

*The Minneapolis District Dental Society invites you
and your staff members to attend this
Staff Appreciation event for the entire dental team.*

Thursday, January 8, 2015
Minneapolis Marriott Southwest Hotel
5801 Opus Parkway, Minnetonka, Minnesota

5:30 p.m. Social Reception



6:15 p.m. Dinner



7:15 p.m. Program

**"Stresses Unique to Dentistry: How to Cope from the Front Desk,
to the Dental Chair, to the Billing Office"**

Dr. Morrow completed a doctorate in Clinical Health Psychology at the University of North Texas and an internship in Clinical Psychology at Indiana University School of Medicine. Currently Dr. Morrow is Assistant Clinical Professor at the U of MN School of Dentistry, Department of TMD and Orofacial Pain. She has devoted her career to a blend of clinical practice and teaching. Dr. Morrow has expertise in the treatment of acute and chronic pain, as well as stress exacerbated systemic illnesses. She uses a variety of treatment modalities including biofeedback, hypnosis and cognitive-behavioral therapy. After many years working as a clinical psychologist, Dr. Morrow completed a degree in law at Indiana University School of Law. This additional education expanded Dr. Morrow's professional expertise with the understanding of bioethics and medical malpractice. Dr. Morrow is an invited speaker to various continuing education venues throughout the country, where she presents topics related to TMD pain, personality and chronic pain behavior, bruxism, the management of difficult dental patients, and bioethics in dentistry.



Leesa Morrow, Ph.D.

Program Synopsis

Doing great dentistry is not easy. It requires a well-coordinated team, who all understand how to work with patients who are often anxious and apprehensive. Because of the inherent team approach in dentistry, conflicts arise that are not unlike family dynamics. These stresses are unique to dentistry. The work of dentistry requires doing intricate treatment, in a tiny space, while being very near patients who are sometimes angry, sometimes needy, and often scared. Unlike a surgeon, who has the advantage of working on an unconscious patient, the dentist is doing what typically amounts to surgery on a hyperalert patient. When every human instinct tells you to step away interpersonally and physically, there is no place to hide for the dental team. The stress created by this close interpersonal distance to the patient is also unique to dentistry. This presentation is designed to help everyone on the team cope better with these stresses, and in the process, enjoy their work more, and enjoy professional rewarding relationships with the other members of the team, from the front desk, to the dental chair, to the billing office.

Program Learning Objectives

- Identify the personality disordered patient and adjust management of the patient accordingly.
- Define the concept of interpersonal distance, and apply this knowledge to the work of dentistry in terms of psychological boundary setting.
- Manage the inevitable conflicts that arise among members of the dental team with open, direct, non-inflammatory communication.

Staff Appreciation Night

*It's time to salute your staff members.
Let your staff be proud of their doctor(s).*

Bring two or more staff members—
Everyone receives a free drink!

Drawing for raffle prizes will be held.

One continuing education credit will be given.

REGISTRATION INFORMATION ON THE REVERSE SIDE

Registration Form

Staff Appreciation Night

***“Stresses Unique to Dentistry: How to Cope from the Front Desk,
to the Dental Chair, to the Billing Office”***
with Dr. Leesa Morrow
Thursday, January 8, 2015

Dinner Entrée

Grilled Chicken

Grilled bone in chicken with mushroom tomato sauce, served with Boursin mashed potatoes, asparagus and honey roasted baby carrots. This entrée is accompanied with a Greek salad which includes Kalamata olives, tomatoes, red onion rings, cucumber and feta cheese and presented with oregano vinaigrette and served with warm fresh dinner rolls.

Dessert

Tiramisu Berry Cake

*Fax, mail or phone-in your reservation early - Payment must accompany your reservation.
No Refunds after Noon on Monday, January 5, 2015.*

Please Print

Member Name: _____

Address: _____

City/State/Zip: _____

Telephone Number: (_____) _____

Staff Member: _____

Per Person	ADA Member	Non-ADA Member	Guest/Staff Member	Dental Student
Program/Dinner Fee:	_____ \$55.00	_____ \$75.00	_____ \$45.00	_____ \$5.00

Fee for Program Only: _____ \$40.00 ADA Member/Staff Total Cost: _____

MAIL TO: Minneapolis District Dental Society
2475 — 15th Street NW, Suite C, New Brighton, MN 55112-5606
FAX TO: 651.631.9846 (if paying by credit card)

Check # _____ Made Payable to the MDDS is Enclosed.

Credit Card # _____ Expiration Date _____

MasterCard Visa

Zip Code of Billing Address for Credit Card: _____

Card Member Name: Authorized Signature _____