



# Summer 2010 Newsletter

*From Dr. Michael S. Yung, DDS* Editor: Cindy Yung

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## Staff Updates

### *Dr. Kimberly Foon*

Dr. Kimberly Foon continues to be an integral part of our practice and will be performing some of the check-up exams with me as we continue to expand. She has already received recognition on internet reviews for her wonderful work and personality, and I know you will appreciate her talent and humor as much as I do. My staff agrees that her work is very meticulous and complete, and she loves to take her time caring for our patients. Dr. Foon and I will act as a team, and you will likely be seeing both of us as your dentists in the future. If you have a preference, please make your concerns known to Whitney.

### *Dr. Jack Yu*

Dr. Jack Yu is currently our in-office endodontist and performs more challenging root canals for us. He maintains his own practice but moonlights at our office two days per month. He has been praised by my patients for being very efficient and thorough.

*Dr. Yung and team wish you and your families a safe and wonderful summer!*

Well, it's that time of the year again for our wonderful newsletter, letting you know all the new and exciting updates going on in our office. Dare I say change is necessary? We are certainly a proactive office - we like to stay on top of things in all aspects of dentistry, including technology, customer service, dental health, and dental materials. I am happy to say that we are about 70% complete on our project to bring our office to a completely paperless system. Yes, we even care about the environment! I'd also like to recognize my amazing team for keeping up with me on all our changes and for helping to make your experience a great one!

### *A New Service for Health, A New Product for Beauty*

In the interest of dental health, I have added the Velscope, a cancer-screening device, which will be used to perform an oral cancer screening once a year for all patients. A national statistical increase in the incidence of oral cancer prompted me to add this very helpful tool. This device is pain free, non-invasive, easy to use, and takes only a minute of your time. There will be a nominal fee for this service which may be covered by your dental insurance.

I know all of you can appreciate a great smile and many of you already have that. In case you're looking for something new, fast, and beautiful, I have just the product for you. It's called "Snap-On Smile" and we're pleased to offer this new technology at our office. This product is a removable device similar to a retainer, but has a full set of veneers bonded together in one piece that fits snugly over your own teeth. It creates a brand new smile in an instant, and is even easier than veneers and more permanent than teeth whitening. You can eat and talk normally with it on, and best of all, you get to choose the shade of your teeth! For more information, please ask Dr. Yung.

### **It's Almost Time to Vote Again for Pasadena's Best Dentist!**

The time to vote in Pasadena Weekly's online and mail-in poll for "Best Dentist" is coming up in August. If you should feel compelled to vote for our office for this great recognition, we would be honored. We will most likely send another email blast as a reminder of when and where to act. Thanks again to those who have voted for us in the past. Your vote and your referrals are the highest form of praise we can receive.



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## More Staff Updates

It's birthday month for Dr. Yung and Cindy's two girls! Selene turned FOUR in June. She is still enjoying her ballet and tap classes. She has really stepped up as "big sister" to Hannah, who turned ONE in June. Hannah is a superb climber of all things, keeping her parents and Selene very busy. She is learning sign language and can already say her name.

Our hygienist Nilo and her husband, will be having their first baby in August - a girl! We wish them a safe and healthy delivery.

Our hygienist Jason and his wife will be celebrating their 2<sup>nd</sup> wedding anniversary this August!

## We Are Conscious of the Environment

You may have noticed that due to the hard work of my team, we now have the ability for new and existing patients to fill out all necessary forms online through our website, MichaelYungDDS.com. You'll find this option under the "Forms" heading with the link "New Patient Questionnaires". The information on the forms is uploaded to our computers so we can get a head start on preparing for your appointment. We hope this will speed up the experience of a first visit, especially for any new patients you might like to refer to us. Yes, we're still taking new patients, and we greatly appreciate all your kind referrals of your family and friends. For existing patients, we've set up a "Patient Login" link so that you can have access to your own dental records. Soon you will have the ability to update information, and if necessary, pay an outstanding bill on our secure website with a credit card. Also, you will be able to fill out a survey on your experience to make it as easy as possible for you to give feedback discreetly. We aim to please and we will take your concerns and recommendations seriously. We appreciate your patience while we're working out some kinks in the system and the automatically generated appointment reminders.

## Insurance Update

For our Delta PPO patients, we will be considered "out of network" for Delta Dental PPO insurance, effective July 20<sup>th</sup>, 2010. However, being out of network still allows you to choose me as your dentist. I will simply be able to use the fee schedule that is usual and customary for Pasadena area dentists, as opposed to the general nationwide fees set by the insurance companies. For example, if your insurance plan pays 100% for a cleaning, they will continue to pay 100%, but it will be based on the usual and customary fees for the Pasadena area, which means that there will be no out-of-pocket expense for you. If you need a crown and the insurance covers a crown at 60%, your insurance will still pay 60% of the Delta Dental PPO fees for a crown. Your out-of-pocket responsibility would be the remaining 40%, plus any difference between the Delta Dental PPO fee and the usual and customary fee. There is a possibility that this may raise your co-pays for certain procedures, depending on your specific insurance plan. This is usually a small increase for basic treatment, such as fillings and extractions. We would suggest scheduling any major pending treatment (crowns, onlays, bridges, etc.) before we are out of network with Delta Dental PPO, as the increase in co-pay may be more significant. We are still considered "in network" with all Delta Dental Premier plans, and this change does not affect any other insurance companies or plans. For more information on your particular dental plan (all plans are not created equal), please call our office and talk with Belle or Whitney.