

1 **Salvador Gaytan:** Welcome to SmileTalk, an entertaining and informative dental talk  
2 show featuring the latest news and developments in dentistry. I'm  
3 Salvador Gaytan.  
4  
5 **Dr. John Chao:** And I'm Dr. John Chao, the friendly dentist from Alhambra  
6 Dental.  
7  
8 **Salvador Gaytan:** And the creator of this show, I might add. How are you doing  
9 today Dr. John?  
10  
11 **Dr. John Chao:** Wonderful. I'm looking forward to a great show again.  
12  
13 **Salvador Gaytan:** Fantastic. Well, as usual, we promise to make it -- well, you  
14 promise to make it informative and entertaining, isn't that right?  
15  
16 **Dr. John Chao:** If not informative, at least entertaining.  
17  
18 **Salvador Gaytan:** Entertaining, okay, okay, we're going to keep that up. We have the  
19 Rapid Fire Five, I'm going to ask you five quick questions, true or  
20 false, you're going to give me the answer and then we'll go into a  
21 little more detail on that. Are you ready Dr. John?  
22  
23 **Dr. John Chao:** Ready. Let's fire away.  
24  
25 **Salvador Gaytan:** Fire away we will. Question number one: Children who drink fresh  
26 juices daily have less cavities, true or false?  
27  
28 **Dr. John Chao:** False.  
29  
30 **Salvador Gaytan:** False, okay. Question number two: Tooth enamel is necessary for  
31 good dental health, true or false?  
32  
33 **Dr. John Chao:** True, true.  
34  
35 **Salvador Gaytan:** True, okay. Question number three: There are no treatments for  
36 people who have low levels of tooth enamel or soft enamel, true or  
37 false?  
38  
39 **Dr. John Chao:** False.  
40  
41 **Salvador Gaytan:** Here is a good one. Number four: Smoking causes cavities, true or  
42 false?  
43  
44 **Dr. John Chao:** False.  
45

46 **Salvador Gaytan:** False, well I kind of thought that was true actually. Number five:  
47 Americans began brushing their teeth regularly after World War I  
48 in about 1920, true or false?  
49

50 **Dr. John Chao:** False.  
51

52 **Salvador Gaytan:** False, and we did cover that on another show a little bit.  
53

54 **Dr. John Chao:** Yes we did.  
55

56 **Salvador Gaytan:** Okay, so I hope the listeners got that one. Okay, question number  
57 one: Children who drink fresh juices daily, have less cavities, that  
58 is false.  
59

60 **Dr. John Chao:** Well yes, it's false in that it doesn't really do harm to your teeth or  
61 it doesn't really do that much good to your teeth. It depends on  
62 how you drink it.  
63

64 If a child drinks juice before he or she goes to bed, and the juice is  
65 in the mouth while the baby sleeps, while the child sleeps, it's  
66 going to encourage more cavities, because the acid works on the  
67 teeth while the child is asleep.  
68

69 But if you drink it properly, it should be good for your health, but  
70 not necessarily detrimental or good for your teeth.  
71

72 **Salvador Gaytan:** Now, we talked about the detriments of sipping juices. Now, I see  
73 a lot of kids, the parents, they give them these little cups, they are  
74 called sipper cups, so the kids can sip the juice out of there without  
75 spilling it. Is that a good thing, because they are sipping the juice  
76 over a period of time?  
77

78 **Dr. John Chao:** Well, that depends on if you sip it and it's gone in a short time, I  
79 don't think it's a problem, but I think the adults are probably more  
80 likely to be guilty of sipping juices for a long time.  
81

82 Kids don't have patience for that. Kids just sip it and drink it and  
83 they are gone. They're not going to sit there and enjoy sipping  
84 things. What do you think? Have you seen little kids sit there and  
85 just sip on juices for a long time?  
86

87 **Salvador Gaytan:** Well, some of them, they give them like the bottle, they are  
88 sucking on the bottle.  
89

90 **Dr. John Chao:** Bottle, yeah, that will be different, that will be better. We haven't  
91 talked about bottle mouth.

92  
93 **Salvador Gaytan:** What is bottle mouth?  
94  
95 **Dr. John Chao:** That's when the child goes to sleep with a bottle full of juices or  
96 something sweet, and that causes all the front teeth to actually  
97 decay.  
98  
99 **Salvador Gaytan:** Now, why is that?  
100  
101 **Dr. John Chao:** Because again, the front teeth are being bathed in something sweet  
102 or acidic.  
103  
104 **Salvador Gaytan:** For a long period of time.  
105  
106 **Dr. John Chao:** Yeah, a long period of time, and kids about three years old, four  
107 years old, they are getting their teeth -- all their front teeth are  
108 decayed out, and they need major, major dentistry. And some of  
109 the kids have decay so bad, they actually have to be sedated under  
110 general IV sedation or light sedation just to get the work done. It's  
111 a really tragic thing.  
112  
113 **Salvador Gaytan:** So, don't let your kids have bottle mouth.  
114  
115 **Dr. John Chao:** Yeah, don't {get} bottle mouth and don't let them sip things,  
116 especially don't give them a bottle before they go to bed. That's an  
117 offence that you don't want to do.  
118  
119 **Salvador Gaytan:** Okay, question number two: Tooth enamel is necessary for good  
120 dental health, that is true. Tooth enamel is the coating on the teeth,  
121 isn't it?  
122  
123 **Dr. John Chao:** Yes, it is the hard coating that protects your teeth from being  
124 decayed. It's anatomically there, so you should protect it to the  
125 best of your ability.  
126  
127 **Salvador Gaytan:** Now, question number three: There are no treatments for people  
128 who have soft levels of tooth enamel. That's false, that's kind of  
129 what we just talked about. What are the treatments for people that  
130 have soft tooth enamel?  
131  
132 **Dr. John Chao:** Well, there are some people, a few cases, not that many, who are  
133 born without enamel. It's what we call Aminogenesis  
134 {Imperfecta}. These people who don't have any enamel at all and  
135 they are very prone to decay, besides their teeth look kind of  
136 yellowish or dark.  
137

138 And eventually they will have to have their teeth protected with  
139 crowns or caps and things like that. But a lot more people are born  
140 with so called soft teeth, where the enamels are actually not as hard  
141 or mineralized as they should be, and so they tend to decay early.  
142  
143 **Salvador Gaytan:** More cavities.  
144  
145 **Dr. John Chao:** More cavities, early year and problems with cavities all their lives,  
146 and they tend to lose teeth.  
147  
148 **Salvador Gaytan:** Now, is there anything that people -- I mean do they just brush  
149 more or can they do anything about that?  
150  
151 **Dr. John Chao:** They have to do everything. They have to limit the intake of sugar,  
152 intake of acidic drinks and foods. They have to be especially  
153 careful with brushing and flossing. They need fluoride treatment  
154 on a frequent basis. They should have regular checkups, and  
155 perhaps even more frequent checkups than normal.  
156  
157 So, they need extra care, and these are identified by the dentist  
158 upon examination. And if it's identified as such, then they should  
159 definitely take all the precautions they can, as early in life as  
160 possible.  
161  
162 **Salvador Gaytan:** For anyone just tuning in, you're listening to SmileTalk. I'm  
163 Salvador Gaytan here with Dr. John Chao, the friendly dentist from  
164 Alhambra Dental. You can reach Dr. John at [AlhambraDental.com](http://AlhambraDental.com)  
165 or 626-308-9104, and you're encouraged to submit your questions  
166 for Dr. John. We may answer it on a future show.  
167  
168 **Dr. John Chao:** Yes, so please feel free to go on [AlhambraDental.com](http://AlhambraDental.com).  
169  
170 **Salvador Gaytan:** Yeah, and we have a couple of questions actually, we were going  
171 to answer in this segment that we've gotten from the audience.  
172 We'll do that in a little bit, but let's move onto question number  
173 four: Smoking causes cavities?  
174  
175 **Dr. John Chao:** You would think that such a nasty habit would cause cavities, but  
176 actually it doesn't.  
177  
178 **Salvador Gaytan:** It doesn't?  
179  
180 **Dr. John Chao:** Not directly anyway, so it is not good for your general health. It  
181 certainly promotes gum disease, but there is no evidence to show  
182 that it directly causes cavities.  
183

184 **Salvador Gaytan:** I see. Okay, question number five: Americans began brushing their  
185 teeth daily after World War I in about 1920, that is false, isn't it?  
186

187 **Dr. John Chao:** That's false. It's actually after World War II. The GIs were taught  
188 to brush their teeth and form the habit of brushing their teeth when  
189 they were in the armed forces.  
190

191 **Salvador Gaytan:** Now, why was that, why was that?  
192

193 **Dr. John Chao:** Because they can't be fighting and having a toothache. So, the  
194 military was very emphatic about not having the soldiers come  
195 down with any disability that's going to prevent them from  
196 fighting.  
197

198 It's very costly to have to take care of their teeth, and the  
199 manpower in dentistry was limited. You only had so many dentists  
200 who can take care of GIs teeth. So, it was a policy that you should  
201 take care of your teeth, so you don't have to see the dentist in the  
202 armed forces.  
203

204 So, when they did come out of the armed forces, it became such a  
205 habit that it became well adapted throughout the nation.  
206

207 **Salvador Gaytan:** We kind of talked about that a little bit in the previous show. The  
208 GIs came back, and they were supposed to brush their teeth, I  
209 believe, was it two times a day?  
210

211 **Dr. John Chao:** At least twice.  
212

213 **Salvador Gaytan:** At least twice, and so they passed that on to their families.  
214

215 **Dr. John Chao:** Yes, so as horrendous as World War II was, one of the benefits is  
216 that Americans have better dental health after that. It's kind of  
217 ironic isn't it?  
218

219 **Salvador Gaytan:** Well, yeah, we might not be brushing our teeth regularly today if  
220 that wasn't for World War II.  
221

222 **Dr. John Chao:** Yeah. We wouldn't wish World War II to ever happen, but the  
223 powers that be were wise about training the GIs to brush their  
224 teeth. That's definitely true.  
225

226 **Salvador Gaytan:** Excellent, excellent. Okay, we finished the Rapid Fire Five. We  
227 didn't finish up enough on the regimen for brushing the teeth and  
228 different things. You had some items that you wanted to touch on.

229 One was the -- what do you call those caps that you put in your  
230 mouth and they show you where you're not brushing your teeth?  
231  
232 **Dr. John Chao:** It's called Disclosing Tablets.  
233  
234 **Salvador Gaytan:** Disclosing Tablets, there you go.  
235  
236 **Dr. John Chao:** Yeah, they are little tablets that are pinkish, and you chew on it.  
237 And you swish a lot over your mouth. Wherever you have  
238 unbrushed areas that are covered with plaque, you'll see red.  
239  
240 So, if you chew on it, or if you let your child chew on it, be sure  
241 they get it all over their teeth. And then you have them brush their  
242 teeth, and after brushing their teeth, they should come back and  
243 you should be able to see hardly any red left.  
244  
245 **Salvador Gaytan:** Along the teeth?  
246  
247 **Dr. John Chao:** Along the gum line and all over the teeth. This way they can tell,  
248 the children can tell and so can you, as to how well they brushed.  
249 It's also a way to check yourself to see how well you've brushed,  
250 and after you've brushed and see how much stain is left.  
251  
252 **Salvador Gaytan:** So, I've seen that, I've used it a couple of times. It's basically like  
253 a little red vitamin that you chew. And like you said, it turns red,  
254 and if you do proper brushing, you won't see much red on the teeth  
255 or the gums.  
256  
257 **Dr. John Chao:** Exactly. Now, the hygienists would sometimes ask their patients to  
258 chew on it, just so they can see what the improvement has been  
259 from visit to visit, and kind of assess the patient in terms of the  
260 effectiveness of their brushing. So, that's something good for the  
261 parents to have to check on their kids once in a while.  
262  
263 **Salvador Gaytan:** And another thing that I think you wanted to talk about was the use  
264 of a Water Pik device.  
265  
266 **Dr. John Chao:** Water Pik is actually good. If you have a little time, maybe 30  
267 seconds or more, at least once a day flush your teeth with an  
268 irrigation device. It could be a Water Pik, that's a brand name.  
269 There are other devices available on the market, we don't  
270 necessarily endorse one or the other.  
271  
272 But you can put it between the teeth, and a jet of water will come  
273 through. Now, it's amazing how much more stuff will come out,  
274 even after you've done a good job brushing and flossing with the

275 Water Pik. So, I do recommend Water Piks for certain patients,  
276 especially those with gum disease.  
277  
278 **Salvador Gaytan:** Now, so we were getting into regimens. In the last show, you  
279 stated that a person should spend about three and a half to four  
280 minutes, three to four minutes, brushing, flossing the whole  
281 enchilada.  
282  
283 **Dr. John Chao:** Yes, but I want to ask you a question, Sal. How much time do you  
284 spend brushing your teeth? I think you were bragging the other  
285 day. So, let's hear what you do?  
286  
287 **Salvador Gaytan:** Well, you really want to hear my twisted regimen?  
288  
289 **Dr. John Chao:** Yes, I want you to be an example for our audience. Maybe an  
290 extreme example, but you'll encourage them to spend more time  
291 with their teeth, if they know somebody else does it to the extreme.  
292  
293 **Salvador Gaytan:** Well, I tell some of my friends and so forth the time that I spend,  
294 and they don't believe me unless they stay over. But I actually --  
295 I've timed myself, my regimen takes me between seven and eight  
296 minutes when I brush.  
297  
298 Because I brush my teeth, I use a device we haven't really talked  
299 about, an {N-Tough}, which is a real small toothbrush to get in the  
300 crevices, I floss, I use a little pick, and I use a {Go-Between},  
301 which we haven't talked about. It's like a little pipe cleaner to get  
302 in between the teeth.  
303  
304 **Dr. John Chao:** That's an excellent tool if you can't find time to floss your teeth.  
305  
306 **Salvador Gaytan:** That's exactly it, and I gargle of course, brush the tongue, that I've  
307 gotten from you and your hygienist, May. Then I gargle, and you  
308 know what, the fastest I can do it is seven to eight minutes. That's  
309 what it takes me.  
310  
311 **Dr. John Chao:** Okay, that's really good, Sal. Now, I've seen you brush at the  
312 office for the hygienist. It seemed like you are pretty meticulous.  
313  
314 **Salvador Gaytan:** Yes.  
315  
316 **Dr. John Chao:** So, are you as meticulous with your brushing, as you are with golf?  
317 I understand you did pretty well in golf last year. You're kind of an  
318 amateur, almost pro in golf?  
319  
320 **Salvador Gaytan:** Well, amateur, I won the Orange County Championship last year.

321  
322 **Dr. John Chao:** Well, what kind of championship is that?  
323  
324 **Salvador Gaytan:** That was an amateur event, the Orange County Championship,  
325 played in Orange County, at Strawberry Farms, and I was lucky  
326 enough to win it there. So, I am the Orange County Champion  
327 right now. I have to defend it in two weeks though.  
328  
329 **Dr. John Chao:** Now, weren't you calling yourself Mr. Orange County or  
330 something, because you won it?  
331  
332 **Salvador Gaytan:** Well, yeah, I tell them -- well, that's my title, that was the title,  
333 The Orange County Championship.  
334  
335 **Dr. John Chao:** Orange County Championship, okay, I can see you're Mr. Orange  
336 County Dental Hygiene Champion.  
337  
338 **Salvador Gaytan:** Well, I'd go for that.  
339  
340 **Dr. John Chao:** Undoubtedly, you will win that one too.  
341  
342 **Salvador Gaytan:** Well, I want to be able to smile big for the camera when I win.  
343  
344 **Dr. John Chao:** That's right. Well, actually your smile isn't bad. I don't want to  
345 over praise you, but it looks pretty good.  
346  
347 **Salvador Gaytan:** Now, I know you also golf a little bit yourself, but now why don't  
348 you golf more?  
349  
350 **Dr. John Chao:** Well, you know, I fill holes all day, and those holes are always  
351 hole in one.  
352  
353 **Salvador Gaytan:** Hole in one, you specialize in hole in one.  
354  
355 **Dr. John Chao:** So, I don't have as much patience when I get on the golf course,  
356 besides my drive is just horrible.  
357  
358 **Salvador Gaytan:** But your putting is excellent, because I've seen you putt.  
359  
360 **Dr. John Chao:** Well, yeah, I think I putt better when I look at the hole and say  
361 that's a cavity. And I can put my concentration on it, and I have  
362 some fun putting.  
363  
364 **Salvador Gaytan:** Yes, I've seen you.  
365

366 **Dr. John Chao:** In fact I'd give you a run for your money a few couple of weeks  
367 ago.  
368

369 **Salvador Gaytan:** You did indeed.  
370

371 **Dr. John Chao:** Putting, actually.  
372

373 **Salvador Gaytan:** You did indeed, you did indeed. Yeah, so anyway that's my  
374 regimen. You know what, we were talking to someone else. Now,  
375 what about people, that they have three meals, but they also have  
376 maybe three snacks, so they might actually eat six times in a day,  
377 do they have to brush their teeth six times?  
378

379 **Dr. John Chao:** Well, we don't want to be totally impractical, so if it's not practical  
380 for you to go brush your teeth, then at least rinse your mouth with  
381 water, and you'd be amazed when you rinse vigorously, how much  
382 debris you get out of there. So, at least try to rinse it.  
383

384 **Salvador Gaytan:** What about a floss?  
385

386 **Dr. John Chao:** Yeah, if you can floss, that's even better, but sometimes you don't  
387 get that chance to go ahead and just rinse properly. In fact, that's  
388 actually -- I've seen some posters from World War II, that actually  
389 encourages the GIs to actually rinse their mouth when they don't  
390 have a chance to brush. So, that still goes today. Rinse your mouth  
391 if you can't brush.  
392

393 **Salvador Gaytan:** Excellent. Now, we have a couple of questions that viewers have  
394 submitted, that I want to ask you. The first question is, why do my  
395 gums bleed sometimes? Now, I don't know a lot of details on this  
396 condition, but why do gums bleed?  
397

398 **Dr. John Chao:** Gums bleed, because there is inflammation or there is infection.  
399 It's actually one of the signs of gum disease, especially between  
400 the teeth. The bacteria that's between the teeth, brings about an  
401 infection. The body then fights the infection by an inflammatory  
402 process.  
403

404 The inflammatory process mainly consists of the body bringing in  
405 red blood cells, white blood cells and different enzymes and  
406 chemicals to combat the infection and combat the bacteria. So,  
407 therefore there is a lot more blood going to the areas which are  
408 under assault by the bacteria.  
409

410 **Salvador Gaytan:** They are under attack.  
411

412 **Dr. John Chao:** They are under attack, so there are reinforcements sent to the site  
413 of the infection.  
414  
415 **Salvador Gaytan:** There you go.  
416  
417 **Dr. John Chao:** So, when you brush it, when you touch it, it's going to bleed. So,  
418 it's a sign to the patient that if there is bleeding, there is a problem,  
419 and the problem needs to be addressed.  
420  
421 **Salvador Gaytan:** Send reinforcements.  
422  
423 **Dr. John Chao:** Yes.  
424  
425 **Salvador Gaytan:** So, what are the reinforcements?  
426  
427 **Dr. John Chao:** It's actually signaled by the body to the patient there's something  
428 wrong, do something about it.  
429  
430 **Salvador Gaytan:** What does the patient do at home? If someone has bleeding gums  
431 at home, is there any time where bleeding gums is just kind of a  
432 temporary thing?  
433  
434 **Dr. John Chao:** It's possible. If you didn't brush your teeth for a little while, you  
435 may start bleeding. It's an entirely reversible process, just start  
436 brushing and flossing and see if it goes away. If it returns, if it  
437 continues to be there, then you definitely should see your dentist  
438 for an examination.  
439  
440 **Salvador Gaytan:** So, then you as a dentist are the heavy artillery?  
441  
442 **Dr. John Chao:** The heavy artillery, the Court of Last Resort.  
443  
444 **Salvador Gaytan:** There you go.  
445  
446 **Dr. John Chao:** If it doesn't go away, see your dentist, you can't go wrong. If you  
447 have any questions regarding bleeding, then you should see the  
448 experts on that, because it could be something else.  
449  
450 Hopefully it's not anything else besides gum disease, but if  
451 something doesn't heal and continues to bleed, it calls into mind  
452 possible tumors and things like that. So, don't take any chances,  
453 see your dentist if something is abnormal.  
454  
455 **Salvador Gaytan:** Excellent, and for anyone tuning in, you're listening to SmileTalk  
456 with Dr. John Chao, the friendly dentist from Alhambra Dental.  
457 You can reach Dr. John and submit questions or schedule

458 appointments. He doesn't like to plug himself, but I think he's  
459 been fantastic for me.  
460  
461 **Dr. John Chao:** Well, let's not get into that. We went over that last time, Sal.  
462 You're just pulling my leg. You're trying to get a rise out of me,  
463 but this is an informational show.  
464  
465 **Salvador Gaytan:** That's true, it's true, there's nothing to sell, no products.  
466  
467 **Dr. John Chao:** Yeah, we want the listeners to consult their own dentist when they  
468 have a problem.  
469  
470 **Salvador Gaytan:** But if they don't have a dentist, you are a possible choice?  
471  
472 **Dr. John Chao:** It's possible, but we are not encouraging it on this show.  
473  
474 **Salvador Gaytan:** Alright. So, you can submit your questions at  
475 [AlhambraDental.com](http://AlhambraDental.com) or 626-308-9104. And I have another  
476 question from a viewer, that I know that you have the answer to.  
477 We touched on this a little bit, but the question was asked, what  
478 can I do to take care of my bad breath at home?  
479  
480 **Dr. John Chao:** At home, it's the same thing we've been talking about. Brush your  
481 teeth properly, brush it thoroughly, spend time, floss your teeth,  
482 scrape your tongue, use little flossers, those pipe cleaners we  
483 talked about.  
484  
485 **Salvador Gaytan:** Now, what exactly is a pipe cleaner?  
486  
487 **Dr. John Chao:** Okay, a dental pipe cleaner is officially called a proxy brush. It's  
488 those tiny little brushes that you can actually push between the  
489 teeth. They come in different sizes. So, if you don't have a chance  
490 to floss your teeth, you can use those, but we'd rather you floss  
491 your teeth.  
492  
493 So, if you have a bad breath problem, floss and brush and brush  
494 your tongue, and use mouth rinses and see if it goes away.  
495 Sometimes people, for different reasons, have bad breath, and if it  
496 doesn't go away, then it could be a sign of deeper problems, such  
497 as severe gum disease.  
498  
499 In that case, then you should see the dentist. But at home, you can  
500 try different mouthwashes. Chewing gum and so on kind of masks  
501 it. Even mouthwashes mask the source of the problem sometimes.  
502 But do the best you can, if it doesn't go away, you can't go wrong,  
503 see your dentists, and there are ways to help you with that.

504

505 *Salvador Gaytan:* So, the point is, you got to get to the source of the odor.

506

507 *Dr. John Chao:* Yes, if you can't get rid of it by yourself, then seek help.

508

509 *Salvador Gaytan:* Another question that we had come in -- because a lot of people  
510 are afraid of the dentist, which I know that you know. I'm not one  
511 of them.

512

513 *Dr. John Chao:* I see it all day long.

514

515 *Salvador Gaytan:* You see it all day long, they'll walk in, they are scared. Some  
516 people just don't even come in because they are so scared. I  
517 noticed people like that.

518

519 Now, let's say someone hasn't seen a dentist for five years, so  
520 they're really scared now, because they know when they go in,  
521 they go, "What's he going to find?" But you have ways of helping  
522 these people, ease their anxieties.

523

524 *Dr. John Chao:* Well, definitely. There are many ways in dentistry now that can  
525 definitely help people who've had a bad experience. The different  
526 ways to help them have more positive experiences, so that the new  
527 experiences displace the negative experiences.

528

529 *Salvador Gaytan:* So, if someone comes in. Let's suppose I haven't seen a dentist in  
530 five years, I come in to see you, I'm scared. What are you -- how  
531 are you going to help me?

532

533 *Dr. John Chao:* Well, actually let's go one step back. If the patient is in my office  
534 already, they've taken the first major step, everything is downhill.  
535 So, if you even make the first call to the dentist, you have -- you  
536 should congratulate yourself, because you have taken a major step.

537

538 And then, when you get to the dental office, it gets much easier  
539 once you experience dentistry which is not traumatic.

540

541 *Salvador Gaytan:* Well, you like chickens, don't you? When they come in, you know  
542 how to handle chickens.

543

544 *Dr. John Chao:* Well, you have to have a sense of humor with chickens, with  
545 people who are particularly sensitive, who have been traumatized  
546 in different ways. We dentists deal with this all the time, we are the  
547 experts. We are the experts in dealing with anxiety.

548

549 *Salvador Gaytan:* But not all dentists are the same though.

550  
551 **Dr. John Chao:** Not all dentists are the same, but all dentists are the same in the  
552 sense that we deal with anxiety all day long, and some people have  
553 more of it than others.  
554  
555 You have a point here, that is, some dentists spend more time, and  
556 they structure their practices in a way that's more suitable to  
557 someone with higher levels of anxiety than others who may not  
558 setup their practices in a way that can accommodate those with  
559 high anxiety levels.  
560  
561 So, the person with a high level of anxiety should spend more time  
562 in picking and choosing the dentist that's more suitable for him or  
563 her.  
564  
565 **Salvador Gaytan:** We're going to get into some of that, maybe not in this, we don't  
566 have time right now, but maybe in the next show of how people  
567 really can go about choosing a dentist that is right for them and  
568 meets their needs.  
569  
570 **Dr. John Chao:** Yes, that's very important, and not only in terms of qualifications,  
571 but you need to find the dentist that you feel comfortable with, and  
572 the dentist who you feel can listen to you and attend to your special  
573 needs. When you have that, then you have found the right person  
574 to deal with your problems.  
575  
576 **Salvador Gaytan:** Now, Dr. John, let me ask you a question. Don't you get tired of  
577 sometimes patients coming to your office, and they are kind of  
578 complaining and kind of whining and all, don't you get tired of  
579 that stuff sometimes?  
580  
581 **Dr. John Chao:** Well, actually most people don't complain too much. But they do  
582 let you know that they are not happy to be there, out here. "You  
583 know, nothing personal doctor, but I hate dentists." We hear that a  
584 lot.  
585  
586 **Salvador Gaytan:** So, what do you do to handle these people?  
587  
588 **Dr. John Chao:** Well, I don't have a problem with that. It's perfectly acceptable for  
589 me to handle that particular emotion, because I have that coming at  
590 me day in and day out.  
591  
592 But the important thing is for the patients to feel that this is  
593 something that they have maybe at the first appointment, but as  
594 appointments take place, that their feeling about that becomes less  
595 and less.

596

597 *Salvador Gaytan:* So, how do you talk to them, what do you say?

598

599 *Dr. John Chao:* Well, a patient comes in, I shake her hand, and it's all sweaty. I  
600 would say, "You know what, it's okay for you to be a coward. I  
601 specialize in cowards." Then the humor also reassures the patient  
602 that this is something I am comfortable in dealing, and that they  
603 are in good hands.

604

605 But I don't want to be on radio bragging. I think that every dentist  
606 have their own ways of dealing with it, and their methods are just  
607 as effective as mine. So, find the right dentist for you, and don't  
608 worry about the fact that you are especially anxious.

609

610 *Salvador Gaytan:* We are coming to the end of our show Dr. John. You've been  
611 listening to SmileTalk. You can contact Dr. John, the friendly  
612 dentist at [AlhambraDental.com](http://AlhambraDental.com) with any of your questions or  
613 concerns, or 626-308-9104. That's a wrap today doctor.

614

615 *Dr. John Chao:* Thank you for listening. See you next week.

616

617 [END OF AUDIO]