

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 right and I have a couple of guests with me who helped me
10 to make things painless and friendly.
11
12 **Salvador Gaytan:** Very special guests, isn't that right?
13
14 **Dr. John Chao:** Yes, they will be interviewed, and staff in a dental office don't get
15 the chance to really talk about dentistry, and this is a very unusual
16 program in that we'll be bringing two very well trained, very
17 experienced, wonderful dental assistants to this program.
18
19 **Salvador Gaytan:** Absolutely. I'm just going to introduce them real quick and then
20 we're going to shorten it to a Rapid Fire Three today. We've never
21 done that, Dr. John.
22
23 **Dr. John Chao:** Yeah, okay.
24
25 **Salvador Gaytan:** So, we have Maria Navarro. How are you Maria?
26
27 **Maria Navarro:** I'm doing great, how about you?
28
29 **Salvador Gaytan:** I'm doing fantastic.
30
31 **Dr. John Chao:** Hi, Maria.
32
33 **Maria Navarro:** Hi, Dr. Chao.
34
35 **Salvador Gaytan:** And we have Joy...
36
37 **Joy Balino:** Balino.
38
39 **Salvador Gaytan:** Balino.
40
41 **Joy Balino:** Yes.
42
43 **Salvador Gaytan:** I had my B into a D. How about that?
44
45 **Joy Balino:** I know. What happened there?
46

47 **Salvador Gaytan:** You can hit me with a wet noodle later.
48
49 **Dr. John Chao:** Yeah, they work with me all day, and now they're still willing to
50 come and talk to me, so that's quite an accomplishment.
51
52 **Salvador Gaytan:** Now, that is an accomplishment, Dr. John.
53
54 **Dr. John Chao:** Yeah, that shows I must be a friendly guy.
55
56 **Salvador Gaytan:** Absolutely.
57
58 **Joy Balino:** We love Dr. Chao.
59
60 **Salvador Gaytan:** Absolutely, okay well Dr...
61
62 **Dr. John Chao:** That's the right thing to say, Joy.
63
64 **Salvador Gaytan:** That's the right thing to say, that's right. You'll get a big
65 Christmas bonus, isn't that right? Okay, Dr. John we're going to
66 have a Rapid Fire Three, and then we're going to get to our special
67 guests. Are you ready, Dr. John?
68
69 **Dr. John Chao:** Yes, let's go.
70
71 **Salvador Gaytan:** Okay, three questions, true or false, and then we'll go to the
72 details. Here we go. Number one: Bad posture can give a person
73 bad teeth, true or false?
74
75 **Dr. John Chao:** That's actually true.
76
77 **Salvador Gaytan:** Okay.
78
79 **Dr. John Chao:** We'll make the connection later.
80
81 **Salvador Gaytan:** Okay, question number two: People should brush their teeth to
82 music, true or false?
83
84 **Dr. John Chao:** That's actually true.
85
86 **Salvador Gaytan:** True, okay. People might not think that's true, but you're going to
87 tell us about that.
88
89 **Dr. John Chao:** That's okay. Turn it on and really go do it.
90
91 **Salvador Gaytan:** Okay, question number three: It doesn't matter whether you use
92 toothpaste when you brush, true or false?

93
94 **Dr. John Chao:** That's false.
95
96 **Salvador Gaytan:** Okay, Dr. John. Let's get to question number one: Bad posture can
97 give a person bad teeth. That is true.
98
99 **Dr. John Chao:** That's actually true.
100
101 **Salvador Gaytan:** Why?
102
103 **Dr. John Chao:** This is how it works. Your jaw is part of your head, and your head
104 rests on the spine. So, if you lean forward, if you bend your back,
105 then your lower jaw actually goes forward. So, if you're hunched
106 all the time, it's going to change your bite.
107
108 You're going to be rubbing at the wrong parts of your teeth. You'll
109 be biting by your front teeth more than your back teeth. You'll
110 have to struggle to bring your teeth back, and this eventually can
111 lead to your teeth being at the wrong place or teeth moving to the
112 wrong place, or excessive wear on your teeth.
113
114 So, if you sit up straight, you will notice that your teeth meet in a
115 different way than if you hunch your shoulders. Your teeth will not
116 come together the same way. So, it's a very dynamic relationship
117 between your teeth.
118
119 **Salvador Gaytan:** So, bad posture, when someone sits or when someone walks or
120 both?
121
122 **Dr. John Chao:** Walks, probably most of the time you're sitting. You're hunched
123 over, and that can lead to other problems, such as joint pains. So,
124 headaches, a lot of head aches, jaw joint pains, all the facial pains
125 are very much related to the posture, to how people sit, to how
126 people work on their computers, to how people sleep.
127
128 **Salvador Gaytan:** So, what's a good posture, what's the standard for a good posture?
129
130 **Dr. John Chao:** Not like the way I'm sitting right now. I'm hunched over.
131
132 **Salvador Gaytan:** Not like the way you're sitting right now. People can't see that, but
133 you're at the microphone.
134
135 **Dr. John Chao:** Get your back straight.
136
137 **Salvador Gaytan:** Straight.
138

139 **Dr. John Chao:** Shoulders back a little bit. One way to check your posture is to
140 actually tighten your stomach muscles, the lower stomach muscles,
141 the upper stomach muscles, and tighten them and force them
142 towards the back of your spine.
143
144 If you consciously do that, you can help by straightening up your
145 spine, and that will straighten up your shoulders in a way that is
146 very, very good for your jaws and certainly good for your
147 breathing and good for your general health.
148
149 **Salvador Gaytan:** Okay, so our slogan is good posture, good teeth.
150
151 **Dr. John Chao:** Good posture, good teeth, absolutely correct.
152
153 **Salvador Gaytan:** Okay, question number two: People should brush their teeth to
154 music. You say that's true. Why?
155
156 **Dr. John Chao:** Well, how long is an average song on radio?
157
158 **Salvador Gaytan:** Three minutes?
159
160 **Dr. John Chao:** Three minutes. So, it certainly wouldn't hurt for you to start a
161 song, so start brushing when a song starts and don't finish brushing
162 your teeth until the song stops. So, it makes it more interesting for
163 you.
164
165 **Salvador Gaytan:** Well, should someone brush to a soft song or the Star Spangled
166 Banner or rap music or what?
167
168 **Dr. John Chao:** Whatever your favorite song is, if Star Spangled Banner is your
169 favorite song, wonderful.
170
171 **Salvador Gaytan:** To start that in the morning?
172
173 **Dr. John Chao:** Yeah, right. You know, I like the marine song, the marine music.
174
175 **Salvador Gaytan:** They play that. Well, they play "Hail to the Chief, the President".
176
177 **Dr. John Chao:** Yeah, I like that, but the marine marching song is the one my
178 favorite. I love that one. I can play it even while I brush.
179
180 **Salvador Gaytan:** I like that.
181
182 **Dr. John Chao:** It's good, it's good, yeah, but whatever song you like, turn it on,
183 put in on -- if it's on your CD, turn it on and brush away for three

184 minutes and you'll make it a very enjoyable experience also,
185 besides having a wonderful feeling to your mouth.
186
187 **Salvador Gaytan:** Excellent, excellent.
188
189 **Dr. John Chao:** By the way, if you want a really good sparkly feeling to your
190 mouth, use the Water Pik.
191
192 **Salvador Gaytan:** Water Pik, okay, why is that, Dr. John?
193
194 **Dr. John Chao:** Because you'll flush everything. Flush everything out, even some
195 of the stuff you can't floss out, the Water Pik would do it. But if
196 you don't have a Water Pik, that's okay. Just rinse your mouth out
197 vigorously after you brush.
198
199 **Salvador Gaytan:** Okay.
200
201 **Dr. John Chao:** That's a wonderful habit. Try it and you'll see how nice this is.
202
203 **Salvador Gaytan:** Fantastic. Okay, question number three, Dr. John, of our Rapid
204 Fire Three today: It doesn't matter whether you use toothpaste to
205 brush your teeth.
206
207 **Dr. John Chao:** Yes, it does matter. Toothpastes have ingredients in it that can help
208 break up the plaque. Plaque is a filmy bacterial substance that
209 clings onto your teeth, and it allows bacteria to colonize and attack
210 the enamel, as well as causing infection to the gums.
211
212 So, you want to be able to get rid of that bio film that stay on the
213 teeth, and you can do it better with toothpaste. Toothpastes have
214 other ingredients that can make your mouth feel fresher to the
215 extent that you need fluoride to reduce cavities, the fluoride in the
216 toothpaste can help.
217
218 **Salvador Gaytan:** Well, now, Dr. John, why couldn't someone just put some liquid
219 soap on the toothbrush and brush your teeth?
220
221 **Dr. John Chao:** Well, if you don't throw up, you'll be okay, Sal. You can even try
222 it first, and let me see which brand of it that you like most, it could
223 be Ivory or any other soap brand.
224
225 **Salvador Gaytan:** What if someone is in a pinch though? There is no toothpaste.
226 Could they put a little soap on their toothbrush?
227
228 **Dr. John Chao:** Whatever, that wouldn't hurt.
229

230 **Salvador Gaytan:** It could be better than just brushing with water?
231
232 **Dr. John Chao:** Yeah, just don't swallow it.
233
234 **Salvador Gaytan:** Just don't swallow.
235
236 **Dr. John Chao:** Do you remember your mother telling you to wash your mouth
237 with soap?
238
239 **Salvador Gaytan:** Well, I remember I...
240
241 **Dr. John Chao:** Do you have any instances like that?
242
243 **Salvador Gaytan:** No, I remember her telling my dad, 'Wash your mouth, wash your
244 mouth.' That was because he said the bad word, when I used the F
245 word for the first time, but I was only five.
246
247 **Dr. John Chao:** Your mother didn't take soap to your teeth though. I think she may
248 be...
249
250 **Salvador Gaytan:** No, my dad did.
251
252 **Dr. John Chao:** Oh, your dad did?
253
254 **Salvador Gaytan:** My dad.
255
256 **Dr. John Chao:** I remember that. Now you're telling me, how come you never told
257 me before.
258
259 **Salvador Gaytan:** I will tell you that quick little story is, my best friend Gary told me
260 he learned a new word, the F word. We're about five or six. I said,
261 "When do you say it?" He says, "You say it when you're mad
262 about something."
263
264 So, my mother asked me, as always, "Little Sal" that's what she
265 called me, "Will you please take out the trash?" I said the F word
266 to my mom, because I was mad about taking out the trash. So, she
267 said, "What did you say? Well, you shouldn't say that again,"
268
269 My dad, he wanted to wash my mouth with soap, but I saw my
270 friend Gary the next day. He had a very strict father. I said, "Gary,
271 that F word you told me about, that can get you in trouble." So,
272 he's, "I know Sal, I got a spanking over it".
273
274 **Dr. John Chao:** So, you only got soap in your mouth.
275

276 **Salvador Gaytan:** I only got some soap.
277
278 **Dr. John Chao:** And your friend got spanked.
279
280 **Salvador Gaytan:** He got spanked, yeah, that was it, so...
281
282 **Dr. John Chao:** So, that's why subconsciously brought up this thing about the soap.
283
284 **Salvador Gaytan:** That is correct.
285
286 **Dr. John Chao:** You wanted to confess in public what you did badly when you
287 were five years old, okay, all right.
288
289 **Salvador Gaytan:** Absolutely, my poor mom. Okay, now, we only did a Rapid Fire
290 Three, Dr. John, because we have three -- not three, we have two --
291 well, actually three, we do have three very special guests. One,
292 very young, who's drawing right now, she might say a word to us
293 if we coax it out of her.
294
295 **Dr. John Chao:** Yes, may I have the privilege to introduce.
296
297 **Yolanda:** {Yoly Lavato}.
298
299 **Dr. John Chao:** Oh, Yolanda, how are you little Yolanda?
300
301 **Yolanda:** Good.
302
303 **Dr. John Chao:** Can you say something to me?
304
305 **Yolanda:** Hello.
306
307 **Salvador Gaytan:** How old are you Yolanda?
308
309 **Yolanda:** I'm Three.
310
311 **Dr. John Chao:** Didn't you say "Hello, Dr. Chao" before? Can you say it?
312
313 **Lee Yolanda:** Hello, Dr. Chao.
314
315 **Dr. John Chao:** Thank you.
316
317 **Salvador Gaytan:** Oh, he's grooming his future patients already, brainwashing.
318
319 **Dr. John Chao:** Yes, yes.
320
321 **Salvador Gaytan:** That is the daughter of Maria.

322
323 **Dr. John Chao:** Yes.
324
325 **Salvador Gaytan:** Who works in your office. Now, are you going to allow him to
326 brainwash your daughter as a future patient already?
327
328 **Maria Navarro:** Yes, it's a good idea.
329
330 **Dr. John Chao:** No, actually I've done it already. I knew her when she was six
331 months old.
332
333 **Salvador Gaytan:** Now, I'm just curious though, has she been in your -- have you
334 checked on her teeth already at this age?
335
336 **Dr. John Chao:** Actually, I don't remember, but I remember playing with her a lot.
337
338 **Salvador Gaytan:** And we also have in the studio, Joy Balino, right?
339
340 **Joy Balino:** Balino, yes.
341
342 **Salvador Gaytan:** Okay.
343
344 **Dr. John Chao:** Hi, Joy.
345
346 **Joy Balino:** Hi, Dr. Chao.
347
348 **Salvador Gaytan:** These two very special guests have worked in Dr. John's office for
349 many years, and they have some very interesting stories and
350 they're pursuing a very prestigious designation, which we're going
351 to get into.
352
353 **Dr. John Chao:** Yeah, this is actually a historical show, because I have never heard
354 of dental assistants being interviewed on radio or on TV.
355
356 **Salvador Gaytan:** I agree.
357
358 **Dr. John Chao:** This never has happened before to talk about their profession,
359 which is such a critical one to the profession of dentistry in
360 California and all of the United States. Do you know there are
361 actually over 35,000 dental assistants to help the dentist in
362 California? So, that's a lot of dental assistants.
363
364 **Salvador Gaytan:** You have about 100 of them, because you have a huge office.
365
366 **Dr. John Chao:** I have two of them, that's worth a 100.
367

368 **Salvador Gaytan:** Okay, I like that.
369
370 **Dr. John Chao:** They do the work of a 100, wonderful.
371
372 **Salvador Gaytan:** I can attest for that, because I've been in your office and I've seen
373 them.
374
375 **Dr. John Chao:** No, you have not seen them, they are like whirlwind.
376
377 **Salvador Gaytan:** They are like whirlwind, I know.
378
379 **Dr. John Chao:** You just saw the wind behind them.
380
381 **Salvador Gaytan:** That is right. Well, let's get to Maria first, and we'll get to Joy.
382 Now, Maria, what got you into the dental profession?
383
384 **Maria Navarro:** Well, it was kind of a funny thing, because I was debating whether
385 I should -- I just wanted to help patients, and I was really afraid of
386 shots. It was either medical or dental, and if I went into medical, I
387 actually had to learn how to give shots.
388
389 While you are learning, you have to receive shots, and I was like,
390 "Do I really want people, like experimenting on me? No." So, I
391 went into dental instead.
392
393 **Salvador Gaytan:** Why were you such a chicken of shots?
394
395 **Maria Navarro:** I know.
396
397 **Dr. John Chao:** But she's brave, right?
398
399 **Salvador Gaytan:** Give her a shot, Dr. John, give her a shot.
400
401 **Dr. John Chao:** She doesn't mind looking at shots, right?
402
403 **Maria Navarro:** I don't, it doesn't bother me. It's just I don't want to get them.
404
405 **Salvador Gaytan:** Oh, you don't mind pricking other people, I see, okay.
406
407 **Maria Navarro:** Yes.
408
409 **Dr. John Chao:** You see, it's like the psychologist. You've heard of the
410 psychologist right? The people who are psychologists, they go
411 there, because they have the most problems. So, they want to go
412 into psychology to fix other people's problems as a way to fix their
413 own.

414
415 So, if you're afraid of shots, and you want to try to take care of that
416 phobia, so you go into dentistry, which is a wonderful motivation,
417 because that's how we get so many of our good dental assistants,
418 who can help our patients, because if you've got a phobia, you can
419 help patients with the same phobia, right?
420
421 **Maria Navarro:** Definitely. I can walk them through, and I understand where they
422 are coming from, and I talk to them and they tell me all their fears
423 and I'm sitting there and I'm thinking, "You're going to be fine,"
424 because I see this all the time.
425
426 **Dr. John Chao:** Yeah, and we have wonderful psychologists, who were persuaded
427 to go into dentistry, because they do want answers for themselves
428 and for their patients, so this is a parallel.
429
430 **Salvador Gaytan:** For anyone just tuning in, you're listening to SmileTalk with Dr.
431 John Chao of Alhambra Dental. You can contact Dr. John at
432 AlhambraDental.com or 626-308-9104 and Dr. John welcomes any
433 questions, isn't that right?
434
435 **Dr. John Chao:** Yes, absolutely, feel free to call or send us a question by email.
436 Now, I do want to add, if you want your friends to listen to any of
437 our past programs or even to this one, go to AlhambraDental.com,
438 click SmileTalk, you will have a selection of all our previous
439 broadcasts.
440
441 **Salvador Gaytan:** Yeah, so they go to AlhambraDental.com.
442
443 **Dr. John Chao:** Yes, and they can listen to any other previous broadcast. It will
444 have the title of that broadcast on the screen. So, just click on
445 whichever one you want.
446
447 **Salvador Gaytan:** You're giving away that for free Dr. John?
448
449 **Dr. John Chao:** Absolutely, absolutely, just like this radio is too, your show is too.
450
451 **Salvador Gaytan:** Okay, fantastic. Okay, now, Joy.
452
453 **Joy Balino:** Yes.
454
455 **Salvador Gaytan:** What got you into the dental profession?
456
457 **Joy Balino:** I was actually from the Philippines, and I was a dental student.
458 Pretty much, because my dad was already here, and he was being

459 petitioned, so I can come here before the age of 21. So, I was here
460 when I was 20.
461
462 **Salvador Gaytan:** Okay, so you just beat the buzzer.
463
464 **Joy Balino:** Yeah.
465
466 **Salvador Gaytan:** Okay.
467
468 **Joy Balino:** Pretty much I love being with patients, it's like I love helping them
469 and I love hearing -- I know a lot of people, they don't want to see
470 a dentist. So, kind of like it feels good in a way to tell them, there's
471 nothing to fear about, especially with Dr. Chao, since I've been
472 with him for a long time.
473
474 **Dr. John Chao:** Thank you, Joy. Thanks for the [crosstalk].
475
476 **Salvador Gaytan:** How long have you been with Dr. John?
477
478 **Joy Balino:** I started working with Dr. Chao way back in 97, Dr. Chao? Was it
479 97? I think it was 97 - 96.
480
481 **Dr. John Chao:** It seems longer than that.
482
483 **Joy Balino:** It's been a long time. So, pretty much I do hear a lot of stuff,
484 patients fearing seeing dentists, and once they meet Dr. Chao, it's
485 like that fear is already gone.
486
487 **Salvador Gaytan:** Okay.
488
489 **Joy Balino:** I've heard and seen a lot of stuff when -- they do come back to me
490 and say, "Yeah, you were right, it didn't hurt at all." So, we are
491 just like -- it feels so good to hear that.
492
493 **Dr. John Chao:** You know, what Joy is saying applies to Maria and the staff, that is
494 the patients actually bond to the staff in a way, in a different way
495 than they bond to the doctor, because actually the staff sometimes
496 will spend more time with the patient on a one-to-one basis than us
497 doctors.
498
499 So, it's so important to the practice of dentistry that we have the
500 staff, who not only makes it possible for us to do the dentistry, the
501 way we should do them, but also help our patients to understand
502 dentistry, to feel at home and feel like the dental practice is like
503 family to them, and this is across the board in any dental office.
504 That's the situation.

505
506 *Salvador Gaytan:* Fantastic. Now, you have Maria and Joy. Now, Joy, you work --
507 most people think of a dental assistant -- I would think as someone
508 that works with the doctor over the chair, but that's not really true.
509 You can work at the front desk and with the doctor, isn't that right?
510
511 *Joy Balino:* Yes.
512
513 *Salvador Gaytan:* Okay, and you do both?
514
515 *Joy Balino:* I do both.
516
517 *Salvador Gaytan:* Okay, and do you prefer one over the other or do you...?
518
519 *Joy Balino:* No, actually I love working both either front or back, but it's that
520 once you -- especially if you do receive a phone call from a patient,
521 fearing patient, of course you just wanted to welcome them, and
522 you wanted to assure that they are going to be in good hands.
523
524 When they come in and I have -- you have to welcome them, of
525 course. You have to make them feel comfortable, and I do make
526 sure that they're being taken care...
527
528 *Salvador Gaytan:* How do you do that?
529
530 *Joy Balino:* Greet them, smile at them, kind of like...
531
532 *Salvador Gaytan:* Make faces or do you get them to laugh?
533
534 *Joy Balino:* Yeah, I make them laugh.
535
536 *Dr. John Chao:* It actually starts when she's on the telephone.
537
538 *Salvador Gaytan:* It starts at that.
539
540 *Dr. John Chao:* With the first call on the telephone.
541
542 *Salvador Gaytan:* That friendly voice.
543
544 *Dr. John Chao:* They hear such a friendly voice, such a comforting voice that
545 Maria and Joy and the other ladies in the front absolutely exude
546 without even trying. That's such a comfort to the patients and it
547 draws them to us.
548
549 *Salvador Gaytan:* Now, Maria, you also work in the front and the back, is that right?
550

551 **Maria Navarro:** Yes, I do both.
552
553 **Salvador Gaytan:** And do you have a preference of one or the other or do you like
554 them equally?
555
556 **Maria Navarro:** I think I'd rather work in the back with Dr. Chao.
557
558 **Salvador Gaytan:** Really?
559
560 **Maria Navarro:** Yes, because I get to see the patients like Joy. She takes the first
561 call, and she gets them in, she talks to them from the beginning,
562 but I get them as they are coming in, I hear their problems, I sit
563 down with them, I look them in the eye and I reassure them that
564 everything is going to be fine.
565
566 After they are done, I get to see their face. Joy sees them when
567 they're leaving, but I see it as soon as Dr. Chao is done with the
568 procedure.
569
570 **Dr. John Chao:** Yeah, so actually Joy makes the promises that Maria and I have to
571 fulfill.
572
573 **Maria Navarro:** Exactly.
574
575 **Salvador Gaytan:** Okay.
576
577 **Dr. John Chao:** So, Joy says it'll be painless, then Maria and I have to see that it
578 happens.
579
580 **Joy Balino:** I have to make sure.
581
582 **Salvador Gaytan:** I like that, I like that, and now -- and how long have you been with
583 Dr. John, Maria?
584
585 **Maria Navarro:** Nine years.
586
587 **Salvador Gaytan:** Nine years, a very long time.
588
589 **Maria Navarro:** Yes.
590
591 **Dr. John Chao:** Nine years, how many months, and how many days, how many
592 minutes?
593
594 **Maria Navarro:** Ten months, nine minutes, 25 seconds.
595
596 **Dr. John Chao:** It's ticking.

597

598 **Salvador Gaytan:** Now, Dr. John, tell them there's a designation that they are both
599 pursuing, a very prestigious designation. Tell the audience what
600 that is about.

601

602 **Dr. John Chao:** Yes, there are three levels of dental assistants. One is the dental
603 assistant; one is the registered dental assistant. These are dental
604 assistants with special training, who have been specially licensed
605 by the state of California.

606

607 I don't know how many there are, but there are quite a few of
608 those. Then there is the highest level of dental assisting. It's called
609 dental assistant with expanded function, a short abbreviation for
610 that would be EF. Those with that qualification can do certain
611 functions, which no one else can do.

612

613 Up to now, the expanded duty dental assistants can take
614 impressions and some other work that are critical to the dentistry
615 being done. Now, a law has been passed. Maria, now, that's going
616 to be effective next year, right?

617

618 **Maria Navarro:** Yes, in May.

619

620 **Dr. John Chao:** In May next year, okay. So, when that happens, on the effective
621 date, those who have the expanded function license, who are also
622 trained in those procedures, can actually start filling teeth. They
623 can fill the cavities that the doctor cleans.

624

625 At that point of time, the EF dental assistants, the expanded duty
626 assistants can do the functions that used to be reserved only for
627 dentists. So, it's historical that specially trained dental assistants,
628 the expanded function dental assistants can fill teeth as of May
629 2010, provided they have been specially trained and has passed
630 special license.

631

632 **Salvador Gaytan:** So, you're going to get a little more time in the executive lounge,
633 is that what you're trying to say?

634

635 **Joy Balino:** Drinking coffee.

636

637 **Dr. John Chao:** We're expected to be busy, but you know what, we can perform
638 the task of filling teeth a lot better, and because now this is
639 delegated to qualified personnel, we can actually keep the fees
640 down, and be able to take care of more patients in a much, much
641 efficient and better way than we were before.

642

643 So, I'm looking forward to it, that this is happening. So, out of the
644 500 people who are -- approximately 500, who have the expanded
645 duty license, there are only some 80 being trained this year. Out of
646 the 80, there are only five registered dental assistants out of the
647 30,000 or more dental assistants, and two out the five are from our
648 office, that's Joy and Maria.
649
650 **Salvador Gaytan:** A round of applause, yeah.
651
652 **Dr. John Chao:** So, it's a special honor that they were chosen to be trained into this
653 very, very critical expanded function in dentistry. So, they are two
654 out of the five who have been trained to do this special task. So, we
655 are very happy for them, and we're very proud of them that they
656 are coming from our office and they were selected to do this
657 course.
658
659 **Salvador Gaytan:** Fantastic. Now, Joy, you have a little bit different background.
660 You were in the Philippines, and you were actually what, in dental
661 school?
662
663 **Joy Balino:** Yes.
664
665 **Salvador Gaytan:** So, you were planning to become a dentist in the Philippines?
666
667 **Joy Balino:** Yes.
668
669 **Salvador Gaytan:** But then you got...
670
671 **Joy Balino:** Everything changed.
672
673 **Salvador Gaytan:** Everything changed, because you came into this country, right?
674
675 **Joy Balino:** Yes.
676
677 **Salvador Gaytan:** Okay.
678
679 **Joy Balino:** So, pretty much taking that extended function, it's a miracle,
680 actually. Kind of like you can do whatever you -- I have been
681 wanting to do -- but in a way, you cannot give shots at all, which is
682 okay, and do the job.
683
684 **Dr. John Chao:** Well, you and Maria did.
685
686 **Joy Balino:** We can practice on each other {obviously kidding}.
687

688 **Salvador Gaytan:** Practice on your kids, huh? That's what kids are for, isn't it, giving
689 shots?
690

691 **Joy Balino:** It's like open up. But then, actually it's very interesting, it's very
692 interesting. It's a lot of work, of course, but me and Maria having
693 kids, so it's kind of like really tough. You work Monday to Friday,
694 and then you go on the weekends. So, two weekends a month.
695

696 **Salvador Gaytan:** For a year or how long?
697

698 **Joy Balino:** It's a year program, it's very interesting, it's a very nice
699 [crosstalk].
700

701 **Salvador Gaytan:** Where do you go for this weekend?
702

703 **Joy Balino:** Only UCLA.
704

705 **Salvador Gaytan:** UCLA.
706

707 **Joy Balino:** Sorry, Dr. Chao, I know you're from USC.
708

709 **Salvador Gaytan:** No Trojan program there?
710

711 **Joy Balino:** No, no.
712

713 **Salvador Gaytan:** Dr. John, are you going to allow this? They're being trained by
714 Bruins, and you're Trojan.
715

716 **Dr. John Chao:** Well, we actually have Trojans over there.
717

718 **Salvador Gaytan:** I see, okay.
719

720 **Dr. John Chao:** Teaching the program I think, but it's a wonderful thing that
721 UCLA was selected for, so we're very happy with that.
722

723 **Salvador Gaytan:** Okay, and now Maria, what got you motivated for the expanded
724 function duties?
725

726 **Maria Navarro:** Well, I actually have to thank Dr. Chao for that, because ever since
727 I started with him, it's been learn this, learn that, we have new
728 technology all the time. We have a new computer system, a new
729 CAT scan machine, we have this, we have that.
730

731 So, it's all about learning in his office, and all about bettering
732 yourself. So, when this program came around, he was very excited

733 to share it with us, and get us into wanting to go or thinking about
734 going.
735
736 So, when we got in, we were just so happy, we were ecstatic, me
737 and Joy. We were just jumping up and down, because it was very
738 hard to get it, very, very hard. I think Joy has been trying for three
739 years to get into the program.
740
741 **Joy Balino:** Yes.
742
743 **Maria Navarro:** It's really hard to get in. So, when we got -- when we both got in,
744 and it was just amazing, amazing. To learn how to put fillings in,
745 and see crowns and adjust bite, it's just a new level of dentistry for
746 us, especially for me, because you go from assisting to actually
747 working on patients. It's amazing, amazing, there's no other word I
748 can use for it. It's just amazing.
749
750 **Salvador Gaytan:** Well, that's fantastic. We're coming to the conclusion of our show
751 right now. You're going to stick around, because I have an idea,
752 Dr. John, cooking up for you, you two. We might have a little mini
753 game show, but that will be the next show. What do you think of
754 our show today, Dr. John?
755
756 **Dr. John Chao:** Well, pretty good. What do you think Maria, Joy?
757
758 **Maria Navarro:** Loved it.
759
760 **Joy Balino:** Yeah.
761
762 **Maria Navarro:** We get to tell our story [crosstalk].
763
764 **Dr. John Chao:** There will be more time, next time.
765
766 **Joy Balino:** When we go to work tomorrow, it's like, "Oh, did you know what
767 happened to the show?" It's like [crosstalk].
768
769 **Salvador Gaytan:** Absolutely. Well, that's a wrap, You can contact Dr. John at
770 AlhambraDental.com or 626-308-9104.
771
772 **Dr. John Chao:** Goodbye everybody. We look forward to hearing from you.
773
774 [END OF AUDIO]