

# Your Challenges: Our Solutions



Dr. H. Ryan Kazemi  
Oral & Maxillofacial Surgery



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## Do you face challenges like these when referring patients for oral surgery care?

- Oral surgeon's availability
- Their staff treating your patients right
- Achieving the surgical results you and your patients expect
- Financial flexibility and payment options to make the treatment possible
- Helping patients with special circumstances whether medical, emotional, or financial
- Getting answers and support when you need it most
- Staying informed about your patients' progress
- A referral process that is easy, user-friendly, and works for you
- Getting critical knowledge to improve your treatments and results

### If so, you are not alone.

When we started our practice almost 16 years ago, we recognized that our role as a specialist went far beyond a referral source. Over the years, we've talked to many dentists who shared their concerns and problems when working with specialists. We realized that many of these problems were caused by miscommunication and lack of alignment between their offices and the specialist's. We learned that a mutually beneficial relationship is only possible when it is built on respect, understanding, open and honest dialogue, and communicating what is important to each stakeholder. Since then, our team have gathered all of our energy and focus to create a truly remarkable practice that serves patients and our referring colleagues the way they want to be treated. We may not be everything to everyone, but may just be everything to you and your practice.

**Our role is simple:** Achieve great and predictable surgical results, keep your patients happy, and help you grow your practice.

If you have challenges like these and would like to learn about our solutions, please call us at (301) 654-7070

# Your Challenges

# Our Solutions

## When you need emergency help



Your emergency patients are always seen on the same day. When you call, you'll hear us say, "*Send them right over.*" We'll call you right after the emergency treatment and let you know how your patient did. And if you ever need help with a patient in your chair, you can count on us to be there for you.

## Patient care from a friendly and compassionate staff



Have you ever had a patient who was very happy with a specialist but not their staff? Maybe they experienced poor reception, or unresponsive, or unfriendly staff. Look to our team for something better: people who love to take care of patients with patience, compassion, respect, and an unyielding tenderness.

## An easy referral process



The referral process has never been easier than with our referral forms, whether you use a pad to write manual referrals or submit them online via our website. We provide your staff with a simple guide to help them make the referral process easy and smooth, and we provide accurate information to all frequently asked questions.

## Financial flexibility and payment options



Some patients have financial constraints keeping them from completing your recommended treatment. Whether it's insurance issues, payment plan needs, or unusual circumstances, we can help. We offer several payment options to make it all possible. We can also provide you with our financial guidelines and fees to help you better prepare you patients for surgery.

## **Collaborative communication**



Stay connected with your patients' treatment progress in real time. You will never again be surprised- whether it is with your patients' experiences or with the completed procedures. We use online tools to keep you in the loop and informed at all times.

## **Answers and support when you need it**



When you have a question or a problem, you can count on us to be there for you. Call or email and we'll get you the answers you want. Also, our website contains reference articles and information on various topics which you can download for free any time.

## **The critical knowledge you need**



Stay current with advances in oral surgery, dental implants, bone grafting, and practice management with 'To-The-Point' newsletter, a bimonthly publication by Dr. Kazemi, online webinars, one-on-one case reviews and seminars. The information is presented in multi-media format and can be easily shared with patients and staff.

## **Get informed first and fast**



We understand that when you refer a patient for surgery, all you want is for them to be happy and for you to stay informed. With us, you will never be out of the loop. We will send you immediate updates on your patients, their progress, experiences, and other needs by fax or email - your choice.

## **Patients with special circumstances**



We provide care for both pediatric and geriatric patients and offer unique services to make their experiences as pleasant as possible. A very anxious patient or someone who is frustrated for whatever reason? No problem. We cater to such individuals and take our time to listen and help them through it.

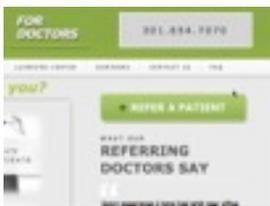
# Practice Support & Educational Programs

## Basecamp- Online dental implant collaboration & communication



You will receive a complimentary invitation to Basecamp, our online treatment project management software. Through this site, you will be able to access all the information, files, and progress notes regarding your patients' progress. Your team members can also participate so everyone can be aligned.

## Doctors Only Website- Relevant information you need



With over 300 pages of content, our doctor-specific website section provides relevant information for you and your staff when you need it. These sections include FAQ, practice management, case reports, surgical videos, articles, information on upcoming meetings, and more. Check it today: [facialart.com](http://facialart.com)

## Oral surgery update for your staff



Our staff update lunch & learn presentations will offer your team the latest in oral surgery, communication skills, inter-office protocol, and ways to make your patients happier. We'll discuss frequently asked questions to help your staff educate and better prepare your patients for surgery.

## 'To-The-Point' e-newsletter



A bimonthly publication with the latest on advances in dental implants, bone grafting, restorative solutions, anesthesia, pain management, oral pathology, practice management principles, and more. It also features upcoming seminars and educational programs. Packed with great videos and multi-media presentations, To-The-Point helps you and your staff stay on point.

## Implant partnership program



A comprehensive program designed to help you build your implant practice. Learn how to set up your office, train your staff, and create treatment protocols that are efficient and profitable for you. It also features surgical, prosthetic, and laboratory training as well as marketing and public relations ideas to help you promote and grow.

## Case acceptance strategies



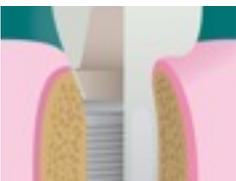
Dr. Kazemi's case acceptance program will provide you and your team with effective communication strategies to actualize the care that you recommend and your patients want. Learn presentation skills, managing objections, and how to effectively respond to the ever popular, "Does my insurance cover it?"

## Exclusive seminars



Every year, we sponsor key seminars for our referring colleagues covering topics from dental implants to practice management, presented by Dr. Kazemi and other featured guest speakers. These programs are AGD accredited, providing you with continuing education credits.

## Annual dental implant symposium



Upcoming in 2014, we will sponsor a day symposium with well known and respected presenters discussing current clinical and scientific information on implant dentistry.

## Dental implant forum



Upcoming in 2014, selected dentists will be invited to join a unique forum. Members will learn through collaborative presentations, literature review, and quarterly meetings.

# Success Strategies For Your Practice

## Grow your implant practice



Dr. Kazemi has designed a step-by-step program to help build your dream implant practice. He works with partner practices to provide the necessary training, educational tools, and communication strategies increase case acceptance and number of implant patients. This in-depth program covers the many dimensions required to build a thriving implant practice.

## Cultivate loyal patients



With one of the highest patient ratings in service, we can share with you strategies to achieve remarkable patient experiences and loyalty. Word of mouth is by far the most powerful marketing strategy for growth of any practice and cultivating loyal patients is the only sure way to get it.

## Practice growth strategies for new dentists



As your team specialist, we can help build and support the growth of your practice, especially if you are a new practitioner. We offer various tools, training, and coaching to help you overcome common challenges of setting up a new office or growing an existing one. Whatever your dreams are for your business, it is important to build a foundation that will help you fulfill them in a predictable and timely fashion. We can help.

## No drama practice management



Practice success, growth, and life-balance requires a well-defined practice management plan; A plan based on a clear strategy, defined goals, and realistic action items. It requires you to begin working 'on' rather than 'in' your practice. To be able to practice dentistry without drama, you must align your vision with your strengths, your staff, clear protocols, and strategy.

## About Dr. H. Ryan Kazemi



**Dr. H. Ryan Kazemi** is an oral and maxillofacial surgeon certified by the American Board of Oral and Maxillofacial Surgeons. He received his dental degree from the University of Pennsylvania, School of Dental Medicine in 1990. Following a one-year internship at the Albert Einstein Medical Center in Philadelphia, he pursued surgical training at The Washington Hospital Center in Washington, D.C., where he received his certificate in Oral and Maxillofacial Surgery. Dr. Kazemi has practiced in Bethesda, Maryland, since 1997, providing a full spectrum of oral and maxillofacial surgery procedures with emphasis on extractions, dental implants, bone grafting, and corrective jaw surgery.

Dr. Kazemi is a diplomat of the American Board of Oral and Maxillofacial Surgeons, and an active member of the American Association of Oral and Maxillofacial Surgeons, American College of Oral and Maxillofacial Surgery, Academy of Osseointegration, American Dental Association and Entrepreneur Organization.

He has served as the founder and president of several dental and implant study clubs in the Washington D.C. area. Dr. Kazemi has published and lectured extensively on dental implants, bone grafting, and practice management. His newsletter, *To-The-Point* is read by more than 2,000 dentists every month. He is also the founder of DDSForums.com, a professional networking site for dentists. Dr. Kazemi serves on the medical staff for D.C. United, the major soccer league team in Washington, D.C., and the U.S. national soccer team for the care of their athletes.

**Board Certification:** Fellow, American Board of Oral and Maxillofacial Surgery

**Education:** University of Pennsylvania, School of Dental Medicine (1986-1990)

**Post-graduate Training:**

Oral and Maxillofacial Surgery: Washington Hospital Center, Washington, D.C. (1991-1995)  
General Practice Residency: Albert Einstein Medical Center, Philadelphia, Pa (1990-1991)

**Teaching Appointments:**

Staff attending: Washington Hospital Center (1995-present)

**Experience:**

Private practice: Center for Oral and Facial Enhancement, Bethesda, MD (1997-present)  
Private practice: Drs. Krupp and Spector, Towson, MD (1995-1997)

**Scientific and Professional Societies**

American Association of Oral and Maxillofacial Surgery (1995-present)  
Academy of Osseointegration (1997-present)  
American Dental Association (1995-present)  
Entrepreneur Organization (2005-present)  
Millennium Dental Study clubs (1999-present)  
Oral & Facial Enhancement Study Club (1997-present)  
Institute for Dental Implant Awareness (2009-present)

**Affiliations**

D.C. United Professional Soccer Team, Washington, D.C. (1998-present)  
U.S. National Soccer Team (1998-present)

## What we do best

- Dental implants
  - Bone grafting
  - Infection management
  - Third molar surgery
  - Corrective jaw surgery
  - Oral and facial trauma
  - Teeth extractions
  - Biopsy procedures
  - Office anesthesia
- 

## Service Packages

### Signature- Our Everyday Service

- Surgical care as discussed with the patient
- Insurance and financial assistance; various payment plans available
- Personal patient care liaison
- Reduce anxiety through personalized care, anesthesia options, and unique relaxing atmosphere
- Pre-appointment forms completion/online registration
- '3' Minute Rule: All appointments are kept within three minutes of your arrival
- Quick response: Doctor call back within 5 minutes
- Home care kit
- Night call by doctor; follow up calls by our team
- Thorough pre- & post-surgical instructions
- Prescription services

### VIP - Our Signature Service Plus

- Single visit option if possible
- Transportation assistance: Pick up and drop off services (no escort necessary)
- Home nursing care upon request

### Presidential - Our Signature Service Plus:

- Surgical scheduling extended to evenings or weekends if desired
  - Local accommodations
  - Full-or part-time nursing care
  - Post-operative follow-up by the doctor at your home or local accommodation
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### Our Expertise and Service Advantage

- A specialty trained and skilled doctor
- Results that match your expectations
- Appointments made easily and efficiently
- Patients seen quickly and on time
- Safe and comfortable atmosphere
- Warm and personal service

## What are Your Challenges?

Call us at  
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