

1 **Salvador Gaytan:** Welcome to SmileTalk, an entertaining and informative dental talk
2 show featuring the latest news and developments in dentistry, as
3 well as other fascinating topics that make people smile. I'm
4 Salvador Gaytan and I'm here with...?
5
6 **Dr. John Chao:** This is Dr. John Chao, and we have a special show, because this is
7 what?
8
9 **Salvador Gaytan:** This is our 52nd show which makes it our anniversary show, Dr.
10 John.
11
12 **Dr. John Chao:** Yeah, it has been one year.
13
14 **Salvador Gaytan:** One year, Dr. John. How have we survived? That's what I want to
15 know.
16
17 **Dr. John Chao:** Well, I don't know how we survived, but I certainly managed to
18 enjoy all of it.
19
20 **Salvador Gaytan:** Absolutely.
21
22 **Dr. John Chao:** I hope I improved a little bit, during this year, what do you think?
23 You're the professional.
24
25 **Salvador Gaytan:** Dr. John, I think we have both improved tremendously. In fact,
26 you know what? We should talk about exactly how the show was
27 created, because I remember when you asked me about doing the
28 show, I thought to myself, "I've never done radio, I've done some
29 public speaking, real estate and so forth."
30
31 **Dr. John Chao:** Well, I couldn't tell, because you were pretty -- you were not bad
32 to begin with.
33
34 **Salvador Gaytan:** Well, it was, so I thought well, it'd be fun. So, let's just lead off
35 with that. We're not going to do a Rapid Fire Five. We're going to
36 have some stories in celebration of our anniversary. Let's start off
37 with the story of how was this show created. What gave you the
38 first idea to do a radio show?
39
40 **Dr. John Chao:** Well, I was approached for the opportunity to host a show like this,
41 and at first I thought, "Well, I don't know whether I can do this or
42 not," and then I realized that there is actually a need. There are no
43 shows on TV or radio that I can remember, which are specifically
44 for the dissemination of information regarding dentistry and I
45 thought that the audience, the people in Southern California can

46 use a radio station where the goal is to help people understand
47 dentistry.
48
49 Dentistry is part of people's lives. It's part of their smile, it's part
50 of their expression, it's how they eat, and it has tremendous
51 impact, not only on their personalities, but on their physical health.
52 And I thought this will be a rich area to delve into and share what's
53 on my mind with a group of people, with large numbers of people
54 instead of just one-on-one.
55
56 And I did not want to let go of the opportunity, so I decided that I
57 would do it, and before I did that, of course I consulted with you
58 and see whether you were interested.
59
60 **Salvador Gaytan:** Well, I remember you asking me about it and I thought, "What?"
61 Like I said, I did Toastmasters for about a year, which is public
62 speaking, but originally my thought was, "Well, what are we going
63 to talk about beyond 10 shows?" Because I knew a little bit, being
64 a patient of yours, a little bit about some of the topics.
65
66 I can think of about 10 things, but when I thought about doing
67 more than five or 10 shows, I just thought, "What are we going to
68 talk about?" but we've come up -- we still have not even come
69 close to running out of things to talk about.
70
71 **Dr. John Chao:** No, we've got a year's worth at least just looking at what we've got
72 right now.
73
74 **Salvador Gaytan:** Yeah.
75
76 **Dr. John Chao:** There are just -- it's a fascinating area and there are so many links
77 to it that is not only interesting to me, but I think it's interesting
78 and very vital to everybody who happens to tune into this program.
79
80 **Salvador Gaytan:** Absolutely, and we've expanded it, because it is called SmileTalk,
81 so we're also talking about things that make people smile, not just
82 dentistry.
83
84 **Dr. John Chao:** Yeah, so whatever is entertaining, because you do have to mix a
85 little sugar with the medicine.
86
87 **Salvador Gaytan:** Mix a little sugar, I like that.
88
89 **Dr. John Chao:** Sugar with the medicine makes the medicine go down.
90
91

92 **Salvador Gaytan:** I like that, I like that, sugar, yeah, we promised to make it
93 entertaining. Now, the word anniversary, you have a little
94 information, and people use it all the time, but exactly what is the
95 origin of the word anniversary, Dr. John?
96
97 [Crosstalk]
98
99 **Salvador Gaytan:** Okay, Dr. John, now the word anniversary is coming up?
100
101 **Dr. John Chao:** Well, what does anniversary mean? What's the history of that?
102
103 **Salvador Gaytan:** You're asking me?
104
105 **Dr. John Chao:** Yeah.
106
107 **Salvador Gaytan:** You're putting the spotlight on, alright.
108
109 **Dr. John Chao:** Yeah, let's put you on the spot for a bit.
110
111 **Salvador Gaytan:** Well, just in a nutshell, the word anniversary comes from the word
112 in Latin, aniversarius from the words for the year or to turn,
113 meaning turning yearly.
114
115 **Dr. John Chao:** Yeah, well like annual.
116
117 **Salvador Gaytan:** Annual, exactly.
118
119 **Dr. John Chao:** That's where it's from. I actually took Latin in high school.
120
121 **Salvador Gaytan:** Did you?
122
123 **Dr. John Chao:** Did you know it?
124
125 **Salvador Gaytan:** No, I didn't.
126
127 **Dr. John Chao:** I took it for a year.
128
129 **Salvador Gaytan:** Habeas corpus, that's the only Latin I know.
130
131 **Dr. John Chao:** Well, there are a lot of other words that you don't even realize that
132 you're saying that has a Latin root. It really helped me in dental
133 school, actually. A lot of the medical terms actually stem from
134 Latin origins.
135
136 **Salvador Gaytan:** That's right. I have here the first known English usage of the word
137 anniversary. Comes in about the year 1230, so it's been around for

138 a while, beyond the Latin, but people use it all the time, so that's
139 where it comes from.
140
141 **Dr. John Chao:** When you think of anniversary, you normally think about
142 somebody's wedding anniversary.
143
144 **Salvador Gaytan:** That's true, wedding, yeah.
145
146 **Dr. John Chao:** [Crosstalk] anniversary, but it's not as common or a business or
147 something, they have anniversary sales and all this kind of stuff.
148
149 **Salvador Gaytan:** That is correct, that is correct, so that's where that little tidbit,
150 where that comes from. Now, our anniversary show and for anyone
151 just tuning in, you're listening to SmileTalk, with Dr. John Chao,
152 spelled C-H-A-O, chaos without the S, is that right, Dr. John?
153
154 **Dr. John Chao:** Yeah, you can spell it that way, C-H-A-O.
155
156 **Salvador Gaytan:** C-H-A-O, okay.
157
158 **Dr. John Chao:** Yeah, if you ever need to contact me, if you remember C-H-A-O,
159 go on the web and type in dental or type in radio, C-H-A-O and
160 radio will get you to my website.
161
162 **Salvador Gaytan:** Excellent and Dr. John's website is AlhambraDental.com or direct
163 is 626-308-9104.
164
165 **Dr. John Chao:** Or Chao radio.
166
167 **Salvador Gaytan:** That too, okay, excellent, yeah, type that in.
168
169 **Dr. John Chao:** It would not be my website, but it will get me.
170
171 **Salvador Gaytan:** It will get you to your website. And for our listeners too, any of the
172 shows that we've done in the past, you can go to
173 AlhambraDental.com and you can listen to all of the previous
174 shows, isn't that right, Dr. John?
175
176 **Dr. John Chao:** Yes, you can not only listen to the shows, you can actually go to
177 where is its transcript and you can actually go read the part that
178 you want to know more about, rather than listening to the whole
179 show for what you want to get to.
180
181 **Salvador Gaytan:** Absolutely and another little tidbit, that a lot of our listeners may
182 not be aware of, that we are on several radio stations at this point,
183 aren't we.

184
185 **Dr. John Chao:** Yes, we are.
186
187 **Salvador Gaytan:** Currently expanding and we'll give those out a little later, but we
188 started out on KRLA and we've moved to other stations as well.
189 So, it's expanding across different sections, North and South of
190 LA.
191
192 **Dr. John Chao:** Yeah, we extend from Santa Barbara to San Diego, right now.
193
194 **Salvador Gaytan:** Excellent, fantastic. So, now Dr. John, it's our anniversary show,
195 we're going to stick with stories that are interesting and one story
196 that comes to my mind, current story, we're going to go over some
197 of the tidbits of our past shows.
198
199 But I was in your office recently for teeth whitening and which
200 came out excellent, and I was in the chair for probably a good hour
201 and a half. I felt like a big fish on a hook, because I had my lips out
202 with the gizmos they put in there to keep my lips away from my
203 teeth.
204
205 **Dr. John Chao:** That's just to keep you from talking.
206
207 **Salvador Gaytan:** Keep me from talking, I couldn't talk for an hour and half, my
208 God, I thought was going to go crazy, but it's interesting. I was in
209 the chair and I had to stay in there for at least an hour to two hours,
210 depending, and they gave me a big bell.
211
212 **Dr. John Chao:** A cowbell.
213
214 **Salvador Gaytan:** A cow bell, yes, and your technician said, "Okay, you can't talk,
215 because you can move the things around there. But if you have a
216 concern, you just ring the cowbell." So, I thought, "Yeah, right.
217 Your office is huge, I'll probably be ringing this thing, how are
218 they going to?" But I accidentally just jostled it, moving it from
219 one hand to the other, barely a bing. Boom, technician was right
220 there, "What's going on, what's going on?"
221
222 **Dr. John Chao:** I hear everything too.
223
224 **Salvador Gaytan:** You hear everything too, okay.
225
226 **Dr. John Chao:** The office is totally open, it was built with what's called the Open
227 Bay concept.
228
229 **Salvador Gaytan:** Right.

230
231 **Dr. John Chao:** There is a nice partition between the rooms, but it's not a wall and
232 sound carries quite well.
233
234 **Salvador Gaytan:** But you have a lot of action going on in there, I mean, you've got a
235 lot of action...
236
237 **Dr. John Chao:** Were you eavesdropping or something?
238
239 **Salvador Gaytan:** I wasn't eavesdropping, but I'm sitting there, right? I'm sitting
240 there, and so this is the story, you were in the next operatory with a
241 patient and his parents and it was fascinating, because I heard them
242 talk about he had some problems with his gums and maybe losing
243 teeth and it was the son with his parents, older son.
244
245 And well, go ahead and tell me the story, because I heard about the
246 gums and you said something like, what caught my ear was, "You
247 know, it's like having termites."
248
249 **Dr. John Chao:** Yeah, I think I know who you're talking about, because I
250 remember that you were next door. This adult male came in with
251 his parents, they were concerned about his diagnosed gum
252 condition, which was diagnosed in another office. His burning
253 question was "Do I need to see the dentist more regularly than
254 every six months?"
255
256 **Salvador Gaytan:** Because that's a standard cleaning period, every six months to
257 have your teeth cleaned.
258
259 **Dr. John Chao:** Yeah. He could understand that, but he couldn't understand why he
260 needs to go more often than that, but he also told me that he had
261 been diagnosed and treated for a gum disease, periodontitis, and
262 that is a condition that generally calls for the patient to be treated
263 and maintain the frequency more often than every six months, so
264 his question was, "Should I have to go every three or four months
265 as recommended now? Is that a waste of my time and my money?"
266
267 **Salvador Gaytan:** And your response was classic, tell them what you said.
268
269 **Dr. John Chao:** Well, I said that "I don't know that I can give you the answer you
270 want me to tell you, because if you do have periodontitis, then it's
271 likely that you have to be seen more frequently than every six
272 months," because periodontitis is a disease that's caused by
273 bacteria.
274
275 **Salvador Gaytan:** Right.

276
277 **Dr. John Chao:** Unfortunately, bacteria cannot be eliminated all at one time, and
278 their question was, “Is there any way to treat this problem once and
279 for all and take care of it, so he doesn’t have to be going back on
280 and on?”
281
282 **Salvador Gaytan:** Well, the funny part was, the father asked you, “Is there anyway to
283 get rid of this entire problem at one time?” And you said?
284
285 **Dr. John Chao:** And I said, “Well this disease is bacterial based, even though there
286 are other factors involved.”
287
288 **Salvador Gaytan:** There was a funny moment that I got at.
289
290 **Dr. John Chao:** Yeah, yeah, and I use this analogy often.
291
292 **Salvador Gaytan:** Yeah.
293
294 **Dr. John Chao:** It's that you cannot eradicate bacteria any more that you can
295 eradicate termites from a house.
296
297 **Salvador Gaytan:** Yeah.
298
299 **Dr. John Chao:** So, you cannot just get rid of termites and say, “Why do I have to
300 keep on having my house inspected and treated for termites later
301 on?” I said, “You need to have it treated. You need to have it
302 reduced to the minimum amount possible as far as bacteria in your
303 mouth is concerned, but you’ll have to continue to treat it to
304 control the growth of bacteria in your mouth.”
305
306 So, the father asks, “Well, is there anyway you can get rid of this
307 problem and never have to deal with it again?” So, I asked the
308 father, “Are you pointing to your son or are you pointing to the
309 dental condition?”
310
311 **Salvador Gaytan:** Right.
312
313 **Dr. John Chao:** So, we sort of had a big laugh and this one, you heard the laughter.
314
315 **Salvador Gaytan:** There was a big laugh on that, right.
316
317 **Dr. John Chao:** Not only were the parents laughing, but the son thought it was
318 humorous.
319
320 **Salvador Gaytan:** Right.
321

322 **Dr. John Chao:** It's my bizarre sense of humor that comes out sometimes.
323
324 **Salvador Gaytan:** Well, you're a funny man. I don't think you realize it.
325
326 **Dr. John Chao:** It just comes out this is a way to get rid of a problem.
327
328 **Salvador Gaytan:** Right.
329
330 **Dr. John Chao:** No, and I didn't say that, but it's actually true that bacteria in the
331 mouth is not easily controlled. You have to have good oral
332 hygiene, good brushing, good flossing and all the other techniques
333 that the hygienist can show you, such as how to keep your tongue
334 clean.
335
336 But seeing that it is a way for -- it is a place where bacteria always
337 grow. It's an open area, food goes in, different things go in, so
338 therefore you need to continue to control the growth of germs.
339
340 **Salvador Gaytan:** Now, one thing that caught my ear though was, I don't know if it
341 was the son or the father said, "Well, do we have to come in every
342 three months?" Does he have to come in every three months to
343 have his teeth cleaned and do the treatments? And you said, "Well,
344 it just depends. If you want to keep your teeth, that's what you do.
345 If you want to have implants and lose your teeth, and then just say,
346 I'm going to have implants later, then don't come in so often."
347
348 **Dr. John Chao:** Yeah, and this is something that I feel is important for us dentists,
349 not to be preaching at our patients, because they have a right to
350 have whatever amount of care that they want for their teeth.
351 There's really no right or wrong.
352
353 It's what you prefer to happen to your teeth. If you happen to have
354 advanced case, in this case it was advanced, then you have a choice
355 of saying, "Look, when they come loose or something hurts, just
356 take them out and replace them with artificial teeth or a partial
357 denture or eventually a full denture or if I don't like full dentures, I
358 can go and get implants."
359
360 **Salvador Gaytan:** Yeah.
361
362 **Dr. John Chao:** It's okay for the patient to say, "I'll just come in to have my
363 infection treated and my pain relieved and that's all I want," and I
364 think it's perfectly okay to have that, but also it's incumbent on my
365 knowledge and commitment as a dentist to say, "Look, you have
366 other options," and give you a complete diagnosis, but I will need
367 to do a complete exam with x-rays and other procedures, so that I

368 can give you all the options and give you an idea of what the
369 benefits are for each option and what the risks are and what the
370 costs are and let you, as a patient, decide what it is that you want to
371 do." I think that's the best way to practice dentistry, because then
372 we can do what the patient is willing to do.
373

374 **Salvador Gaytan:** Well, that is what you said, because most people, they think,
375 "Well, I just want to do the minimum" but then, when you break it
376 down, "Well, listen, this is what you want to do if you want to keep
377 your teeth. If you don't want to keep your teeth, you don't have to
378 do it".
379

380 So, in the end you just said, "Okay, you need to see my hygienist,"
381 because they were very good patients, they said, "Okay. What do
382 we need to do?" You said, "You need to see my hygienist, have a
383 cleaning, have X-rays, then we sit down, I give you the options
384 based on what your budget is."
385

386 **Dr. John Chao:** Yes, and I did outline it somewhat already before even the patient
387 committed to coming in and start diagnostic services, is that don't
388 start any treatment except emergency treatment of course if you
389 don't commit to follow-up care, because that will be a waste of
390 funds and waste of time.
391

392 **Salvador Gaytan:** Right.
393

394 **Dr. John Chao:** And I don't encourage my patients to do that and this is why in our
395 office, because we emphasize follow-up treatment so well, we
396 have a good rate of success. We're actually proud of how our
397 patients do come through, in terms of coming back on a routine
398 basis.
399

400 **Salvador Gaytan:** Right.
401

402 **Dr. John Chao:** And so, we do tell them. It's like you're buying a car and you don't
403 want to be committed to taking the car back for maintenance.
404

405 **Salvador Gaytan:** Exactly.
406

407 **Dr. John Chao:** You're just going to shorten the life of your car if you don't.
408

409 **Salvador Gaytan:** Right.
410

411 **Dr. John Chao:** Now, we don't want anybody to be paying into dentistry like
412 buying a car and say, "Well, gee, why do I have to keep coming

413 back?" and that's one of the biggest reasons for why dentistry has
414 to be redone sometimes, it's lack of continuing care.
415
416 **Salvador Gaytan:** I want to hit on that, and for anyone just tuning in, you're listening
417 to SmileTalk with Dr. John Chao, spelled C-H-A-O and Dr. John's
418 website is AlhambraDental.com. You can listen to any previous
419 shows or submit questions that we can answer on shows upcoming
420 or you can call at 626-308-9104, and in a few minutes we're going
421 to wrap up this.
422
423 But Dr. John has a special for people who are listening to the
424 anniversary show regarding cowards or people who have high
425 anxieties; we're going to get to that in a second.
426
427 But just to wrap up the point on this story, Dr. John, is because,
428 even I come in every three months to have it cleaned and I don't
429 really have any problems, but I understand that the follow-up --
430 and the way I see it, tell me if this is right, I see it as people that
431 have a -- you have a boat and barnacles grow on the bottom of the
432 boat.
433
434 You can't just take a normal brush and brush them off, you have to
435 come in to the specialist, they have to scrape off those barnacles
436 and that's kind of what you're talking about people coming in. You
437 have to keep those barnacles off the teeth, that bacteria, right?
438
439 **Dr. John Chao:** That's a very good analogy. I used to have a boat.
440
441 **Salvador Gaytan:** Yeah.
442
443 **Dr. John Chao:** And I didn't take good care of it.
444
445 **Salvador Gaytan:** And you had barnacles, you had barnacles...
446
447 **Dr. John Chao:** Not only did I have barnacles, it had to be hauled out of the water
448 and really get cleaned up. They had to scrape it off, and then every
449 month you had to get somebody to dive underneath the boat and
450 keep it cleaned.
451
452 **Salvador Gaytan:** Right.
453
454 **Dr. John Chao:** So, you have to have an overall effort to catch up on it and then
455 maintain it. By the way, talking about maintaining things and
456 contacting us, remember Chao is my last name and if you type in
457 C-H-A-O and radio, you'll be able to find me.
458

459 **Salvador Gaytan:** Fantastic.
460
461 **Dr. John Chao:** So, if you don't remember the number, you don't remember
462 anything else, just remember C-H-A-O and radio.
463
464 **Salvador Gaytan:** Fantastic.
465
466 **Dr. John Chao:** It even rhymes, right?
467
468 **Salvador Gaytan:** It does.
469
470 **Dr. John Chao:** Radio, C-H-A-O. Alright, so we're going to talk about anxiety.
471
472 **Salvador Gaytan:** We're going to talk about anxiety, but just to -- and wrap up that
473 last little point is, because I hear this from a lot of people is people
474 can come in to you or another dentist, spend \$5000, \$10,000 for a
475 lot of work and think, "Okay, I spent the money, I'm done, I'm
476 cured and then they don't see the dentist for two years and it all
477 just goes to pot," isn't that right?
478
479 **Dr. John Chao:** You know why?
480
481 **Salvador Gaytan:** Why?
482
483 **Dr. John Chao:** It has to do with anxiety, and if that anxiety is not controlled, it's
484 not actually eradicated, it's very difficult for people even if they
485 have committed to a lot of dentistry already and had it done and
486 had it done well, they are unable to follow up and this is what we
487 were going to get into.
488
489 **Salvador Gaytan:** Or maybe people think, "Well, I spent \$5000 - \$10,000, I shouldn't
490 have to spend any money for another five years or 10 years, but it's
491 not true, you have to have the maintenance.
492
493 **Dr. John Chao:** Yeah, and the dentists emphasize that, but sometimes in the dental
494 chair patients don't really absorb the information, so it's very
495 important to make it very, very clear, especially in the beginning,
496 before you get into treatment, how important maintenance is, but
497 you also -- we were talking about this man who came in with his
498 parents and the mother asked me a question that you happened to
499 overhear.
500
501 **Salvador Gaytan:** Yes.
502
503 **Dr. John Chao:** We should talk about that a little bit.
504

505 **Salvador Gaytan:** Yes, well that's where we're going to focus the last few minutes of
506 our show is about – we talk about cowards on this show, we've had
507 many references about people who have high anxieties, and how
508 you have special treatments for them and so forth. I know this, we
509 talk about it, but because I've never had anxieties, I'm not really in
510 tune with how much anxiety is out there.
511

512 **Dr. John Chao:** You don't know how spoiled you've been, Sal.
513

514 **Salvador Gaytan:** I've been spoiled, I've been spoiled.
515

516 **Dr. John Chao:** You've been coming to me practically all your life.
517

518 **Salvador Gaytan:** I know, to me it's like going to the dentist, big deal, it's like a little
519 tug on the collar, a little pinch here, I'm on my way. But hearing
520 some of the stories and I'm in the chair to have my teeth whitened
521 and the same father or son, father and mother, and I hear the
522 mother chime in. Because you mentioned something about
523 cowards and how a few treatments, you'll have no anxiety and she
524 says, "Oh, I'm the number one coward."
525

526 **Dr. John Chao:** Yes, and I said to her, "I'm the number one coward treater."
527

528 **Salvador Gaytan:** That's right.
529

530 **Dr. John Chao:** I generally tell my patients I specialize in cowards or that I'm a
531 chickenologist, just to keep it fun. It's not {belittle} the subject, but
532 to let the patient know that it's okay if you have high anxiety and
533 you need a doctor who can understand and accept the fact that you
534 do.
535

536 But the first step is for the patient to recognize and accept the fact
537 that there is a problem and not be ashamed of it and not try to just
538 hide from it and not try to hide from dentistry, recognize that your
539 anxiety was not congenital. You were not born with anxiety, you
540 acquired it in past experiences at a dental office somewhere or
541 even a medical procedure that sensitized you.
542

543 **Salvador Gaytan:** Or hearing stories from other people.
544

545 **Dr. John Chao:** Yes, and you can do it vicariously, and have that problem, and now
546 you have this anxiety attached to it. Now, what you learned or
547 acquire, you can also unlearn without medication. I think the
548 biggest mistake people think is that, "If I'm scared of dentistry,
549 then I just go and get sedated chemically with gas or with

550 medication or with IV medication and then I'll be okay and then
551 I'll have it done and then I'm done,"
552
553 I think that's a misconception. Sometimes that needs to be done for
554 extreme cases, but there is a special technique that USC has been
555 teaching since the 60s that I've been teaching over there for 10
556 years and have used it all my career, that calls for these anxieties to
557 be eliminated, and actually the patient is cleared of anxiety through
558 and interpersonal relationship interview with the doctor.
559
560 It's a doctor-patient relationship, the way the doctor behaves, the
561 way the doctor relates to the patient and brings the patient out of
562 that particular state that can actually cure that problem.
563
564 **Salvador Gaytan:** And you have procedures, because I know, because I've had one
565 cavity, I've had some shots of Novocain, in fact you even took my
566 wisdom teeth out. I'm not afraid of your shots, because I don't feel
567 any pain.
568
569 **Dr. John Chao:** You're exactly right, the patients as part of this non pharmaceutical
570 procedure, the patients will experience an injection that's painless.
571 I know it's hard for people to believe, but it is possible for you not
572 be bothered by the application of Novocain.
573
574 **Salvador Gaytan:** Yeah, because it goes into, what you've told me, it goes into the
575 fatty part of my gum area and I just don't feel it.
576
577 **Dr. John Chao:** There's a special technique involved, but remember, the pain
578 actually can be defined as an unpleasant sensation. The more
579 unpleasant it is, the higher the sensation, if you can take the
580 unpleasantness out of it, then whatever sensation it is, it could be
581 the sound even, can be such that it's not painful.
582
583 So, we reduce the anxiety level, we reduce the need for the patient
584 to feel helpless, then we have it removed, the unpleasant part of
585 that formula and a little bit sensation, noise, little jerking of the
586 fingers, a little moving, movements here and there will not bother
587 the patient. So, you can have a painless experience with the dentist,
588 you definitely can, but it has to be done with the proper techniques.
589
590 **Salvador Gaytan:** Now, Dr. John, we're coming down to the last few seconds. We're
591 going to actually continue our anniversary show onto the next one,
592 but for anyone listening to this program, if you'd like to see Dr.
593 John, he's offering a special consultation which is much more
594 involved.
595

596 If you have high anxiety, if you have some real problems, than you
597 can call Dr. John and schedule an appointment at 626-308-9104,
598 isn't that right, Dr. John?
599
600 **Dr. John Chao:** Yeah, you'll have patients who are very anxious and they need to
601 see someone who is experienced if you have that particular
602 problem and you want to come and see us, and as a special way of
603 motivating you to overcome your problem, we will invite you to
604 come this time, even though we normally don't encourage patients
605 to come, because that's not the purpose of the show.
606
607 **Salvador Gaytan:** Right.
608
609 **Dr. John Chao:** But I think this is special, and I'm willing to do it for patients who
610 are really, really scared and anxious about dental treatment.
611
612 **Salvador Gaytan:** And this is a special consultation, normally there is a charge for
613 that, but there's no charge, just mention that you've listened to it
614 on the anniversary show and you'd be ready to go.
615
616 **Dr. John Chao:** Yeah, we have to make special preparations for a patient coming to
617 our office for that particular situation.
618
619 **Salvador Gaytan:** And we'll talk more about that on the next show, but it's a wrap
620 for today. Bye, everybody.
621
622 **Dr. John Chao:** Thank you very much. Good bye, everybody.
623
624 [END OF AUDIO]