatitis C (HCV) Some people clear infection 85% develop chronic HCV Can result in chronic liver disease, cirrhosis, liver cancer, death Subclinical, asymptomatic 10 – 20 years Some types of HCV can be cured No vaccine HCV-related oral ulcerative lesions →
22	Now Tosting Doc's
33	 New Testing Rec's Traditional high risk people 1 time test for all baby boomers regardless of risk 60% of DDS's = born 1945 – 1965 New Rapid (40 min.) antibody tests Venipuncture, finger-stick (less reliable) OraQuick Detect past or present HCV infection Must be followed up with nucleic acid test (NAT) for viral RNA
34	 Hepatitis C (HCV) No vaccine Antiviral drugs: Eliminate virus or lower viral load May reduce complications & progression
35	Have You Been Tested?
	A. Yes B. No
36	Have You Been Tested? A. Yes B. No
37	Insect-borne Diseases
	 Malaria, Dengue, Zika, Yellow fever, Lyme, West Nile, chikungunya Primarily vector transmitted Treat as bloodborne disease
38	HIV Update
	 Every 5-7 sec. Someone = infected (worldwide) Virus attacks CD4 cells, weakens & destroys immune system

	Patient becomes susceptible to opportunistic infections Early tx before CD4 cells drop is vital
2	Infections are more severe & last longer •
39	
40	 HIV / AIDS Delayed diagnosis - still a problem 20% of infected = unaware of status Rapid testing: 1 min. oral swab or blood tests HIV tx cuts transmission to partners 96% PrEP (Pre-Exposure Prophylaxis) Truvada (tenofovir & emtricitabine) 92% effective IF TAKEN CONSISTENTLY Education is key
41	Success!!! HIV Treatment
42	ART Works!
43	 HIV+ life expectancy ≥ 24 years New concern: aging with HIV Our Overall Goals Diagnose
	 Link pt. To care Retain pt. In care Prescribe antiretroviral therapy Viral suppression
44	 Your Specific Goals Know status of pt's labs: Measure CD4 or T-cell count Measure viral load Asymptomatic pts with undetectable viral load & CD4 counts > 300 cells/mm³ test annually Symptomatic pts with CD4 count < 300 cells/mm³ need labs: Platelet, absolute neutrophil & CD4 counts & viral load

45 HIV-Related Questions

• Premed?
 Not based only on CD4 counts or viral load alone
• Symptomatic? Taking meds?
 Premed considered if absolute neutrophil count < 500/mcL for invasive dental procedures
• Ultrasonic scaler use?
• Yes. HIV = bloodborne, not airborne
Water quality??
•
Resnik D, Bednarsh H Opportunity for Intervention. Dimensions of Dental Hygiene, 2014, Vol 12, No.12
46 HIV / AIDS - Current Strategies
• Rapid HIV type 1 + 2 Test: OraQuick:
 Mouth swab or blood test
• 99% accurate, 1 min. result
 For source person testing or gen. Screening Pre-arrange with Occupational Health M. D.
47 Things Happen
48 One-handed Scoop Technique
49
50
51 Are You Set UP?
52
53 Arms Clasped Behind back
54
55 Even When We Wash
56 Hand Hygiene
• Hand hygiene is the single most important factor in transmission of disease
• 88% of dis. Trans. Is by hand contact
 'Resident' skin flora is permanent (IN skin)
• 'Transient' flora is
temporary (ON skin)
57 How long should you lather for first & last wash of the day?
A. 20 seconds

	B. 40 secondsC. 5 minutesD. 1-2 minutes
58	How long should you lather for first & last wash of the day? A. 20 seconds B. 40 seconds C. 5 minutes D. 1-2 minutes
59	
60	How long should you lather while washing repeatedly during day? A. 1 minute B. 15 seconds C. 20 seconds D. 30 seconds
61	How long should you lather while washing repeatedly during day? A. 1 minute B. 15 seconds C. 20 seconds D. 30 seconds
62	 Soap Dispenser Contamination Microbial contamination of soap linked to infections & outbreaks in hospitals 25% of refillable containers had bacteria 16% had coliforms Some bacteria remains on hands after washing No bacteria found in sealed (1 use) dispensers
63	Most Recommended: Combined Protocol
	 Plain soap – routine handwashing Antimicrobial / alcohol hand rub on unsoiled hands
64	 How Long Should The Alcohol Sanitizer Stay Wet on Your Hands? 5 seconds 8 seconds 15 seconds 20 seconds
65	 How Long Should The Alcohol Sanitizer Stay Wet on Your Hands? 5 seconds 8 seconds 15 seconds

	• 20 seconds
	 Waterless Hand-Rub Safety Should have ethanol, not isopropyl alcohol Less drying to skin More effective vs. Viruses Must have enough emollients for heavy clinical use FDA cleared for medical use
	 Hand Asepsis: Did You Know Inflamed, irritated skin retains more bacteria, (handwashing = less effective) May NOT treat pts. or handle pt. care items until dermatitis resolves §1005 (b) (7)
	Skin Exposures Non-intact skin may allow pathogens, irritants, allergens to enter Existing cuts / openings Dry, cracked skin
	 Hand Hygiene Required B4 & after glove use Why do we wash / sanitize every glove change? Gloves fail Organisms grow under gloves, doubling every 12 min. §1005 (b) (8)
	Common Mistakes (That harbor organisms & may damage gloves) • False nails, Nail polish & applications • Un-manicured nails • Jewelry • Petroleum-based products • Bar soap
71	
72	Look Out!
	The patient had Herpes Labialis
74	Dental assistant, cleaned op without wearing gloves,
75	Herpes will recure
76	She rubbed her eve

• Ocular herpes is usually unilateral • May migrate up nerve from oral infection. • Recurs, leading to blindness • 90% of U.S. adults carry herpes • Neonates contract type 2 at birth 77 Ocular Herpes 78 79 Stretch Back of Neck • Turn head away from tight side • Look down, feel stretch • Hold chair on tight side • Pull head forward with other hand • Repeat, looking up 80 Protect skin openings Watch for symptoms Clean environmental surfaces 81 Gloves • How do they fit? • Are you allergic or sensitive? • Latex? • Accelerators? • Thiuram Carbamate • Do you trust your gloves? • 4% may leak • Buy quality 82 How Long Do Gloves Last? 83 How Long Do Gloves Last? 2 • No exact data • Change per patient & when compromised • No longer than 1 hour

§1005 (b) (8)

84 Surgeon Infects 5 Heart Patients

10

85 Staph Infection Transmitted Through Damaged Gloves
• Dr's dermatitis infected patients during heart valve implantation surgery
Microscopic glove tears Stanbulg spaces, anidomoidis
Staphylococcus epidermidisOver 1 hour of glove use, heavy suture material
• Dr. lost surgical privileges
86 Is it OK to double glove?
87 Is it OK to double glove?
Yes but "unresolved issue" (CDC)
• Per procedure, not for "special" people!
For personal susceptibilityBe consistent
• De Consistent
88 Respect Glove Limits
What destroys gloves?
 Oils – petroleum, others
 Dental materials, water, soap, chemicals, stretching, use!
89 Donning & Removal
90
91 Back, Hip Stretch
92
93
94 Aerosol-Transmitted-Diseases (ATD)
3 • Inhalation of suspended particles
Small fluid droplets dry in nano-seconds, float
Particles remain indefinitelyRequire special building design & PPE for safety
ATD patients must be screened and referred
95 Airborne <u>Diseases</u>
Measles, mumps
Varicella (including disseminated zoster)
 Tuberculosis ^{¥£} , Flu
•
•
•

[¥] requires >1 precaution [£] See CDC TB Guidelines 96 Screening for ACTIVE Cases • Goals = reduce transmission by: • Early detection @ check-in Prompt isolation • Implement respiratory hygiene / cough etiquette • Defer elective tx • Refer emergency / acute cases • For dental emergencies • For medical care • Implement appropriate precautions 97 98 Annual Flu 99 Find the 1 incorrect sign of influenza A. Abrupt onset B. Extreme fatigue C. Body aches D. Subnormal temp. E. Fever 100 Find the 1 incorrect sign of influenza A. Abrupt onset B. Extreme fatigue C. Body aches D. Subnormal temp. E. Fever 101 Influenza Signs & Symptoms • Fever & chills – sudden onset Cough Sore throat • Intense body aches, skin sensitivity Headache • Diarrhea, vomiting 102 103 Measles - Still Killing Kids • Leading cause of death in children (worldwide) • 10-12 day incubation • High fever (1 wk), runny nose, cough, white spots in mouth: precede rash

104	Koplik Spots
105	Whooping Cough Adult
106	 Violent "Paroxysms" Uncontrollable "100 day cough" Breaks ribs, causes vomiting, urination Etiology: bacterium Bordetella pertussis Strips cilia, mucus stagnates, airways = raw, sensitive to touch, air, water Confused with cold, symptoms build light fever
107 1	Make Sure You Are Protected! • HBV • Influenza • Measles • Mumps • Rubella • Varicella-Zoster • • www.CDC.gov: new adult vaccine recs • OSHA policies: • New hires & employees
2	 Tetanus Polio Pneumonia Meningitis HPV
108	 Tuberculosis Policy MDR TB = worldwide risk Develop TB program appropriate to risk Tuberculin skin test (TST) when hired & per risk Ask all pts: History of TB? Symptoms of TB?
109	 Mycobacterium tuberculosis Mtb infection is NOT synonymous with ACTIVE TB! Positive skin test does NOT mean ACTIVE TB!
110	
111	Active TR

112 Have You Been Vaccinated Against TB?:

- TB blood tests (interferon-gamma release assays or IGRAs), unlike the TB skin test are not affected by prior BCG vaccination
- Symptom tests
- ATD screening form
- Chest X-ray?

113 Screen for TB:

- Productive cough (> 3 weeks)
 - Bloody sputum
- Night sweats
- Fatique
- Malaise
- Fever
- Unexplained weight loss
- If yes: medical referral, (reportable)

114 Flu & Other ATD's Ask: Do you have....

- 1 Flu
 - Fever?
 - Body aches?
 - Runny nose?
 - Sore throat?
 - Headache?
 - Nausea?
 - Vomiting or diarrhea?

•

If yes, re-appoint, refer

•

- 2 Pertussis, measles, mumps, rubella, chicken pox, meningitis
 - Fever, respiratory symptoms +
 - Severe coughing spasms
 - Painful, swollen glands
 - Skin rash, blisters
 - Stiff neck, mental changes

115 Chronic Respiratory Diseases (NOT ATD's)

- Asthma
- Allergies
- Chronic upper airway cough syndrome "postnasal drip"
- Gastroesophageal reflux disease (GERD)

	 Chronic obstructive pulmonary disease (COPD) Emphysema Bronchitis Dry cough from ACE inhibitors
116	Respiratory Hygiene / Cough Etiquette
117	
118	
119	
120	
121	
122	
123	Respiratory Hygiene, Cough Etiquette Post Signs
	 Cover your cough (lists symptoms patients should report to staff) http://www.cdc.gov/ncidod/dhqp/pdf/Infdis/RespiratoryPoster.pdf Cover your cough instructions and fliers in several languages http://www.cdc.gov/flu/protect/covercough.htm
124	Dental Worker Health
	• Symptomatic workers must be evaluated promptly
	No work until:MD rules out ATD or
	Worker is on therapy & is noninfectious
125	
126	Stretch Back of Neck
	• Turn head away from tight side
	• Look down, feel stretch
	Hold chair on tight sidePull head forward with other hand
	Repeat, looking up
127	PPE: Surgical Masks
	• Designed to protect patient from:
	Oral, nasal, respiratory tract flora
	 (Breathing, speaking 1-3 cfu / min) Masks are bi-directional barriers
120	
128	Identify the mask YOU use

	B. ASTM level 2 C. ASTM level 3 D. Don't know
129	Masks "single-use, disposable" Change between patients or sooner \$1005 (b) (4)
130	ASTM Levels
131	
132	Fluid Resistance
	 Mask degrades from; Perspiration Talking Sneezing Length of time mask is worn Dust, spray Shield may lengthen use-life Position mask to "stand out" from face 20 min - 1 hour!
133	
134	
135	Does Laser dentistry require special mask selection? A. Yes B. No
136	Does Laser dentistry require special mask selection? A. Yes B. No C. But recommendations vary for dentistry
137	Laser Respiratory Protection
	 N95 / N100 respirators Or: full face shield & level 3 mask Facial fit = vital Fluid resistance Suction / filtration placed 1" from site Eye protection
138	Clinic Attire
	Protective attireComply with Cal/OSHA regs

§1005 (b) (5) 139 Operatory Asepsis 140 Dental Aerosols – Visible? 141 142 143 Simplify Surfaces Environmental disinfection = cardinal feature in dentistry 144 Cover or Remove Extra Items 145 Barriers Prevent contamination of hard-to-clean surfaces 146 Load trays outside operatory 147 What is your protocol for retrieving items during procedures? 148 149 Intermediate Level Disinfectants vs. Low Level Disinfectants Intermediate-Level Disinfectants kill: • Mycobacteria - Mycobacteruim tuberculosis • Nonlipid or small viruses (Non enveloped) - Polio virus, enteroviruses • Fungi - Trichophyton spp. (Low level hospital disinfectants kill only): • Vegetative bacteria - Pseudomonas aeruginosa, Staphylococcus aureus • Lipid (enveloped) or medium-sized viruses - Herpes simplex virus, hepatitis A, B & C virus, HIV, Ebola (CDC) §1005 (b) (14) 150 151 Follow Label Directions Clean before disinfecting • Proteins neutralize disinfectants Wear Utility gloves 152 Clean Before Disinfecting 153 Leave For Stated Time 154 Sharps & Waste • Follow OSHA rules • Dispose of <u>all sharp items</u> in puncture resistant containers • Dispose of pharmaceutical waste as per EPA

	• Dispose of contaminated solid waste as per EPA §1005 (b) (9, 22)
	•
155	 Dental Lab Asepsis Splash shields Fresh pumice Sterilized / new rag-wheels for EACH pt. Sterilize / discard equipment used on contaminated dental devices Clean & disinfect lab cases with intermediate-level disinfectant & rinse B4 placement in pt. §1005 (b) (23,24)
156	
157	 Stretch Chest and Shoulders Place hands behind hips Inhale slowly, bringing elbows back Exhale slowly, bring elbows forward, bend head forward Stretch shoulders across your chest
158	Instrument Processing: Highest Level of Asepsis
159	Instrument Processing "Traffic Flow"
159	
160	"Traffic Flow" How Do You Transport? Protect Sharps Cassettes Tubs, trays with slides, lids Avoid accidents Use Cassettes / tubs / lids →
160	 "Traffic Flow" How Do You Transport? Protect Sharps Cassettes Tubs, trays with slides, lids Avoid accidents Use Cassettes / tubs / lids •
160	"Traffic Flow" How Do You Transport? Protect Sharps Cassettes Tubs, trays with slides, lids Avoid accidents Use Cassettes / tubs / lids →
160 1 61 1 62 1	"Traffic Flow" How Do You Transport? • Protect Sharps • Cassettes • Tubs, trays with slides, lids • Avoid accidents • Use Cassettes / tubs / lids • Safe Transport?
160	"Traffic Flow" How Do You Transport? ● Protect Sharps ● Cassettes ● Tubs, trays with slides, lids ● Avoid accidents ● Use Cassettes / tubs / lids ● Safe Transport? OK?
160	"Traffic Flow" How Do You Transport? • Protect Sharps • Cassettes • Tubs, trays with slides, lids • Avoid accidents • Use Cassettes / tubs / lids • Safe Transport? OK? Pre-Cleaning / Holding

168	Instrument Washers
	 Cassettes Safer More efficient: Space management Instrument cleaning Instrument management
169	Now Maybe
170	Cassette Design
171	What's Wrong Here?
172	Does Your Office Sterilize ALL Motor Handpieces After Each Use? A. Yes B. No
173	Does Your Office Sterilize ALL Motor Handpieces After Each Use? A. Yes B. No
174	 CDC Update Must heat sterilize ALL removable handpieces, even slow speeds *electric handpieces: housing / sleeves = sterilizable, but micromotors may not be!
175	Smaller, Faster Single use water
176	Vacuum Sterilizer Single use water Pre & post vacuum Dry to dry time: 35-38 min. Eliminates rust
177	Paper Up? Or, Paper Down?
178	Paper Up? Or, Paper Down?
179	What's Wrong?
180	What's Wrong?
181	
182	

183	
184	
185	
186	 Sterilizer Monitoring Indicators: per package Heat Integrators: per load Time, temperature, pressure Biological Monitors: weekly Non - pathogenic spores Keep written reports \$1005 (b) (17)
187	
188	Are we required to label sterilization packages? A. Yes B. No C. Only surgical packages D. Only implantable devices
189	Are we required to label sterilization packages? A. Yes B. No C. Only surgical packages D. Only implantable devices
190	Why label packages? A. To re-sterilize after 3 months B. To identify date of sterilization in case of (+) growth spore test C. To identify person sterilizing items
191	
192	Stretch
193	Water & Air
194	Dental Water Quality
195	DUWL – Related Death (2011) Lancet • 82-yr old Italian Woman • Legionnaires' dis (<i>L. pneumophila</i>) • Proven from dentist's waterlines • No other exposures

•

196 2015 Mycobacterium abscessus Infections - Georgia

- 9 pediatric infections confirmed after pulpotomies
 - 11 more probable cases
- July Sept, 2015, One dental office
- M. abscessus = waterborne
 - Water
 - Soil
 - Dust
 - Plumbing
 - Dental waterlines
- Other outbreaks: medical, acupuncture, surgical clinics

•

•

197 2015 Mycobacterium abscessus

Infections - Georgia

- All pts were immunocompetent
- No deaths; hospitalizations, IV antibiotics, surgeries
- Dept of Health notified Atlanta Dentists:
 - Follow DUWL disinfection protocol
 - Meet DUWL potable & surgical standards
 - Monitor DUWL
 - Promptly report suspected outbreaks

198

199 What is your office using now?

- A. Municipal water
- B. Bottles, no chemicals
- C. Bottles, chemicals
- D. DentaPure (iodine)
- E. Other
- F. Sterile water systems for surgery?

200 2 Standards

for Dental Treatment Water

- Surgical Standard: USP sterile water & sterile delivery system
 - Bulb or other syringe
 - Peristaltic pump, sterile lines
 - Aqua-Sept
- Non-surgical dentistry: Potable (500 CFU/mL)
 - Chemical treatment

	• Reservoirs
	• Cartridges
	§1005 (b) (18)
	For Potable Water Your office should:
E	A. Flush lines in AM & PM for 2 min./line B. Flush lines between patients for 20 sec. C. Purge lines weekly if using only water in bottles. D. Purge lines @ 1 – 2 months if using disinfecting product in dental water
	When doing surgical procedures, Do you use Sterile water & sterile separate delivery device? §1005 (b) (18)
•	 Standards for Water Safety Sterile - for surgery, (cutting bone, normally sterile tissue) 0 CFU/mL of heterotrophic water bacteria CDC special update, OSAP, Dental Board law Potable - for non- surgical procedures - 500 CFU/mL of heterotrophic water bacteria (meets EPA safe drinking water standards) CDC, OSAP, EPA, Dental Board
204 V	Naterline Treatment Options
•	 Chemical "Shock" - removes biofilm Sterilex, bleach Caustic, may injure tissue. Rinse! Continuous chemical "maintenance" - prevents biofilm, keeps CFU's low. DentaPure 1 /year (dry bottle at night) BluTab (Silver ions) - ProEdge (keep bottle on) ICX (Silver ions) - Adec Team Vista - HuFriedy
	Po your waterlines retract? Handpieces, AWS, Ultrasonics §1005 (b) (21)
•	nternal contamination of AW Syringes & Tips • Both syringe & tips demonstrate internal contamination • Sources = waterlines & retraction • Waterborne species & patient-derived organisms have been isolated from internal surfaces
207 🔲 N	New Metal AW Tip

208	Used Metal AWS TIP
209	Dental Advisor Study J. A. Molinari, P. Nelson (Dental Advisor, 2012) • ~10% of used & sterilized metal tips showed microbial contamination • Visual debris was found
210 🔲	If You Don't Clean It • You can't disinfect it • You can't sterilize it
211	Disposable Air / Water Syringe Tips
212	How Do You Know Your Waterlines Are Safe?
213	You Can Do It!
214	Treat, Shock, and Test ALL waterlines
215	Is there a culture of safety where YOU work?Is your team trained?How do patients view your office?Are you updated?
216	What You Do Over & Over
217	Teamwork!