

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 and I'm here with...
4
5 **Dr. John Chao:** This is Dr. John Chao. Hi, everybody.
6
7 **Salvador Gaytan:** Dr. John, we have a fascinating show today. We have two very
8 interesting guests in studio from -- well, I'm not even going to say
9 where they're from, but they're very interesting. They have some
10 funny stories for us and some information that the people want to
11 know, but first, Dr. John, I think the audience wants a Rapid Fire
12 Five and a little Snap Crackle Pop. Are you ready?
13
14 **Dr. John Chao:** Okay, yeah, let's see we can get this going and get to our two
15 fascinating guests that will be coming out with very, very
16 informative and entertaining stories.
17
18 **Salvador Gaytan:** Absolutely. Now, I'm going to ask you five questions, true or
19 false. You're going to say whether they're true or false and then
20 we'll come back to the details afterwards. Are you ready, Dr.
21 John?
22
23 **Dr. John Chao:** Yes, fire away, Sal.
24
25 **Salvador Gaytan:** All right. Question number one: Plain water can reduce weight and
26 cavities, true or false?
27
28 **Dr. John Chao:** True.
29
30 **Salvador Gaytan:** True, okay. Question number two: What's good for your body is
31 good for your teeth, true or false?
32
33 **Dr. John Chao:** True, most of the time.
34
35 **Salvador Gaytan:** Most of the time. Another trick question, huh? Okay.
36
37 **Dr. John Chao:** Yeah.
38
39 **Salvador Gaytan:** Question number three: Root canal treatments don't have to hurt,
40 true or false?
41
42 **Dr. John Chao:** That is good news. It's true.
43
44 **Salvador Gaytan:** True, okay. I'm glad I haven't had that one, but that's good to
45 know. Question number four: You can count on dental insurance to
46 pay for everything, true or false?

47

48 **Dr. John Chao:** That's false.

49

50 **Salvador Gaytan:** That's false, okay. Question number five Dr. John. It is wise not to
51 go to the dentists who are not members of the dental plan that they
52 have, true or false?

53

54 **Dr. John Chao:** False.

55

56 **Salvador Gaytan:** False, okay, excellent. Let's get back to question number one,
57 which was, plain water can reduce weight and cavities. That is
58 true. Tell us why that is true, Dr. John.

59

60 **Dr. John Chao:** Well, that is true, because adequate hydration or drinking enough
61 water plays a vital role in cellular health, cognitive performances
62 such as remembering and calculations and so on and the sense of
63 general wellbeing. Also, adequate hydration is key in maintaining
64 a healthy weight or attaining healthy weight loss.

65

66 There's an ongoing debate as to how much water should one
67 consume per day, so we won't get into that sort of advice, but
68 typically eight to 10 glasses of water per day has been generally
69 advised.

70

71 I'm not recommending that, so please talk to your own physician
72 about what is right for you given your physical conditions such as
73 diabetes and so on.

74

75 But dentally speaking, drinking water helps prevent unhealthy
76 snacking. Dehydration can cause a sensation that mimics hunger
77 and increase your cravings or at least tempts you to want a snack.

78

79 If snacking includes convenient sugar products like candies, ice
80 creams, soft drinks etc. it will lead to increased likelihood for
81 cavities. Drinking adequate amount of water will help fight cavities
82 and give you better health.

83

84 **Salvador Gaytan:** So, now, Dr. John, we've talked a little bit about some of this in
85 the past, but it's true that to -- that sometimes cavity and decay
86 build up can build up because the mouth is dehydrated, so water
87 would help this, wouldn't it?

88

89 **Dr. John Chao:** If you have -- if you suffer already from dehydration, obviously
90 drinking water would help. Of course, if you suffer from a
91 condition known as Xerostomia or dry mouth, then certainly

92 having water in there would definitely help. But I have a question
93 for you, Sal.
94
95 **Salvador Gaytan:** Okay, shoot.
96
97 **Dr. John Chao:** I see golfers and people who exercise drink a lot of water. Now,
98 does drinking water help ones golf game.
99
100 **Salvador Gaytan:** No, not at all. No, I'm just kidding, I'm just kidding. No, actually
101 it does, because with any sport you have to be hydrated to have
102 proper focus. But you know what, it's funny, I do play with a lot of
103 guys and I am amazed how little water that they drink on the
104 course during four and a half hours.
105
106 I ask some of my friends, I say, "What are you guys? Are you guys
107 camels? You don't need water?" So, water is very important. I
108 drink a lot, especially when it's hot, but even when it's not. So, I
109 love water and I drink very -- I don't drink almost any soda or
110 cranberry juice, because our last experiment said don't do it.
111
112 **Dr. John Chao:** Yeah. Now, do you drink Gatorade? I see some golfers do the
113 Gatorade stuff.
114
115 **Salvador Gaytan:** I will have an occasional Gatorade, but not very often.
116
117 **Dr. John Chao:** Yeah. So, tell me. We talked about coffee helping your game. Did
118 you try coffee? Didn't you have a championship recently?
119
120 **Salvador Gaytan:** Yes, but it wasn't...
121
122 **Dr. John Chao:** You won an award, didn't you?
123
124 **Salvador Gaytan:** Well, yeah. It was the Oak Creek Championship, but it wasn't
125 because of coffee, Dr. John.
126
127 **Dr. John Chao:** Just water.
128
129 **Salvador Gaytan:** Just pure H₂O. Yes, I do not drink the coffee.
130
131 **Dr. John Chao:** Well, I do not want to mislead anybody. In terms of coffee, we
132 don't have any physical conditions. Anyone drinking a cup or two,
133 that would be all right. But if you have any questions, check with
134 you physician as to how much coffee you should drink or not drink
135 at all.
136
137 **Salvador Gaytan:** That's right, get the coffee kick.

138
139 **Dr. John Chao:** So, wait a minute. You did win the championship.
140
141 **Salvador Gaytan:** Yes. Since our last -- it was in Irvine, it was the Oak Creek
142 Amateur Championship, Golf Championship.
143
144 **Dr. John Chao:** Now, I understand that you're the first one to ever win a
145 championship for that golf course. How is that?
146
147 **Salvador Gaytan:** That is because they've never had any championships at that
148 course and this was their first annual. So, I fortunately was the first
149 winner.
150
151 **Dr. John Chao:** Okay, and you drink a lot of water for that, right?
152
153 **Salvador Gaytan:** I drink -- when I'm on the course, I drink water every other hole.
154
155 **Dr. John Chao:** Okay.
156
157 **Salvador Gaytan:** Yeah, so, I'm fully hydrated. Okay, Dr. John. Let's get to question
158 number two of our Rapid Fire Five. What's good for your body is
159 good for your teeth. That is true.
160
161 **Dr. John Chao:** That's actually true. Most things that you eat that are good for your
162 body would be good for your teeth. What's not good for your
163 body, such as too much sugar, would be bad for your teeth.
164
165 However, you have to be careful enough, sometimes certain
166 conditions require you to have lozenges or some kind of a sugary
167 product in your mouth for long periods of time. You have to be
168 watchful of that.
169
170 We recently had a patient who lost a tooth, because she had to put
171 this lozenge on her tooth and three months later when she came
172 back, it was almost too late. So, the other...
173
174 **Salvador Gaytan:** So, wait. What happened with the lozenge?
175
176 **Dr. John Chao:** She left a lozenge at a particular tooth all the time for three
177 months, and the acidic part of the lozenge and the sugar in the
178 lozenge damaged the tooth and caused a gigantic cavity.
179
180 **Salvador Gaytan:** Gigantic cavity?
181
182 **Dr. John Chao:** Gigantic cavity. We actually eventually had to remove that tooth,
183 so it can happen in a very short time if you use lozenges.

184
185 **Salvador Gaytan:** So, if you have to use lozenges, what, rotate the position?
186
187 **Dr. John Chao:** Rotate the position. Talk to your dentist immediately and see what
188 the advice would be for that and let him work it out with your
189 physician as to what you should do.
190
191 **Salvador Gaytan:** Okay.
192
193 **Dr. John Chao:** But there are also medications that can cause dry mouth or directly
194 bring about gum disease. So, it doesn't mean you should change
195 your medication, but do check with your dentist as to what
196 preventive methods you can use to minimize the harm.
197
198 **Salvador Gaytan:** Okay. Question number three, Dr. John: Root canal -- now I
199 wouldn't have believed this actually, root canal treatments do not
200 have to hurt, and you say that's true.
201
202 **Dr. John Chao:** That's true. If you don't believe it, sit down in my chair next time.
203
204 **Salvador Gaytan:** I don't want a root canal. I'm doing everything I can to avoid it. I
205 floss, brush, gargle, the whole enchilada.
206
207 **Dr. John Chao:** I'm certain that you will never need one, but without techniques as
208 far as anesthesia, with our ability to sedate using oral medication
209 and IV and so on, we can make it pretty certain that during the root
210 canal procedure, that the patients doesn't feel any pain.
211
212 The only contingency would be that there's a lot of infection. But
213 this infection should be treated first before root canal is started. So,
214 it's pretty much true that root canal treatment can be painlessly
215 done.
216
217 **Salvador Gaytan:** So, are you talking it's painless, because of the sedatives that you
218 can give them?
219
220 **Dr. John Chao:** We can give sedatives before that. We can sedate before that. We
221 can use different kinds of anesthetic techniques, the way we inject
222 that can keep the tooth from hurting throughout the procedure.
223
224 **Salvador Gaytan:** What about afterwards? Will they have any minor pain afterwards
225 or you give them some drugs afterwards?
226
227 **Dr. John Chao:** It's possible. We can pretty much eliminate post operative pain
228 through our techniques and even inject some anti inflammatory

229 medication to minimize the inflammation. So, for the most part,
230 patients don't really have to put up with a lot of pain afterwards.
231
232 **Salvador Gaytan:** Well, that's good news. That's good news that you can do that type
233 of treatment.
234
235 **Dr. John Chao:** Absolutely good news.
236
237 **Salvador Gaytan:** Okay, Dr. John. Question number four of our Rapid Fire Five: You
238 can count on dental insurance -- we've talked a little bit about this.
239 You can count on dental insurance to pay for everything. You say
240 that's false.
241
242 **Dr. John Chao:** Dental insurance don't always pay for everything. It's true that
243 they will sometimes pay quite a bit with some plans depending on
244 the procedure, but for the most part, dental plans don't pay all of it.
245 In fact this is a good time to point out to those of you listening to
246 this program that there's no such thing as dental insurance.
247
248 Insurance means a particular financial instrument that would
249 protect the subscriber or the insured against loss. There is no dental
250 plan that will insure the patient against loss of every kind and to
251 any amount. This is unlike medical insurance. Dental plans are just
252 a bundle of dental benefits that's paid for by the employer.
253
254 There's no particular principle involved in what is covered and
255 what is not. So, every plan is different, so therefore you cannot
256 count on your plan to pay for a lot of the things that you need
257 especially if you need advance treatment or if your condition is
258 particularly severe.
259
260 **Salvador Gaytan:** Well, normally you were saying before that the dental plans really
261 only cover about \$1,000 - \$2,000 maximum benefits, isn't that
262 right?
263
264 **Dr. John Chao:** Yes, yes, for that reason it is not an insurance plan, because
265 regardless of your condition, there's only so much that the plan
266 will pay per year. Now, don't get me wrong, certainly it's great to
267 have a dental plan that can help subsidize the cost of dental
268 treatment.
269
270 Many people couldn't afford to go to the dentist, except they have
271 some kind of a dental plan. So, it's good to have that, but you
272 would be not realistic to hold onto the notion that somehow
273 another dental plan can guarantee you dental health.
274

275 **Salvador Gaytan:** That's right, that's right, excellent, Dr. John. Okay, moving on to
276 our -- for anyone just tuning in, you're listening To SmileTalk. I'm
277 Salvador Gaytan here with Dr. John Chao, the friendly dentist from
278 Alhambra Dental. You can reach Dr. John at AlhambraDental.com
279 or 626-308-9104, and he welcomes any questions. Some of them
280 we've already gotten to, but you like questions, don't you Dr.
281 John?
282

283 **Dr. John Chao:** Yes, I like that and it keeps us talking about interesting things.
284

285 **Salvador Gaytan:** Absolutely, absolutely. Okay, moving onto question number five,
286 Dr. John. It is wise not to go to dentists who are not members of
287 the dental plan that they have. That is false.
288

289 **Dr. John Chao:** That's false. Sometimes it's perfectly workable and perfectly okay
290 to go to a dentist who is part of your plan. Of course, if everything
291 works out, you do pay less and you get the treatment that you need.
292 However, there may be instances where you need a second
293 opinion, and for that you may have to go out of network and see
294 the opinion of another dentist who can look at your situation.
295
296 If that is the case, it will cost you a little bit to go to another dentist
297 and get a second perspective on your particular condition.
298 However, once you get that opinion, then you can sit down and
299 decide where you should go, how much money you should spend
300 and to what degree you can get the best treatment you can at the
301 least cost.
302

303 **Salvador Gaytan:** Well, that raps up our Rapid Fire Five, and now, Dr. John, we get
304 to -- we have two very fascinating guests in our show. Who are
305 these guests, Dr. John? Introduce them.
306

307 **Dr. John Chao:** One is Claudia. Claudia is my office manager. I wanted her here to
308 talk about certain aspects of dental treatment and how she
309 participated in the care of our patients in the office.
310
311 Then, we have Jemima, my hygienist, one of my hygienists, who is
312 here also to talk about dental hygiene. Remember we had
313 interviewed some USC dental students previously. Now, Jemima
314 will represent the hygienists from USC.
315

316 **Salvador Gaytan:** Excellent.
317

318 **Dr. John Chao:** And talk about dental hygiene.
319

320 **Salvador Gaytan:** So, how are you doing today, Claudia?

321
322 **Claudia:** I'm doing wonderful, thank you.
323
324 **Salvador Gaytan:** Excellent, and Jemima?
325
326 **Jemima:** Fantastic.
327
328 **Salvador Gaytan:** I like it, okay. Dr. John, you have some questions. I know they
329 have some funny stories. Take it away, Dr. John.
330
331 **Dr. John Chao:** Okay, well, let's first talk about something both of you had in
332 common and how you got started in dentistry. Would you tell us
333 about that, Claudia?
334
335 **Claudia:** Well, I got started in dentistry, I was -- there's a high school across
336 the street from the office and I had interviewed for an office clerk
337 position. So, I used to file pull charts for the front desk back about
338 17 years ago or so, and Jemima also.
339
340 **Jemima:** I was 16, and it was from ROP, so I was going to get some training
341 and work. So, I decided I'd go to Dr. Chao's and started filing as
342 well.
343
344 **Dr. John Chao:** So, you were also, Jemima, from Alhambra High School, right?
345
346 **Jemima:** Alhambra High School.
347
348 **Dr. John Chao:** Now, were you there both around the same time or did you come a
349 little later, Jemima?
350
351 **Jemima:** I came about probably two years later, yes.
352
353 **Dr. John Chao:** Two years later. So, by that time -- so you were the file clerk after
354 Claudia.
355
356 **Jemima:** Yes, after Claudia.
357
358 **Salvador Gaytan:** Now, Claudia and Jemima, you knew each other at Alhambra High
359 School?
360
361 **Claudia:** No, I think...
362
363 **Jemima:** We had some mutual friends.
364
365 **Claudia:** Yeah.
366

367 **Jemima:** But we ended up walking together after that. We hit it off, we kind
368 of bonded after.
369

370 **Claudia:** We used to walk home together, because we didn't drive at the
371 time.
372

373 **Salvador Gaytan:** I see, you didn't drive at the time. Well, Dr. Chao, tell everybody
374 where Alhambra High School is in relation to your office.
375

376 **Dr. John Chao:** Well, Alhambra High School is on Second Street, our office is on
377 First Street, and there used to be just a parking lot separating our
378 building and the High School, so it was just very easy for high
379 school students to walk over. Now, there's a beautiful library.
380

381 **Salvador Gaytan:** Excellent.
382

383 **Dr. John Chao:** Standing between the high school and us, so it makes it really,
384 really convenient for us to go to the library.
385

386 **Salvador Gaytan:** Now, I know, Dr. John, you wanted to, before -- let's just start with
387 the entertaining story, because Claudia, you're the front office
388 manager.
389

390 **Claudia:** Yes.
391

392 **Salvador Gaytan:** And you have a funny story to share. Go ahead and fire away.
393

394 **Claudia:** Well, my early years of experience at the office, I remember
395 answering the phone one day and I had a patient on the other side
396 and that wanted to see Dr. Chao for an emergency.
397

398 The only thing I knew at the time was her name, her phone number
399 and basically what her emergency was, which was that she had lost
400 her front teeth.
401

402 So, I didn't ask any other further questions and I had her come in
403 immediately. When the patient made it to the office, I realized that
404 her teeth were broken to the gum line. So, I was curious, I just...
405

406 **Salvador Gaytan:** Her two front teeth?
407

408 **Claudia:** The two front teeth. So, I asked her, what had happened to her,
409 how did this happen? Because it looked very painful, and she said
410 she was walking and as she was walking, she encountered a dog
411 that started kind of running towards her.
412

413 She was very, very afraid of dogs, so she already knew the dog
414 was going to come at her, at least that was her assumption, and was
415 going to bite here. So, what she told me she decided to do was to
416 bite the dog first.
417
418 **Salvador Gaytan:** No.
419
420 **Claudia:** Yes. As she bit the dog, the dog pulled away and her front teeth
421 broke, which I thought was so funny at the time, but I mean, it
422 looked kind of painful.
423
424 **Dr. John Chao:** Well, this is news, isn't it? The same goes if the dog bites man, it's
425 not news, but a man bites dog, it's news.
426
427 **Salvador Gaytan:** That's news.
428
429 **Claudia:** Yes.
430
431 **Dr. John:** Yeah. So, this is...
432
433 **Claudia:** Entertaining news.
434
435 **Dr. John Chao:** This actually came true.
436
437 **Salvador Gaytan:** This was woman bite dog.
438
439 **Dr. John Chao:** Well, that'll teach the dog a lesson.
440
441 **Salvador Gaytan:** The final part was, the dog did not bite her, did he?
442
443 **Claudia:** No, the dog ran away, it ran away from her.
444
445 **Dr. John Chao:** With the broken teeth...
446
447 **Claudia:** In his skin, yes.
448
449 **Salvador Gaytan:** And Dr. John, what did you do? What can you do about this
450 situation?
451
452 **Dr. John Chao:** Well, actually I didn't remember this situation until Claudia
453 brought it up today. I don't actually remember what I did. I think
454 what we did was we ended up having to extract those teeth and
455 give her a partial denture, but we haven't heard from her since.
456
457 **Claudia:** No, no.
458

459 **Salvador Gaytan:** That's a high price to pay for biting the dog, isn't it?
460
461 **Claudia:** Yes, it is.
462
463 **Salvador Gaytan:** Maybe a swift kick would have been better, huh?
464
465 **Dr. John Chao:** Well, she did the best she could.
466
467 **Claudia:** Dog got away.
468
469 **Salvador Gaytan:** Now, we also have Jemima, Dr. John. I think she has a funny story.
470 Tell the audience who Jemima is in your office, Dr. John.
471
472 **Dr. John Chao:** Jemima works for the practice as our full time hygienist, one of
473 two. She has been just wonderful with our patients and we really,
474 really enjoy having her. Now, she's from USC Dental School, and
475 she'll be telling us about the hygiene program over there, but
476 before we came to the funny stories, we should set the context.
477
478 The context is that the patients really bond very well, bond deeply
479 with the hygienists and with our staff. So, we have a wonderful
480 relationship with our patients, I want them to talk about it.
481 However, I do want Jemima to talk about her story.
482
483 **Salvador Gaytan:** Now, Dr. John, before you get to her though, I am going to play
484 stupid for a second, because you say hygienist. So, just tell people
485 what the hygienist really is, because some people may not know.
486
487 **Dr. John Chao:** Yeah. Okay, well, that's a great question, Sal. A hygienist is
488 someone who has gone through a special training and generally is
489 two years at a special program such as the USC, and they have
490 passed a rigorous exam and been licensed by The Dental Board of
491 California to perform certain duties that are limited to only
492 hygienists and dentists.
493
494 Basically it's educating the patients and doing scaling and root-
495 planing for the patients besides some other duties.
496
497 **Salvador Gaytan:** Like cleaning teeth, normally.
498
499 **Dr. John Chao:** Basically cleaning teeth. So, Jemima tell us about -- well, at least
500 one of your experiences.
501
502 **Jemima:** Well, this was early on. I think it was my first year at your office
503 as a hygienist and I was seeing a patient who was very afraid to be
504 there. There was a tooth that it said not to touch, but I wanted to

505 see how deep the pocket on the tooth was. So, I went and I probed.
506 As I took the probe out the tooth, the tooth came out with it, and I
507 didn't know what to tell the patient, but I didn't want her to
508 swallow it.

509
510 So, I had her sit up and I said, "Don't swallow, spit into the cup."
511 So, I got her tooth out and I went and checked with the front desk
512 and I said, "You know, what was the prognosis of the tooth?" They
513 said, "Well, it was supposed to be extracted."
514

515 So, I came back into the room and told the patient, "Well, I have
516 good news and bad news. Good news is I took the tooth out." She
517 just stopped and hugged me, and she was just very happy. She's
518 like, "Well, that's great news all around", because she didn't want
519 to have to go somewhere else to have it pulled out in the first
520 place.
521

522 **Dr. John Chao:** Yeah, I think she also was very happy, because she didn't have to
523 pay me for an extraction.
524

525 **Salvador Gaytan:** Dr. John, you lost a fee there.
526

527 **Dr. John Chao:** I couldn't possibly charge for an extraction.
528

529 **Salvador Gaytan:** Now, you know what I think really -- I'm not into dental business,
530 but I think really, a good hygienist would have stuck the tooth back
531 in there, so you could extract it, I mean...
532

533 **Dr. John Chao:** Now, we want to do that.
534

535 **Salvador Gaytan:** I'm just teasing. I'm just teasing.
536

537 **Dr. John Chao:** But, actually this has happened to me to. I had a patient way many,
538 many years ago. He came in for an extraction. I injected him and
539 came back and the tooth was not there anymore. I had looked on
540 the x-ray, I said, "The tooth was there."
541

542 I said, "Don't tell me, I injected the wrong side". No, it was the
543 right side, and the tooth was there and pretty soon he was giving
544 me a toothless grin, because he had had his tooth in his hand.
545 Because he was numb, he was able to pluck it out himself.
546

547 **Salvador Gaytan:** Dr. John, you allowed that?
548

549 **Dr. John Chao:** So, I said: "You know what, I've got a problem." I said, "It's how
550 much I should charge you?" So, we didn't charge him anything. It

551 was a funny story. Okay. So, we want to talk about Claudia, what
552 caused you to want to stay in dentistry for so many years?
553
554 You started as a file clerk, and then you learned all the other duties
555 in the dental office, then eventually you became the office manager
556 for us and you have learned a lot over these years.
557
558 You've been very, very helpful and instrumental in the success of
559 our office. What motivates you to want to be in dentistry and stay
560 with one office for so long?
561
562 **Claudia:** Well, when I first started to work for you, I also became a dental
563 assistant and right off high school, I decided that I wanted to
564 become a nurse, but it wasn't feasible at the time.
565
566 So, when I became a dental assistant and worked for you, I just
567 found it fascinating, the clinical part of working, because I got a
568 little bit of what a nurse somehow in a smaller spectrum would be
569 doing with their patients.
570
571 Then, as time went by, I got to do some front desk and I love
572 paperwork, many people don't, but I love paperwork. I just started
573 getting more and more involved with the office, and just the way
574 we practiced at the office, the patients we see, such as our coward
575 patients.
576
577 It was just so self rewarding knowing that today or any day I have
578 helped somebody else get over their anxiety fear or just to make
579 their stay at the office let it be actually a pleasant one.
580
581 So, for me that was more than just getting a paycheck, it was self
582 rewarding to have to work with the patient that way and knowing
583 that I did something that made them feel so good and left the office
584 happy.
585
586 **Dr. John Chao:** Yeah, that's probably the most important part, the golden part of
587 our dental practice, is that -- isn't it true that we get to help our
588 patients so much so that they become part of our family.
589
590 **Claudia:** Yes, they do.
591
592 **Dr. John Chao:** Our family to become really, really great friends and they stay with
593 us for years and years and years.
594
595 **Claudia:** Yes, they do.
596

597 **Dr. John Chao:** Yeah, so, that's the part that I look forward to when I come to the
598 office myself everyday, in the sense that maybe that's true for just
599 about everybody in our office, isn't it?
600
601 **Claudia:** Yes, yes.
602
603 **Dr. John Chao:** And to put it on a global scale, would you say that that's probably
604 what keeps everybody in the dental field, that they have this
605 particular personal gratification.
606
607 **Claudia:** Right, right.
608
609 **Salvador Gaytan:** You've been with Dr. John for 17 years, is that right?
610
611 **Claudia:** Yes, this year will be 17 years.
612
613 **Salvador Gaytan:** 17 wonderful years, I like it.
614
615 **Claudia:** Yes, they have.
616
617 **Salvador Gaytan:** I like it folks. Dr. John, you know what, we're getting to the end of
618 our show.
619
620 **Dr. John Chao:** Is that right already? Wow.
621
622 **Salvador Gaytan:** But we are going to carry it over to our next show. But it's been
623 very fascinating in here. We're going to have these two guests,
624 Jemima and Claudia on, but it's been a great show, Dr. John.
625
626 **Dr. John Chao:** Yes, I really enjoyed it and we'll look forward to continuing this
627 next week.
628
629 **Salvador Gaytan:** And for anyone. You can reach Dr. John at AlhambraDental.com
630 or 626-308-9104, and I guess we'll see the audience -- talk to the
631 audience next week.
632
633 **Dr. John Chao:** Goodbye everybody.
634
635 [END OF AUDIO]