

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:** Dr. John Chao. Hi, everybody.
6
7 **Salvador Gaytan:** Dr. John, the friendly dentist. Isn't that right, Dr. John?
8
9 **Dr. John Chao:** That's who I am.
10
11 **Salvador Gaytan:** Exactly, exactly. Well, you know Dr. John, normally we start with
12 our Rapid Fire Five, but we're going to shake it up a little bit
13 today, because we have some interesting things about -- well, some
14 stories about dentistry and actually even another country that you
15 have some interesting stories and information on.
16
17 Now, a lot of people, they know that you're the friendly dentist and
18 they know that you have a practice here in Alhambra, and you've
19 been a dentist for a long time, but let's go back a little bit.
20
21 **Dr. John Chao:** Let's not go too far back.
22
23 **Salvador Gaytan:** Okay.
24
25 **Dr. John Chao:** I don't want to give you my age.
26
27 **Salvador Gaytan:** We're not going to go back to when you were in diapers, so don't
28 worry about that. But you actually were born in another country,
29 and people may not know this, but what country were you born in,
30 Dr. John?
31
32 **Dr. John Chao:** I was born in China.
33
34 **Salvador Gaytan:** In China?
35
36 **Dr. John Chao:** You'd probably tell by my very charming accent.
37
38 **Salvador Gaytan:** Well, I maybe, I maybe, but you speak...
39
40 **Dr. John Chao:** It came from somewhere.
41
42 **Salvador Gaytan:** You speak English very fluently, but you also speak Chinese too,
43 don't you?
44
45 **Dr. John Chao:** Yes, I do.
46

- 47 **Salvador Gaytan:** There are different dialects, which dialect do you...?
48
- 49 **Dr. John Chao:** Actually, I speak broken Mandarin, broken Cantonese and actually
50 I also speak broken English sometimes.
51
- 52 **Salvador Gaytan:** Broken English.
53
- 54 **Dr. John Chao:** Especially when I get nervous.
55
- 56 **Salvador Gaytan:** Okay, all three, all three. So, now going back though, you had a lot
57 of brothers and sisters. How did you come to this country, in a
58 nutshell?
59
- 60 **Dr. John Chao:** Well, we were a family of eight children. My parents were
61 Christian ministers. They were invited to come to this country at
62 that time to take care of Asian overseas students studying here, and
63 their mission was to provide a home away from home for these
64 students. So, that's how our family were able to immigrate to this
65 country.
66
- 67 **Salvador Gaytan:** Now, you told me a very interesting statistic at that point. There
68 was a limited number of openings when you came here, wasn't
69 there?
70
- 71 **Dr. John Chao:** Yeah, there was a quota of immigrants that can be allowed to
72 immigrate from China to the United States at that time. The quota
73 was actually pretty low. It was something like 115 per year, but we
74 got the exemption, because ministers were not part of that quota.
75 So, we were able to come here as a family of 10. It was a minor
76 miracle actually that we got here.
77
- 78 **Salvador Gaytan:** Minor miracle, because otherwise.
79
- 80 **Dr. John Chao:** Actually it was a miracle, actually. You consider millions of
81 people who -- millions of boys and girls who didn't come here
82 until much, much later, but didn't have a chance to come here until
83 much, much later, but we were the earliest group of people to come
84 here from China.
85
- 86 **Salvador Gaytan:** So, the entire family got here and you mentioned a couple of
87 things. What are the three happiest moments in your life?
88
- 89 **Dr. John Chao:** Well, I have many wonderful moments, but the three earliest ones
90 were the first time I saw Golden Gate Bridge.
91
- 92 **Salvador Gaytan:** Golden Gate, huh?

93
94 **Dr. John Chao:** Coming in from the Orient. We were on this huge passenger boat
95 called President Cleveland. I saw the Golden Gate Bridge, and at
96 the time it was playing Autumn Leaves, Roger Williams, Autumn
97 Leaves, I'd never forget that. He's always been my favorite pianist.
98
99 The second moment was when I was accepted to dental school by
100 USC, and the third was a couple of years later, when I became a
101 naturalized citizen.
102
103 **Salvador Gaytan:** Naturalized citizen, huh?
104
105 **Dr. John Chao:** Yeah, so I'm very, very grateful to America to give my family and
106 of course myself the opportunity to live here and to be educated
107 and to have the opportunity to become a dentist.
108
109 **Salvador Gaytan:** Now, how old were you when you came on the boat here?
110
111 **Dr. John Chao:** I was 14.
112
113 **Salvador Gaytan:** 14. So, you were 14 coming in, and it's not -- so, you came by
114 boat. How long did it take by boat to get from China to San
115 Francisco, where you came in?
116
117 **Dr. John Chao:** Well, it took a lot. We were coming from Singapore, actually.
118
119 **Salvador Gaytan:** Singapore?
120
121 **Dr. John Chao:** From Singapore to Hong Kong was about a week. I think from
122 Hong Kong -- and then we went to Japan, Kobe, Japan. That took
123 maybe three or four days. I think across the ocean must have been
124 two weeks.
125
126 **Salvador Gaytan:** Two weeks?
127
128 **Dr. John Chao:** So, it took about a month or so before we got here.
129
130 **Salvador Gaytan:** So, were there times where you were scared being on the ocean
131 that long or was it a pleasant trip or...?
132
133 **Dr. John Chao:** No, it was great, loved it.
134
135 **Salvador Gaytan:** Loved it, huh?
136

137 **Dr. John Chao:** It was a great adventure. It was luxurious compared to the way that
138 we were living in Singapore. So, we thought it was a great, great
139 experience, loved it.
140
141 **Salvador Gaytan:** So, you came from a no frills background?
142
143 **Dr. John Chao:** Absolutely. We didn't have luxuries over there.
144
145 **Salvador Gaytan:** So, when you came here, you were like, "Wow, this is..."
146
147 **Dr. John Chao:** In the boat, we actually had our own bunk; we didn't have to share
148 bunks.
149
150 **Salvador Gaytan:** Because you had eight brothers and sisters or seven.
151
152 **Dr. John Chao:** Yeah, and I remember one time we were on this Italian liner from
153 Singapore to Hong Kong, and we didn't read Italian, the menu was
154 in Italian.
155
156 So, first time we went there, we looked at the menu and said, "We
157 want the first five items." So, the waiter looked at us kind of
158 disgusted, he said, "You really want that?" I say, "Yeah." He says,
159 "If you get that, you wouldn't get anything else." I said okay, so
160 we brothers got four salads.
161
162 **Salvador Gaytan:** Four salads?
163
164 **Dr. John Chao:** That's all we could get that night, four salads.
165
166 **Salvador Gaytan:** So, you went hungry that night?
167
168 **Dr. John Chao:** Well, I don't remember, I think I wanted to eat more.
169
170 **Salvador Gaytan:** Now, you were in the middle somewhere?
171
172 **Dr. John Chao:** Yeah, I was the fourth out of eight.
173
174 **Salvador Gaytan:** Fourth out of eight, okay. So, you had some older picking on you
175 and then you had some to pick on.
176
177 **Dr. John Chao:** Yeah, I had privileges. I could go with the older ones when they go
178 to movies, and I can eat with the little ones when there was food
179 and so and so, I played the game. It was fun.
180
181 **Salvador Gaytan:** So, when you came, when you got here at 14, did you speak
182 English?

183
184 **Dr. John Chao:** Yes, we did already. We were attending English speaking schools
185 in China. My father knew that we were coming here. So, we had
186 kind of a bilingual education at that time. So, it wasn't too bad in
187 terms of language.
188
189 **Salvador Gaytan:** So, you got to San Francisco, did your parents get a house right
190 away or where did you live?
191
192 **Dr. John Chao:** We actually had a house. We bought a house soon after we got
193 here. A good friend of my father's, we call her Mother {Sampo}
194 actually gave us some money, and enough to buy a one bedroom
195 house with a large garage.
196
197 So, my father and my mother stayed in the front, and the eight of
198 us stayed in this big garage that we divided into four rooms. So, we
199 got along pretty good. It was very interesting.
200
201 **Salvador Gaytan:** So, there was no fighting? Eight brothers and sisters, I only have
202 one sister, so I can't imagine what it's like with eight.
203
204 **Dr. John Chao:** Well, multiply that by seven times. Of course there's a lot of
205 quarrelling and fighting and pushing. That's the way you grow up.
206 It was great fun, great fun.
207
208 **Salvador Gaytan:** So, you're here in this country and then at 14, did you went to
209 school right away?
210
211 **Dr. John Chao:** I went to high school here, and then went to LA City College and
212 then Cal State LA
213
214 **Salvador Gaytan:** Now, what high school did you go to?
215
216 **Dr. John Chao:** I went to a school called Pacific Christian High, because my father
217 and mother wanted me to go and attend Christian Schools, so it
218 was at Highland Park. I went there and I actually stayed at the
219 dorm there, and then afterwards attended LA City College.
220
221 That was only two blocks away from our house. I really enjoyed
222 two year colleges. I really encourage my friends and my patients to
223 go to junior college first, get two years of good education. Have
224 personal attention by the teachers and then go to the university
225 after that.
226
227 **Salvador Gaytan:** So, you were at LA City College. Did you have any idea what you
228 wanted to do when you were at LA City College?

229
230 **Dr. John Chao:** I had no idea when I first started. I tried everything. I looked at
231 psychology, I looked at law, I looked at medicine, podiatry, all
232 kinds of stuff. Finally, decided on dentistry.
233
234 **Salvador Gaytan:** When did you decide about dentistry?
235
236 **Dr. John Chao:** Towards the second year.
237
238 **Salvador Gaytan:** Second year?
239
240 **Dr. John Chao:** End of the second year in college.
241
242 **Salvador Gaytan:** The second year in college.
243
244 **Dr. John Chao:** I had to get out of junior college pretty soon. I had to decide, and I
245 like dentistry, because I get to practice on my own, I didn't have to
246 be associated with the hospitals and other people. I like the
247 independence of dentistry, and I like the fact that I can treat people
248 who are not real sick. They are basically healthy people, and I like
249 that.
250
251 **Salvador Gaytan:** Now, your parents, they encouraged all your brothers and sisters to
252 really excel, didn't they? They had high expectations.
253
254 **Dr. John Chao:** Yeah, they didn't say much. It was just expected that you were
255 given this opportunity to come to America, you're going to make
256 something really nice out of it. It was expected that you'll make
257 your own decisions and do the best you can for yourself.
258
259 **Salvador Gaytan:** Now, did you think about the money aspect when you were
260 thinking, "Dentistry, hey, I can do something great for people, but
261 I can also make a good income."
262
263 **Dr. John Chao:** Of course, that's always part of the consideration. We grew up
264 without much material comforts, and we didn't really expect much
265 in terms of material successes.
266
267 Basically, you do what you like to do, you think in terms of
268 contribution towards society. It's important that you honor your
269 family by being accomplished. Those were more important to me
270 than the money. Of course, the money part is important also, but it
271 was basically fulfill your aspirations.
272
273 **Salvador Gaytan:** I see.
274

275 **Dr. John Chao:** And do well for yourself and other people
276
277 **Salvador Gaytan:** For anyone tuning in, you're listening to SmileTalk. I'm Salvador,
278 here with Dr. John Chao, the friendly dentist, and you can reach
279 Dr. John at AlhambraDental.com, and you can submit any
280 questions that you might have for the doctor or you can call at 626-
281 308-9104.
282
283 Today's show, we're just kind of going over some of the
284 background of Dr. John. He has a very fascinating life story
285 actually, and then we're also going to get into dentistry, how it was
286 when he got started and some of the differences, some of the things
287 that have changed from then to today.
288
289 Now, Dr. John, you got out of LA City, and you decided you
290 wanted to be a dentist and where did you go to college from there?
291
292 **Dr. John Chao:** I went to Cal State LA.
293
294 **Salvador Gaytan:** Cal State LA.
295
296 **Dr. John Chao:** Studied there and then applied to USC.
297
298 **Salvador Gaytan:** USC, home of the Trojans, and I take it that you -- well, people
299 should know, you got in.
300
301 **Dr. John Chao:** I got in.
302
303 **Salvador Gaytan:** It was that difficult to get in, at that time?
304
305 **Dr. John Chao:** It was very difficult, just as difficult now, but it was quite
306 competitive and I had to study really hard, and it was very
307 fortuitous that I was selected.
308
309 **Salvador Gaytan:** So, did you like to study? Did studying hard come easy to you or
310 did you have to work at it?
311
312 **Dr. John Chao:** Well, studying hard is never easy. You have to study hard, but it
313 was expected, something that I do, expected to do and it was
314 something you just have to do. You do what you have to do, and
315 that's how we were raised.
316
317 It was not easy growing up. So, you take advantage of every
318 opportunity that you have, so we were very focused. We learned to
319 be very focused when we were kids.
320

321 **Salvador Gaytan:** Now, were your parents, were they strict, discipline wise?
322

323 **Dr. John Chao:** They were pretty strict. They laid down the rules as Christian
324 ministers would do. You basically work with those parameters.
325 Having eight kids give you a lot of leeway in many ways. So, it
326 was growing up in a community sort of.
327

328 So, yeah, we learned to accept rules and work with them, but it was
329 not hard to adjust to America. In many ways, America gives you
330 more freedom in terms of action and thought. So, that's one of the
331 things I appreciate most about America.
332

333 **Salvador Gaytan:** If you had stayed in China, would you have had the option to
334 become a dentist?
335

336 **Dr. John Chao:** I don't know. I really don't know. I think I probably would have
337 gravitated towards dentistry or some health profession. I think that
338 was what I was inclined towards, but I don't know. Sometimes I
339 wonder.
340

341 I think the opportunities are not as open in Asia. It's more your
342 connections at that time. So, my father having no particular
343 connections and so on, I think it would have been more of a
344 challenge to get into medicinal dentistry, but that's just my guess. I
345 don't really know, but I'm thankful I'm here.
346

347 **Salvador Gaytan:** Okay. So, you got here, you got into USC. Did you have a back up
348 -- so, what if you hadn't gotten into USC? Did you have a backup
349 plan?
350

351 **Dr. John Chao:** Well, at the time I got in, I was a dishwasher and a newspaper boy.
352

353 **Salvador Gaytan:** Dishwasher and newspaper boy.
354

355 **Dr. John Chao:** I am very proud of that.
356

357 **Salvador Gaytan:** Where were you a dish washer, do you remember?
358

359 **Dr. John Chao:** I was a dish washer at Kowloon Restaurant at Pico and La
360 Cienega. I made \$0.50 an hour from the restaurant owner, and
361 \$0.50 an hour from the waiters. Then I was a bus boy too, so I was
362 promoted to a bus boy.
363

364 **Salvador Gaytan:** Bus boy, okay, and what paper did you deliver?
365

366 **Dr. John Chao:** The Harold Examiner.

367
368 **Salvador Gaytan:** I remember the Harold Examiner, no longer around.
369
370 **Dr. John Chao:** Yeah, and I was used to go from door to door to try to solicit
371 subscriptions to my paper. So, I did a lot of wandering around the
372 neighborhood and I developed a real thick skin in terms of asking
373 people to buy things.
374
375 **Salvador Gaytan:** Did you have to collect the money too?
376
377 **Dr. John Chao:** Yeah. You had to collect the money yourself, so it was a good
378 training for dentistry later. Work hard, as a bus boy, you've got to
379 really work hard, you run around. Dish washers, as a dish washer
380 you had to work really fast with your hands, get those dishes done
381 while 10 waiters are bringing all the dirty dishes to you. So, it was
382 great training.
383
384 **Salvador Gaytan:** So, which job did you like the least?
385
386 **Dr. John Chao:** I think probably dishwashing.
387
388 **Salvador Gaytan:** Dishwashing?
389
390 **Dr. John Chao:** It was kind of boring.
391
392 **Salvador Gaytan:** Washing other people's plates, while there's food on in it.
393
394 **Dr. John Chao:** But I was good, though. I mean the owner was really impressed
395 with me, I worked hard and I was fast.
396
397 **Salvador Gaytan:** Okay. So, you were working jobs there, you got in the SC, but
398 what if you hadn't got into SC? What would you -- did you have
399 other applications?
400
401 **Dr. John Chao:** I was determined to be a dentist. There was nothing that was going
402 to stop me. Once I decided, that was it. If USC hadn't accepted me,
403 I think I would have -- I had a kind of alternative acceptance from
404 another school in Northern California. I probably would have
405 pursued that. So, I had another choice. If I didn't get in, I would
406 have applied again, and some way or another I was going to be a
407 dentist.
408
409 **Salvador Gaytan:** You were going to become a dentist no matter what.
410
411 **Dr. John Chao:** Yeah, I was determined.
412

413 **Salvador Gaytan:** So, you really loved it before you even became one.
414
415 **Dr. John Chao:** Well, actually I loved it a lot more once I became one.
416
417 **Salvador Gaytan:** Yeah.
418
419 **Dr. John Chao:** But once I determined that I was going to be a dentist, I was going
420 to become one no matter what.
421
422 **Salvador Gaytan:** So, you got into SC, and then do you remember your first day or
423 first week on campus, what that was like as a perspective dental
424 student?
425
426 **Dr. John Chao:** Good question, but I haven't thought about that. I remember the
427 first day we were there and we were given a lecture by Dr. Guy
428 Ho, somebody I respect a lot. He's such a giant figure in the field
429 of dentistry, and he gave us a talking to -- after he talked to us, two
430 of them quit right away. He was so strict.
431
432 **Salvador Gaytan:** Oh, really?
433
434 **Dr. John Chao:** Yeah. He was very, very strict.
435
436 **Salvador Gaytan:** He made two guys quit the first week?
437
438 **Dr. John Chao:** The first day.
439
440 **Salvador Gaytan:** The first day?
441
442 **Dr. John Chao:** After Dr. Ho gave his lecture, we never saw those two again, but
443 we had a great education. Dr. Ho was very, very strict, but it was
444 very inspiring. He was phenomenal in his techniques. Our class
445 was very lucky to have giants of dentistry teach us those four
446 years.
447
448 **Salvador Gaytan:** So, it was a four year program. How many students were in your
449 class?
450
451 **Dr. John Chao:** We started with about 115. So, it was an average class.
452
453 **Salvador Gaytan:** And how many actually finished the four years, do you think?
454
455 **Dr. John Chao:** I think we finished with 86.
456
457 **Salvador Gaytan:** 86, pretty good number.
458

459 **Dr. John Chao:** Yeah, it was pretty good for those days.
460
461 **Salvador Gaytan:** Do you ever -- and do you still know some of those students that
462 graduated in your class?
463
464 **Dr. John Chao:** Yeah, my classmates, we keep in touch.
465
466 **Salvador Gaytan:** And some of them are practicing local?
467
468 **Dr. John Chao:** Yeah, some of them are still around.
469
470 **Salvador Gaytan:** So, now that brings us to our next point. You got out of SC and
471 you decided that you wanted to become a dentist, but it's not just
472 like becoming a realtor, you can just go to an office and hang your
473 license. Was it difficult to get started, to get an office or did you
474 get an office of your own or did you work for somebody, or how
475 did that happen?
476
477 **Dr. John Chao:** Well, it was...
478
479 **Salvador Gaytan:** Because I take it you didn't have much money at the time.
480
481 **Dr. John Chao:** I had nothing.
482
483 **Salvador Gaytan:** Nothing.
484
485 **Dr. John Chao:** When I graduated, I had no money at all. In fact I owed a mountain
486 of debt at the time, but I wanted to open my own practice. I
487 volunteered for Vietnam to join the dental corp. of the Army, Air
488 Force or Navy, but it so happened the quota was filled.
489
490 So many dental students volunteered, there was no opening for
491 another dentist. So, I didn't know my status, so I said, "Well, I
492 volunteered, you can come and get me anytime you want," but I
493 didn't want to sit around and wait. So, I took a chance and opened
494 my own practice.
495
496 So, I found this one little building in the Monterey Park on
497 Garfield. It had only three little rooms for dental chairs and I
498 rented that for \$250 a month, and I started there.
499
500 **Salvador Gaytan:** So, now wait, I don't understand though, you had no money, how
501 did you rent the office and how did you get money to buy the
502 equipment that you needed?
503

504 **Dr. John Chao:** Well, I went to the local bank, the Garfield Bank. I said I want to
505 start my practice here, so the guy pulled up an application and he
506 said, "Fill it out," and...
507
508 **Salvador Gaytan:** Did he ask you how much money you had in your wallet?
509
510 **Dr. John Chao:** He didn't, he said, "Fill out all the assets and debits," whatever. It
511 was basically zero, zero, zero.
512
513 **Salvador Gaytan:** Did you have a pet or something that you can put as an asset?
514
515 **Dr. John Chao:** No, I didn't have a pet, so I said, "Well, I only have my signature",
516 and "There's no problem, doctor". He says "We'll give you" -- I
517 think it was \$5,000. He lend me \$5,000, so I was able to open my
518 practice with that.
519
520 **Salvador Gaytan:** \$5,000. It's a little bit different than it is today, probably.
521
522 **Dr. John Chao:** Well, \$5,000 -- your minimum wage was a dollar at that time.
523
524 **Salvador Gaytan:** So, that was a lot of money, five grand.
525
526 **Dr. John Chao:** Yeah, it was plenty for me to be able to open my practice.
527
528 **Salvador Gaytan:** So, you got that building, a little building for \$250 a month, is that
529 what you said?
530
531 **Dr. John Chao:** Yeah, I rented it for \$250 a month.
532
533 **Salvador Gaytan:** \$250 a month, and then how long did it take you to, from the time
534 you rented the building to have it up and running for business?
535
536 **Dr. John Chao:** I was busy in a month.
537
538 **Salvador Gaytan:** In a month?
539
540 **Dr. John Chao:** Yeah. All the dentists in the neighborhood and in the city and even
541 outside the city started to send me patients.
542
543 **Salvador Gaytan:** Okay, so you were -- but you opened your business in a month.
544 Your actual building was open in a month.
545
546 **Dr. John Chao:** Yeah, I was working five days a week and two nights and Saturday
547 mornings.
548
549 **Salvador Gaytan:** And so, the first -- do you remember the first day you opened?

550
551 **Dr. John Chao:** Yes. The first day I opened, this little -- I won't say his name, I still
552 remember his name. His name is Gary, I know his last name. Little
553 Gary was about five years old, came in, sat in my chair.
554
555 I put the lead apron on him, and I put the x-ray into his mouth and
556 he barfed right down the lead apron, right down to my new
557 carpeted floor. I said, "Oh my God" I said, "This is going to be
558 what dentistry will be like for the rest of my life, people barfing on
559 me".
560
561 **Salvador Gaytan:** Originally, a little earlier, you said you wanted to help people who
562 were reasonably healthy.
563
564 **Dr. John Chao:** He was healthy all right, and he kept coming and we eventually got
565 his work done, but he was always a gagger. That was my first day.
566
567 **Salvador Gaytan:** That was your first day? So, how did this patient and the patients
568 for that day or the second day, how did they know that you were
569 open?
570
571 **Dr. John Chao:** Well, my landlord was a very fine, wonderful doctor, MD across
572 the street by the name of Jack Gregory, and he had a fabulously
573 busy practice. So, he told me before I started. He says, "You better
574 be ready, I'll be sending my patients over to you." True to his
575 word, I was busy very, very quickly. My brother was going to him
576 at the time, so he even sent my brother over. He came over, and he
577 says, "Dr. Gregory told me to come and see you"
578
579 **Salvador Gaytan:** Come and see you, huh? He knew you're a new dentist and he had
580 confidence in you.
581
582 **Dr. John Chao:** Yeah, he was quite a nice man. I had a lot of help, a lot of
583 wonderful dentists in the neighborhood and up and down the street,
584 as soon as he they knew -- they hadn't even met me yet. As soon as
585 they knew that I was in town, they were sending me patients.
586
587 **Salvador Gaytan:** Well, that's fantastic.
588
589 **Dr. John Chao:** It was a fantastic era in dentistry at that time.
590
591 **Salvador Gaytan:** So, then how did you -- how many staff did you have at that time.
592
593 **Dr. John Chao:** I started with one and then added one -- eventually ended up with
594 three.
595

596 **Salvador Gaytan:** So, the first day you had one staff?
597
598 **Dr. John Chao:** Yeah.
599
600 **Salvador Gaytan:** One person?
601
602 **Dr. John Chao:** Yeah.
603
604 **Salvador Gaytan:** And what did this person do?
605
606 **Dr. John Chao:** This person did the front and did the back.
607
608 **Salvador Gaytan:** So, they answered the phones, they're helping you in the back, a
609 two men operation.
610
611 **Dr. John Chao:** Yeah, one man and one woman. But it's a lot of fun, it was very
612 exciting to open a good practice. We had to add another person
613 very, very quickly after that, very quickly, and had interesting
614 experiences.
615
616 **Salvador Gaytan:** Well, that was very interesting. So, you had one staff and two staff,
617 and do you remember your first paycheck, I guess, if you could
618 call it that, the first time someone paid you?
619
620 **Dr. John Chao:** Well, yeah, somebody paid me. I remember this story, this was a
621 gypsy lady, and she came in and I charged her \$5. I forget what it
622 was for, examination, x-ray or something. So, she gave me \$10. I
623 put it on the counter, then I reached in and gave her \$5 change and
624 she left. Then after she left, I realized the \$10 that she gave me was
625 gone too.
626
627 **Salvador Gaytan:** So, she got you good, huh?
628
629 **Dr. John Chao:** So, she got \$5 from me. Then, but she wasn't gone that far, so I ran
630 out of the door, I said, "Hey" I said, "Did you keep the \$10?" So,
631 she started walking back, she tucked something under her shirt. So,
632 it was, "No, no, I didn't take anything". So, that was one of my
633 earliest experiences in how not to run a dental office.
634
635 **Salvador Gaytan:** How not to run -- now you don't need to be collecting the money.
636
637 **Dr. John Chao:** So, I shouldn't collect the money, and I actually paid her for
638 coming to see me, that day.
639
640 **Salvador Gaytan:** Wow, wow. Well, Dr. John, we're coming to the end of our first
641 show. We have a lot more. We're going to continue with this, but it

642 was a great show so far. For anyone wanting to contact Dr. John,
643 you can contact him at AlhambraDental.com or 626-308-9104. I
644 guess we'll talk to the people next week, Dr. John.

645
646 **Dr. John Chao:** Okay. That was fun. I enjoyed talking about myself. I felt a little
647 uneasy when we started, but that's okay.

648
649 **Salvador Gaytan:** Absolutely, a lot of interesting stories.

650
651 **Dr. John Chao:** Okay, great.

652
653 [END OF AUDIO]