

Summer 2011

A portrait of Jack W. Howitt, AB, DDS, an older man with glasses and a beard, wearing a dark pinstriped suit jacket, a striped tie, and a light-colored shirt. He is smiling slightly. The background is a plain wall with a framed picture.

Howitt Urgent Dental Care is named to honor community leader and alumnus Jack W. Howitt, AB, DDS *Story on page 7*



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An excerpt from John Roberts, Pedro '78:

"I arrived at Eastman Dental Center in 1976 to study Pediatric dentistry... Basil Bibby, Helmut Zander, Mike Buonocore, Lou Ripa, Stan Handelman – names to both inspire and strike one with awe in equal measures. I discovered that they were approachable, challenging and generously encouraging of inquisitiveness...the experience has left me enriched in ways I could not have imagined..."

On the Cover

Howitt Urgent Dental Care is named to honor community leader and alumnus Jack W. Howitt, AB, DDS (BA '56, Pedro '62)
See story, page 7

Photo by Keith Bullis

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EASTMAN INSTITUTE FOR ORAL HEALTH

Earlier this year, the University of Rochester Medical Center hosted a series of town hall meetings to kick off our collective move toward more patient and family centered care. At EIOH and across the medical center, providing care in a patient and family centered framework will not only provide a foundation for delivering better-quality care more consistently, but also more cost-effectively.

At EIOH, we've had a head start on this initiative as we have been working hard toward that goal since we launched our Clinical Re-Engineering Initiative two years ago. This issue features just a few of the people and patients whose lives have been changed for the better, because we care. This month, we are celebrating the completion of the many facility changes designed to greatly reduce wait times and improve customer service. And we're also celebrating all the people who make it happen each and every day. We've all undergone training to become better listeners and team players, and to become more focused on patients' needs to provide better customer service.

It's clearly working! The number of compliments we receive has risen dramatically. Each month, we receive dozens of Strong Star cards from patients who are grateful and appreciative for the compassionate care they received from EIOH staff, residents and faculty! The next issue of *Momentum* will feature an in-depth look at the CRI and we'll share our report card on how we're progressing in customer service and other key areas.

On behalf of the entire EIOH community, may I extend a very special thanks to Jack W. Howitt, AB, DDS (BA '56, Pedro '62) for his generous gifts and commitment to our patients. He has provided one of the largest individual gifts to date, which, with much gratitude, am delighted to announce the newly renamed Howitt Urgent Dental Care. A former Eastman Dental faculty member, Jack designed, established and managed the SMILEmobile program in the early 1960's, and has always been committed to our community outreach and prevention efforts. A quiet and gracious man, his dedication to service is seen throughout our community.

Every five to seven years, educational programs in dentistry are audited by the Commission on Dental Accreditation (CODA) to determine if they are in compliance with their standards. CODA is given this authority by the U.S. Department of Education. The clinical residency programs of the Eastman Institute for Oral Health underwent this two-day, on site visit in early April. While the official accreditation report is still pending, I'm proud to report that all of the advanced educational programs in dentistry were viewed positively and received many commendations from the CODA team that conducted the two-day on-site review and inspection. Many of the staff and faculty worked hard to make this visit successful. Special thanks to the EIOH CODA committee, which was chaired by Dr. Jack Caton and consisted of chairs, program directors and assistance from Doris Meade and Vanessa Buckholz for their exemplary and comprehensive preparatory work.

The search for the next director is well underway, with several candidates interviewing and making presentations. In the meantime, I will continue to serve as director until a new director is appointed.



Cyril Meyerowitz, DDS, MS
Director, Eastman Institute for Oral Health

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Momentum is published by the
University of Rochester Medical Center.

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Patience and Persistence Pays Off

“Patient-centered care relies on understanding the barriers, and advocating when possible. We’re delighted to have helped make a positive difference in this child’s quality of life.”

— Robert Berkowitz, DDS, *Chair EIOH Pediatric Dentistry*

When Tim Siebert was in Thailand on a temporary subcontract job, he met a very special woman named Sililuck (pronounced See-lee-lock). Many times, he would bring her flowers and ask her to dinner, but she always said no. His determination paid off, however, and she finally accepted his invitation.

They dated until his project was finished, and when he returned to the States, they talked on the phone every day for eight months before he asked her parents for permission to marry her.

The travel back and forth was costly, but after making all the arrangements, Siebert finally had his bride and her 4-year old son Wongsakorn, better known as Pom, home with him in Albion, NY. He eagerly began the process to adopt Pom to make his new family official.

Pom began a Universal Pre-Kindergarten program at Head Start in Albion.

“He was a friend to all the children and a joy to have in the classroom,” said Laura Harvey, Health and Nutrition manager at Head Start. “Unfortunately, this child

had not received any dental care prior to coming to the States, and he suffered from tooth pain. There were many times when I observed him during snack and lunch time and could see that he had difficulty eating. Pom would carefully chew, yet wince from discomfort. It broke my heart to witness the trouble he was having, yet he never complained.”

Shortly afterwards, he was referred to Eastman Dental by Oak Orchard Dental Clinic in Brockport after they were unable to provide treatment due to uncooperative behavior and extensive dental needs. Upon examination in early February by senior pediatric resident Robert Scoresby, DDS, it was evident that Pom had severe early childhood caries with several teeth decayed into the nerve of the tooth, causing him much pain. Pom’s age and lack of English comprehension made managing his behavior extremely difficult.

Robert Berkowitz, DDS, professor and chair of the Pediatric Dentistry Division, spoke extensively with Scoresby and reviewed the child’s chart and x-rays.

continued on page 6



Tim Siebert and his wife Sililuck (standing) are very grateful for the advocacy they received from Social Worker Lenora Colaruotolo (right) and from Eastman Dental for the care provided to their son, Pom (seated).

Berkowitz diagnosed the youngster with severe early childhood caries involving at least 14 of his 20 teeth, which had been complicated by pulp necrosis, a painful state when the pulp inside a tooth dies, usually caused by infection. Berkowitz determined that safe and timely dental care could only be provided in the operating room under general anesthesia.

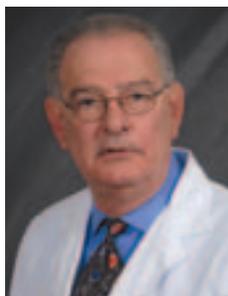
The operating room scheduling manager submitted a pre-service claim to the child's health insurance. Toward the end of March, Berkowitz received denial of payment, stating 'the services are not medically necessary.' He immediately appealed.

"I spent everything I had getting them here," said Siebert, who works for a small residential heating business. "Without insurance coverage, they said the costs would be around \$12,000, which were mainly hospital costs."

Meanwhile, treatment was attempted in the clinic using nitrous oxide/oxygen in early April to extract a tooth which had been causing him pain. The patient was unable to cooperate, rendering the nitrous oxide ineffective, and treatment was stopped. His dental care could not be provided safely in the out-patient setting.

"Like clockwork, he would wake up in the middle of the night crying, in so much pain," Siebert said. "And each and every morning he woke up telling us how much it hurt. We were so worried his infection would spread...we gave him antibiotics and Tylenol for months."

The insurance company's second denial notice came in mid April. After receiving input from the URMCM medical director, the University Office of Legal Counsel, and the NYS Attorney General's Office, it was



Robert Berkowitz, DDS



Sean McLaren, DDS



Robert Scoresby, DDS

agreed the best recourse would be to file an external appeal to the NYS Department of Insurance.

At that point, Lenora Colaruotolo, EIOH social worker, stepped in to help facilitate the appeal. In addition to Berkowitz and Scoresby, she contacted Pom's pediatrician, his dentist at Oak Orchard, Harvey and others at Head Start to solicit letters emphasizing medical necessity.

"Lenora and Laura were the two biggest advocates, they were so helpful," said Siebert, who completed the appeal application and faxed all the documentation to NYS State Insurance Department on May 27.

"We were determined to pursue alternative resource options to cover costs for this procedure," Colaruotolo added. "In addition to filing the appeal, the family applied to the hospital's Charity Care Program and were approved for 80% coverage of hospital-related costs. Tim worked tirelessly to obtain and assemble documentation." He, Sililuck and Pom routinely came to Eastman Dental to drop off paperwork, complete applications and sign forms.

"We didn't know what we would do if this appeal didn't work, so we started

thinking about a back up plan," Harvey said. "I researched other options at the federal level for Head Start, as well as any community grants that might be available."

After another four weeks of waiting, Siebert received a letter from the NYS Insurance Dept., saying the insurance had approved coverage for general anesthesia and hospital costs. Pom's OR case was scheduled for mid-July and was treated under general anesthesia by Sean McLaren, DDS.

"We feel it's important to inculcate our residents with a sense of responsibility and a sense of diligence regarding the gamut of our patients' oral health needs," said Berkowitz. "Patient-centered care relies on understanding the barriers, and advocating when possible. We're delighted to have helped make a positive difference in this child's quality of life."

Today, Pom is a thriving, healthy and happy kindergartener, learning English quickly and looking forward to the arrival of his little brother.

"We are so appreciative for the outpouring of support shown to us," Siebert added. "I just can't thank everyone enough for all they did."

Thanks to the following people who also advocated for the Siebert family: Satya P. Sahukar, MD, Renee Pellegrino, DDS, Head Start's Bonnie Malakie, director Children & Youth Services, and Melissa Mattison, family advocate.



Howitt Gift Provides for the Underserved

Jack W. Howitt, AB, DDS (BA '56, Pedo '62) can be described as many things: a pioneer, community servant, hardworking, entrepreneur, generous, loyal and dedicated, to name a few.

His gift to Eastman Institute for Oral Health represents one of the largest individual gifts to date, and will leave a lasting legacy through the newly named Howitt Urgent Dental Care. *continued on next page*

Community leader and alumnus Jack W. Howitt, AB, DDS, is president of Midland Management.



Howitt worked to help design, establish, direct and serve Eastman's now signature SMILEmobile program.

"I've always had a firm connection to dentistry," Howitt said, "and watching Eastman Dental morph into the Eastman Institute for Oral Health has been exciting. For me, the new urgent care portion of Eastman Institute was a logical place to direct my commitment."

A native of Stroudsburg, Pa, Howitt earned a BA in General Science in 1956 at the University of Rochester, and later completed his pediatric dentistry residency at Eastman Dental in 1962. He then joined the faculty and shared his time between

teaching and private practice with general dentist Stan Handelman, DMD. He also led the Division for a year as acting chair in 1969, before Louis Ripa, DDS, MS assumed the role.

In the early '60's, the idea of mobile dental units had been gaining momentum among public health dentistry professionals.

"At Eastman, we recognized the opportunity to provide this critical service to youngsters before accumulation of dental need occurred," he explained. Howitt worked with Sybron, the parent company

of Ritter Dental, to help design, establish, direct and serve Eastman's now signature SMILEmobile program, that has grown to serve thousands of children each year and has become a nationwide model. "I'm delighted that they are still functional and that others have seen that it really works."

His commitment to the health and welfare of the Rochester community is evident. In 1966, Howitt became involved with Rochester Rehabilitation Center, which each year helps 5,000 people with disabilities and other disadvantages

supporting their work, wellness and independence. He has been actively involved as a Board member and previous chair for 45 years.

Additionally, Howitt has been supporting the Al Sigl Center for more than 30 years, serving on its Board of Governors and Trustees, as well as a stint as the Board of Trustees chair. He established the Howitt House residence and rehab facilities for people with multiple sclerosis and epilepsy. Other community service included terms on the Boards of the Rochester Philharmonic and the Jewish Community Federation.

In the early '70's, while still teaching and practicing dentistry, Howitt founded Midland Management, a property management company and a few years later

its subsidiary, Midlakes Construction and Development. The two companies manage, develop and build multi-family residential and some commercial properties.

Howitt sold his dentistry practice in 1987 to two Eastman Dental alumni. "Midland was growing quickly, and it was becoming too difficult to do both well," he explained. Today, Midland employs about 70 people. At age 77, Howitt has no plans to retire.

"I feel my best when I'm working and when I've got a challenge," he stated. Howitt faced one of life's greatest challenges when he underwent open heart surgery 10 years ago, and had a pacemaker put in about a year ago. "It's a matter of getting up each day and exercising to stay on track."

Jack and his wife Harriette have three daughters and three granddaughters. When he's not working or volunteering, he enjoys spending time boating, fishing, reading and traveling.

When asked if there was anyone at all he would like to have dinner with, he said his grandfather, who passed away when Howitt was in his early teens. "He was a Russian immigrant who had 11 kids," he said. "He was very successful at forming a strong family and a good family business, and had the innate ability to create something from very little. I would have liked to talk with him about that."

Sounds like Jack Howitt's grandfather would have been very proud.



Providers at the newly named Howitt Urgent Dental Care have been treating hundreds of emergency patients each month, while reducing wait times.

Dental Erosion Gets Worldwide Attention



About 80 percent of 14-year olds drink more than 20 oz. of soft drinks a day.

EIOH's Yanfang Ren, DDS, MPH, PhD, was on a panel of worldwide experts working together to establish universal standards for evaluating dental erosion, a complex and growing global problem.

Dental erosion is defined as the loss of dental hard tissue that begins as a surface softening lesion that is susceptible to wear and is resistant to remineralization by conventional therapies. It is often widespread and may involve the entire dentition. It is also complicated by other forms of tooth wear, such as chewing and grinding, brushing and cleaning.

Previously considered a common condition limited to developing countries, recent studies show that erosion is a growing problem worldwide.

"Dental erosion is common, but is difficult to accurately assess because there has never been a universally accepted standard for clinical evaluation of this condition," said Ren.

"But if dental erosion is not managed

through effective interventions, it may result in substantial loss of enamel and subsequent exposure of the underlying dentin, which can in turn lead to sensitivity, loss of tooth height, compromised function and esthetic problems."

Ren co-chaired the expert panel with Domenick Zero, DDS, MS (GenDen '76, MS/DNS '80), a professor at Indiana University School of Dentistry, Prof. Dr. Adrian Lussi, a professor at University of Bern, Switzerland, and Carolina Ganss, PD Dr., a professor at Justus-Liebig University Giessen, Germany. Nearly 30 experts worldwide participated in the workshop held in Zurich, Switzerland. A summary resulting from this workshop was published in a special issue of *Caries Research*, titled "Methodology and Models in Erosion Research."

"Dental erosion is becoming a public oral health issue," Ren stated. "Its management is a challenge to dental professionals and a new frontier for dental research."

He points to some factors that can cause dental erosion:

- Acidic soft drinks are considered the biggest culprit. Carbonated soft drinks sales have doubled every 20 years. Consumption has increased by 500% in the past 50 years, serving sizes have tripled since the 1950's.
- Wine, soft drinks, fruit juices, sport drinks are all exclusively acidic; when in contact with the tooth, will reduce the pH on the tooth surface to a level below the critical value of 5.5 for enamel demineralization.
- Certain foods, especially citrus fruits could significantly increase the risk for dental erosion as well.
- Other factors include acidic medications when chewed, such as those containing Vitamin C, and aspirin. People who experience the presence of gastric juice in the oral cavity may experience increased dental erosion. Gastro-esophageal reflux disease (GERD), bulimia and rumination are the main conditions.

It's important to note that saliva flow rate plays a key role in dental erosion, because it rapidly neutralizes the acidic remnants and returns the oral pH to normal. If, due to disease, medication or aging, saliva flow rate is low, erosion can occur more quickly.

Ren stresses that early intervention is key to effective prevention of erosive teeth wear. "The eventual outcome of dental erosion is severe loss of dental hard tissues that adversely affect function and esthetics," he said. "Effective prevention measures include avoiding or reducing direct contact with acids, increase acid resistance of dental hard tissues and minimize toothbrush abrasion."

For example, cut down on drinking sodas and juices, Ren advises. And don't sip that soda over an hour, drink it all at once, or use a straw. Use a soft toothbrush and brush thoroughly, not aggressively.

In addition, Ren is working with major product manufacturers conducting studies to analyze pastes and rinses that may help slow down the erosion process.



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Yanfang Ren, DDS, MPH, PhD

This patient experienced severe erosive wear due to drinking large quantities of cranberry juice every day for six years as a means to distribute sugar intake evenly in a 24-hour period.

An average American consumes more than 56 gallons of soft drinks per year.



Three Win Smile Makeovers

Eastman Dental sponsored a Smile Makeover contest, where three winners were chosen from more than 700 people to win treatment valued up to \$25,000. All three smile makeover winners have begun their treatment:

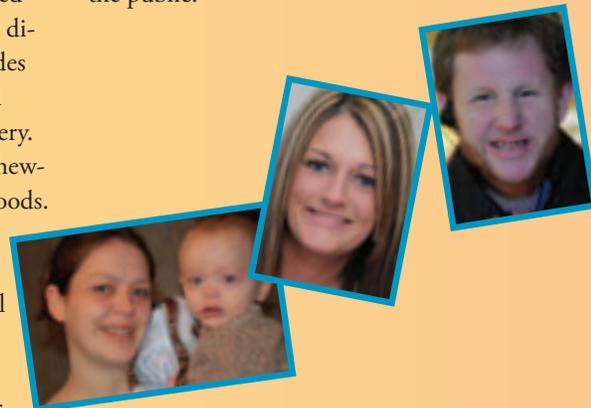
Lynn Campbell never smiled because she was always ashamed of her teeth. Plagued with pain and embarrassment, people tell her she always looks cold and unfriendly. But that's all changing now for the 30-year-old, who has successfully begun treatment in General Dentistry, and is already beginning to see improvements. By changing some oral hygiene and diet habits, including quitting smoking, Campbell finds herself smiling now. After the risk of developing future cavities is reduced, the major restorative

treatment including placing implants and preparing for crowns will occur.

Alisha Montgomery, 24, is on her way to having that picture-perfect smile for her wedding next year. Alisha is being treated by both Periodontic and Prosthodontic divisions. Her joint treatment plan includes a combination of porcelain veneers and crowns, dental implants, and gum surgery.

Gregory Ras, 22, has trouble fully chewing and experiences pain with certain foods. Also a patient of both Periodontic and Prosthodontic divisions, he recently underwent gum surgery, and will receive a combination of porcelain veneers, crowns, and dental implants. He was born with a congenital disorder that caused him to have Oligontia teeth.

"People see my teeth and wonder what's wrong with me," he said. "I love meeting customers at work, but I'm embarrassed to smile, which isn't good when you work with the public."



urmc.rochester.edu/dentistry/smile/index.cfm

Supporting the future of our dental specialties . . .

“ We became George Eastman Circle members because it is a unique way to support the Eastman Institute for Oral Health and demonstrates our commitment to the divisions we graduated from. We still feel very much a part of the Eastman family. We are grateful for the education we received and want to ensure others have the same opportunities that we did. ”

The George Eastman Circle recognizes five-year annual fund commitments of \$1,500 and above to many areas of the University. To make your pledge, please contact Becky Herman at 585.275.2767 or visit www.rochester.edu/giving/gec to learn how you can have an impact on future generations of Eastman Institute graduates.



Dr. Ingrid Barillas, GenDen '94, GPR '96, Ortho '99 and Dr. Rodolfo (Rudy) Sanchez, GenDen '94, Prosthodontics '97

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Eastman Institute on Top of the World

Four Eastman Dental Prosthodontic alumni learned that each had an interest in traveling to the North Pole. Why, no one is exactly sure, but ‘why not?’ seems to be the mantra for this adventuresome group. A brief summary of their adventure follows. For the unedited, more entertaining version of this story written by Izchak Barzilay, DDS, MS, please visit <http://wp.me/p6xx2-dx>, or EIOH’s website under News.

Izchak Barzilay, DDS, MS (Prosthodontics ’86, MS ’91), Evangelos Rossopoulos, DDS (GenDen ’82, Prosthodontics ’84) Antonio Bello, DDS, (Prosthodontics ’84) and Roberto Sanchez Woodworth, DDS (Orthodontics ’85) met in Oslo, Norway and flew to Longyearbyen, a small town located at the 78th parallel (like northern Greenland). They were outfitted with snowmobiles and gear for a three-day ride, facing gale force winds and -20 degrees Celsius.

During the ride, they saw beautiful valleys, mountains, and native animals, while their guides carried shotguns or pistols to protect them from a possible polar bear attack. The day before they were to head to the North Pole, however, the ice runway had

split, preventing any travelers from going there until it was resolved.

During the delay, the four spent time dogsledding and exploring ice caves. They were finally allowed to board a Russian aircraft, which flew them for over two hours up to the 89th parallel and only 100 km from the North Pole. They boarded a helicopter that took them the last hundred kilometers (1°) to the geographic North Pole. “These large helicopters could accommodate 20 people; they had no seatbelts and you could open the windows during the flight,” said Barzilay. “We were joined by photographers, scientists and security personnel.”

Upon landing at the pole, their excitement level significantly rose. The first point of action was to find the actual pole. “Since the North Pole is on ice, it is constantly moving, so using GPS devices, we searched for and found the actual pole,” he explained. “We took our photos and planted the Eastman Prosthodontics flag. In fact, one of our travelers had a watch that set itself automatically based on time zone. His watch stopped working at the North Pole because there is no time zone at the

North Pole.

“We tried golfing, we took pictures, and drank the traditional drink of the North Pole--aurora borealis, a combination of champagne, vodka and North Pole snow,” he said. “We called home on satellite phones and being good dentists, we also called our offices.

“In addition, we did two very, very important things. We are all educators and as such we presented a CE course at the Pole,” Barzilay added. “The title of the program was Prosthodontics at the Pole. This seminar was well attended by all dentists in the local area and I believe we can now say that we presented and attended the northernmost dental seminar ever given.

“As educators, we have always spread the word of Eastman and the U of R. At this point we have spread it to the far reaches of the globe and we are now able to say that we, and Eastman have stood at the top of the world.”

The North Pole portion of their trip took approximately 14 hours.

“It is 14 hours of our lives that we will never forget,” he said.



EIOH alumni (l to r) Evangelos Rossopoulos, Roberto Sanchez Woodworth, Izchak Barzilay and Antonio Bello at the North Pole. Below, Barzilay reflects on this once-in-a-lifetime experience.



Treating the Person First

Treating people with special needs takes special people, and Eastman Institute for Oral Health has always had a team of compassionate providers who take extraordinary care of such patients.

For nearly 40 years, Eastman Dental has been a leader in this field, thanks, in large part to Jorge M. Davila, DDS, MS (Pedo '72), a professor in the Pediatric Dentistry Division until he retired in 1995. A pioneer in many respects, Davila was responsible for several innovative techniques for managing patients with developmental disabilities that are still used today. He oversaw care for institutionalized developmentally disabled children and adults at Monroe Developmental Center for more than 20 years.

In addition to his care of the developmentally disabled, Davila also provided clinical instruction in the Pediatric Dentistry Division at Eastman and he maintained a successful private practice for many years. He also worked closely with Michael Buonocore, DDS, EDC faculty and father of the acid-etch technique and dental sealants. Davila participated in the development of dental sealants during the 1960's and conducted many of the early studies on the acid-etch technique and dental sealants.

"Jorge immigrated from Bolivia and was one of our outstanding international students who stayed on in the community and went on to an illustrious career with EDC," said Ron Billings, DDS, MSD, director emeritus, Eastman Dental Center.



Jorge Davila, DDS, MS

"Dr. Davila developed a desensitization program, which proved very successful with the patients," said Andrea Pedersen, a dental hygienist for 40 years, who worked with Davila in the early 1990's. "We were trained to use lotion for touch therapy, perfume and music for relaxation, and treatment with overhead lights off for patients with autism."

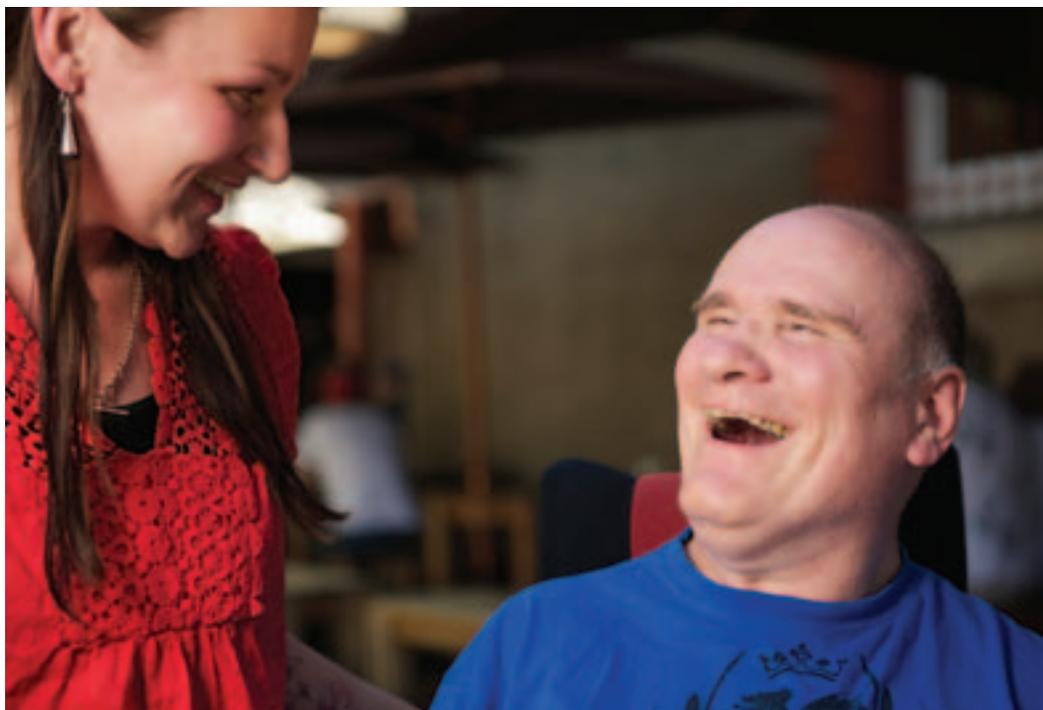
"Jorge developed several innovative techniques and combinations of techniques



Andrea Pedersen, dental hygienist

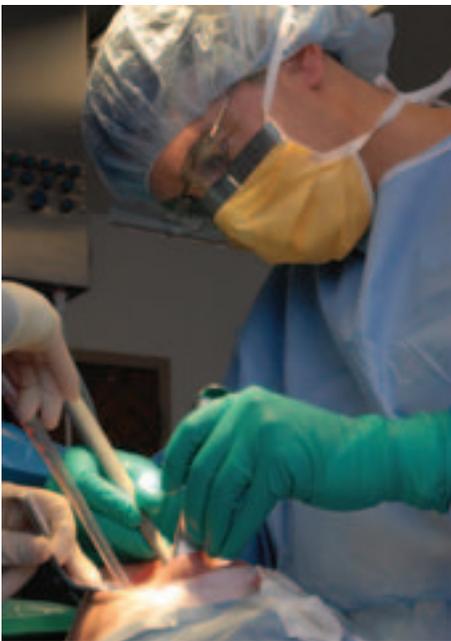
which became protocols and procedures that he, in turn taught to legions of EDC residents who rotated through the MDC clinic," said Billings.

"Life is a journey which is short and in many cases difficult," said Davila, who presented his techniques in Europe, Israel, South America and throughout the United States. "For the disabled, it can be very painful and challenging. To receive dental treatment is uncomfortable for everyone, but to go through these procedures can be very different for some." Today, the program is still an important part of Eastman's care and a valued service in the greater Rochester area. Residents from the AEGD program rotate





Maricelle Abayon, DMD, MS, who works in Eastman Dental's Howitt Urgent Dental Care clinic, serves as one of the Special Olympics Healthy Athletes Clinical Directors for Rochester. She helps organize, recruit and train volunteer providers for Healthy Athletes Special Smiles screenings at Special Olympics events in the Rochester area.



Wayne Lipschitz, DDS, treats developmentally disabled patients in the operating room.

through Monroe Community Hospital, a residency program for adults with special needs. They treat 40 developmentally disabled patients a week, but have more than 500 patients with developmental, intellectual and learning disabilities.

"Developmentally disabled patients have many issues to deal with," explained Pedersen, who works at Eastman Dental's clinic at MCH, and won the coveted URMCM Board Excellence Award in 2008 for her compassionate approach with patients. "They have fears of needles and pain, their movements can be restricted, they may be unable to communicate, talk, hear or see, and often have uncontrollable movements, such as head or hand shaking."

All of these physical issues make treatment difficult, Pedersen said, so the goal is to complete as much dental care as possible in a regular dental setting and reserve treatment with general anesthesia as a last resort. Generally, negative responses are documented and we can be prepared for safe treatment with the help and input of the care providers who bring them to their appointments from their homes in the area as well as several hours away.

"We have a very mature team and all function well together to provide the best care," added Pedersen. "We receive many compliments from our patients' care providers. They are very appreciative that we treat their consumers with dignity and respect. Many medical and dental professionals are 'afraid' of these people and do not treat them as people first, the most important attitude."

"To treat well known and powerful people brings prestige and economic solvency to the professional," Davila said. "To treat a humble, disabled person usually brings nothing. Some professionals pursue success by limiting their practice to the more affluent patient; very few pay attention to the needs of the poor and the disabled."

Because this population is often unable to receive routine care, they are frequently

referred for more extensive care in the operating room setting. Associate Professor of Clinical Dentistry at URMCM's EIOH, Wayne Lipschitz, DDS, has treated 2,000 such patients at Strong Memorial Hospital over the last 15 years.

"Managing patients in the hospital is often complicated and requires multiple dental, nursing, and anesthesia staff to safely prepare the patient for general anesthesia," Lipschitz said. "Many patients are resistant and even combative due to various disabilities."

Working with developmentally disabled patients is rewarding on many levels for him, including having a key role in improving the quality of life for his patients, who are often in significant pain resulting from years of limited access to dental care. Thank you cards adorn his office from grateful patients and their families, who also travel several hours to see him.

"I can't say enough about this man," says Trudy Minnick, whose daughter Megan underwent three surgical procedures performed by Lipschitz. "I think long ago he secured a spot in heaven for himself. We love everyone in the department...they are wonderful and very caring."

Lipschitz was one of five health practitioners who were recently awarded the first Leadership Award from the Golisano Foundation for their extraordinary work to improve health care and access for people with developmental disabilities. Honorees received a Steuben crystal award and a \$5,000 donation to the charity of their choice that helps people with developmental disabilities.

"People with intellectual disabilities often have limited access to health care that could drastically improve or even save their lives," said Ann Costello, Foundation director. "It is our hope that by recognizing those who have led the way and demonstrated their dedication to enhancing the lives of people with intellectual disabilities, that we can expedite change in the form of improved access and better healthcare."

EIOH and Peking University: Partners in Education and Research



University of Rochester Medical Center's Eastman Institute for Oral Health (EIOH) and China's Peking University School of Stomatology (PKUSS), both widely known for their oral health education, research and clinical services, have entered into a formal partnership.

PKUSS is a leading academic dental institution in China, with 1,200 faculty and staff members and 700 graduate and undergraduate dental students. The school and its affiliated dental hospital provide care to more than 3,000 outpatients daily and treat nearly 5,000 inpatients annually in its oral and maxillofacial surgery ward.

It also boasts several advanced research laboratories and international oral health collaborative centers, conducting cutting

edge research in various disciplines of dentistry. PKUSS distinguishes itself from other dental schools in China with the only eight-year curriculum in the country for dental education for an elite group of dental students selected nationwide through a highly competitive process.

Its graduates are expected to be leaders in dental education, research and patient care. Though the undergraduate dental education is traditionally strong in China, there are no formal postgraduate residency training programs in general dentistry and specialty dental disciplines. PKUSS is leading the way in China in creating high standard postdoctoral resident training programs.

"We are looking at collaborations on many different levels," said Cyril Meyerowitz, DDS, MS, director of Eastman



China's Peking University School of Stomatology

Institute for Oral Health. “The concept of general dentistry is new in China and Peking University has long expressed desire in systematic training of general dentists in our Advanced Education in General Dentistry program. They are considering sending one or two junior faculty members to complete the AEGD program at EIOH.”

Because of the large number of patients with a wide range of specialty cases, Peking University will provide opportunities for EIOH’s Oral and Maxillofacial Surgery residents to travel there for one to three month training programs. Both universities will explore interactions with the other specialty resident training programs as well.

In addition, Peking University will send two or three faculty members to EIOH on a short term basis to work in the research lab

with Yanfang Ren, DDS, MPH, PhD.

“I believe that EIOH can provide opportunities to Peking University faculty members for more extensive training in clinical and translational research in the near future including didactic and research avenues,” he said. “We also recognize that we can learn from Peking University’s open minded progressive leadership team with outstanding professionals, advanced research, teaching and clinical facilities, and rich patient resources.”

“There is great potential for EIOH faculty members to take advantage of the linkage and explore further collaborative opportunities with counterparts in Peking,” Meyerowitz added. “This is also an opportunity to extend George Eastman’s vision to explore linkages between China

and the Eastman Institutes across Europe.”

The first exchange program is expected to occur this summer.

“Dr. Lin Wang, an associate professor in the Department of General Dentistry of PKUSS, will join the AEGD program at EIOH as a trainee and complete the one-year AEGD program,” Ren explained. “She is expected to establish a similar general dentistry training program in China upon her return. Dr. Wei Wang, a postdoctoral student studying dental erosion and dentin sensitivity in PKUSS, will also join my research group and work on her research projects at EIOH for six months.”

Passionate about Prosthodontics

She can still hear her mother's voice: "remember to keep your mouth closed when you smile for school pictures."

Even as a child, Georganna Greenlee was painfully aware that her teeth were embarrassing, and through adolescence, she became increasingly more aware.

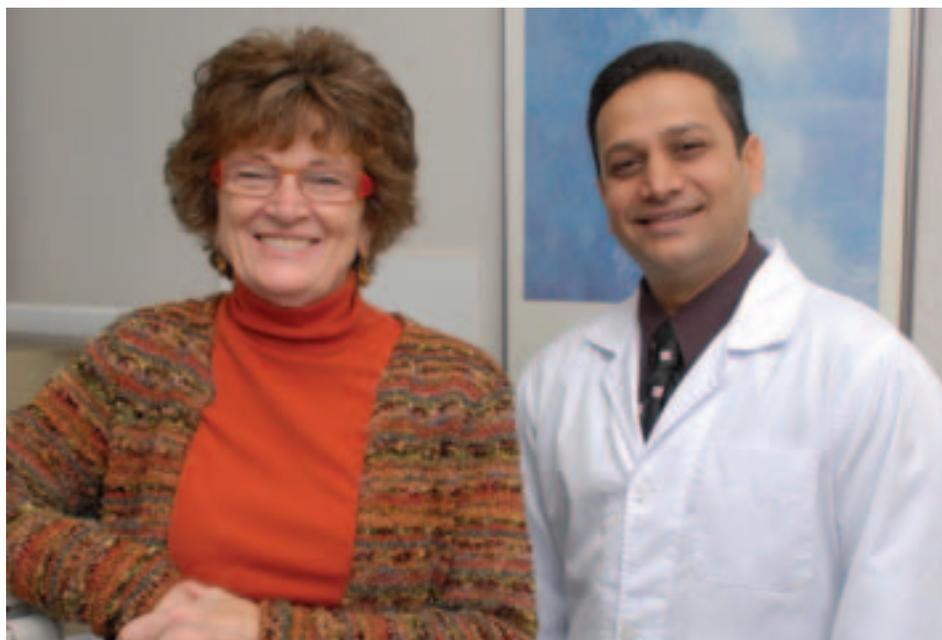
She attributes her many dental problems to genetics (her dad lost all his teeth) and a family history of gingivitis.

Aside from a bridge she received when a baby tooth came out and there was no permanent tooth to replace it, she didn't begin her extensive dental treatment until she was an adult.

"In 1992, I took a sabbatical, and with two of my four children in college, I had more time than money," Greenlee said. "I was having problems with bleeding gums and that's when a friend recommended Eastman Dental.

"So I checked it out, and during my first visit I knew I had made the right choice. I had been having problems with my gums bleeding for years, and no other dentist ever said a word," she said. "I had a periodontal cleaning and paid significantly less than what they charge in other places."

The first several years of her oral health care at Eastman Dental consisted mainly of periodontal surgeries and hygiene maintenance, said Mohammed Baig, DDS, a third-year prosthodontic resident, who has been treating Greenlee for the last couple years. Her gingivitis had caused infections and her gums needed to be raised to clean the teeth and eliminate the infection.



ALL SMILES — *Georganna Greenlee with Mohammed Baig, DDS*

Eastman Dental periodontists and prosthodontists went to work. "The first priority was to maintain her bone health and prevent further damage," Baig said. In 2005, due to bone loss from the gingivitis, she needed her first implant. "You reach a certain age in life where you don't want body parts to go that don't have to go," she said matter-of-factly.

But soon after, Murphy's Law began.

Previous dental work completed many years earlier including composites, bridges and crowns had given Georganna a very uneven smile. The aging composites had caused build-up on every tooth; the teeth were now discolored and some had started chipping. The bridges were starting to fail, and her gums were receding.

"One of the biggest challenges with someone who needs so much work is that it takes time, and the process can't be rushed," explained Baig. "The healing time cannot

be reduced, and that can be understandably frustrating for the patient."

Over a period of a year and a half, Baig and Andre Shenouda, DDS (Perio '10) repaired her uneven gums, replaced missing teeth with dental implants and gave her 10 ceramic crowns on teeth and implants and one veneer.

"There have been some of the best people that have treated me throughout the last 18 years," Georganna says of her perio, prosthodontic, general residents at Eastman Dental. "I had heard that Eastman Dental is considered the Harvard of Dental Schools, and I couldn't agree more. Any procedure I've had done—and I've had them all done—my experience has been really positive."

Now a retired school counselor who spends much of her time volunteering and enjoying her eight grandchildren, Georganna is really pleased with the enhanced function and aesthetic of her new

After Mohammed Baig graduated from Gulbarga University India, he said he became passionate about prosthodontics while working with his mentor and guru Izchak Barzilay, DDS (Prosthodontics '86, MS '91) for three years. Barzilay heads the Prosthodontics and Restorative Dentistry Division at Mount Sinai Hospital, teaches at the University of Toronto and has a private practice. Baig won first place for his presentation of Georganna's case at the recent American Prosthodontics Society Meeting. Baig said he chose Eastman Institute's program "because it has the best faculty in the country and is a prestigious program with alumni practicing and teaching in different parts of the world...and working with Drs. Graser, Ercoli, Soltys, Oster and Tallents has been an amazing experience."

smile. Her brother-in-law even warned her husband to keep a close eye on her!

"I do enjoy the many comments I get, like, 'you look much younger,' and 'my god, they look so real,'" she said. "It's true, they are so authentic looking – every bit about them, the way they attach into my gums, the coloring and shape."

Greenlee said Dr. Baig worked overtime on weekends because he wanted everything to be just perfect. "Whatever that took, he just did it," she remembered. "He never had to repeat procedures because he got them right the first time."

"I could have sat there naked and they wouldn't even notice," she joked. "That is truly the kind of focused passion they have."

"I've never had teeth like this... it's kind of weird," she explained. "It's not something I consciously went in and said I want new teeth, but I love them!"



**BEFORE
& AFTER**



“ One of the biggest challenges with someone who needs so much work is that it takes time, and the process can't be rushed. The healing time cannot be reduced, and that can be understandably frustrating for the patient. ”

— Mohammed Baig, DDS

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Ronald J. Billings, DDS, MSD, professor and director emeritus of Eastman Dental Center, has been awarded Honorary Board Diplomate status with the American Board of Dental Public

Dr. Ronald Billings

Health for his lifetime of outstanding efforts and contributions to improving the public's oral health through research, teaching, mentoring and advocacy.

J Boj, DDS, (Pedo '87) authored *Odontopediatria: La Evolucion Del Nino Al Adulto Joven*. A copy is in the Bibby Library.



Dr. William Calnon

of ADA president in October.

William R. Calnon, DDS, (GPR '79) Eastman Dental Center Foundation Board chairman and local dentist, has been named president-elect of the American Dental Association. He will assume the office



Diane Chiesa

information system. She was praised for her extraordinary energy, dedication and skill.

Diane Chiesa, an EIOH analyst/programmer, received the URMC Board Excellence Award for improving operations and efficiency by leading the implementation of a new electronic patient medical

EIOH's Jin Xiao Earns Top Post-Doc Award at AADR

Eastman Institute for Oral Health's Jin Xiao, DDS, MS, PhD, who is both a Center for Oral Biology fellow and Advanced Education in General Dentistry resident, won first place in the Hatton Competition Awards, post doctoral



Dr. Jin Xiao (center) accepts her award from Dr. Maria Fidela de Lima Navarro, IADR president, and Dr. Marco Bottarelli, Unilever's vice president of R&D Oral Care

category, at the recent American Association for Dental Research meeting in San Diego, Calif. This is the most prestigious and competitive award for any PhD student and/or post-doc fellow conducting dental/oral research in the U.S. or Canada.

AAADR selects the top 27 from abstracts submitted throughout the entire United States and Canada. These finalists prepare a manuscript and an oral presentation to a panel of judges, who are leading experts in the oral biology and dental research fields.

Winners are selected based on scientific excellence, originality, quality of data, presentation and mastery of the subject.

"She competed against the best post-docs and nailed it! We are very proud of her," said Hyun 'Michel' Koo, DDS, MS, PhD, her mentor and associate professor. "Jin's research showed a completely novel finding on how biofilms are formed on the tooth surface at a three-dimensional level dynamically, and how the structural arrangement of the biofilms potentially contribute with the pathogenesis of dental caries by influencing the acidity and exopolysaccharides content of the biofilm environment."

Xiao, a native of Chengdu, China, which is home of the giant panda, is inspired to find real solutions to the growing problem

of dental caries. "It continues to be the most prevalent and costly oral infectious disease afflicting adults and children worldwide," she said. "The cost to treat the disease and associated complications is more than \$40 billion a year in the U.S. alone, which causes an ever increasing burden for those who unable to bear them.

"Our focus is to investigate the role of extracellular polysaccharide matrix on dental plaque 3D structure, microenvironment pH, and ecological shifts associated with the onset of the disease," she explained. "Our result may provide new insights to better understand the biological factors associated with dental caries, and ultimately find improved ways to control dental plaque that is directly associated with this common and costly oral disease."

At this point, Xiao is undecided about staying in the U.S. or pursuing opportunities with Sichuan University in China when she graduates in 2013. But this she knows for sure: "I want to be a great dentist and clinical scientist, work with patients and conduct dental translational studies."

Wherever she lands, there is no doubt this award-winning researcher will make the world a better place.



Gerald N. Graser, DDS, MS, (Prosthodontics '72, MS '75) received the 2010 ACP President's Award from the American College of Prosthodontists for his contributions through outstanding vision and leadership to the

Dr. Gerald Graser

welfare and advancement of the College of Prosthodontists, with outstanding contributions to academic dentistry, and the sciences or health professions.

Wayne Lipschitz, DDS, associate professor, and director of the University Faculty Group, earned a Leadership Award from the Golisano Foundation for his extraordinary work to improve health care and access



Cyril Meyerowitz, DDS, MS, (GenDen '74, MS '80) EIOH director, was presented the Foundations of Excellence in Research Award from the New York State Dental Foundation. The

Dr. Cyril Meyerowitz

award recognizes his commitment to applying creative, science-based methods to foster greater understanding of and to improve overall oral health.

for people with developmental disabilities. He received a Steuben crystal award and a \$5,000 donation in his name to the charity of his choice that helps people with developmental disabilities.

The Eastman Institute for Oral Health expresses sympathy to the loved ones of our deceased alumni.

Arthur J. Lawrenson, LDS
(Gen Den '74)

Kevin Deeney, DDS
(Ortho '91)

Edward Novogroski, DDS
(Gen Den '76)

Clarence Edward Graves, DDS
(Pedo '03)

George Kho, DDS
(Ortho '68)



B. Thomas Golisano (left) presents the Leadership Award to Wayne Lipschitz, DDS

Making a Gift in Memory of a Loved One

A nice way to honor a beloved friend, colleague or classmate is to make a gift in their memory to a favorite charity. EIOH and Eastman Dental appreciate gifts in memoriam and acknowledge the donors as well as provide the family a list of contributors.



Dimitrios Papadimitriou (Perio '11) was awarded an International Team for Implantology scholarship at Harvard School of Dental Medicine,

where he will participate in patient care, teaching and research.

Ellie Phillips, DDS, (Pedo '84, GenDen '99), recently published *Kiss Your Dentist Goodbye: A Do-It-Yourself Mouth Care System for Healthy, Clean Gums and Teeth*.



Dr. Georgios Romanos

Georgios Romanos, DDS, PhD, EIOH Professor of Clinical Dentistry in the Divisions of Periodontology and General Dentistry, was inducted as a Fellow of the

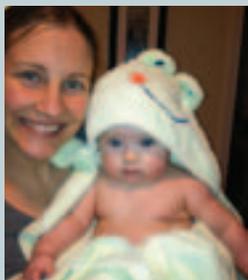
International College of Dentists; named an Honorary Member of the Hellenic Society of Clinical Stomatology, and a new editorial board member for *Quintessence International* and the *New York State Dental Journal*. He became also Professor (tenure) for Oral Surgery and Implant Dentistry at the Univ. of Frankfurt in Germany in Oct, 2010 with the academic title Prof. Dr.med.dent.



Dr. Ram Vaderhobli

Ram Vaderhobli, BDS, MS (GenDen '06, MS '06) was named assistant program director and regional coordinator of the AEGD program at University of California San Francisco/Lutheran Medical Center.

Jeffrey Toothman, DDS (TMJ '07, Ortho '09) wed Cathleen Lapp Oct. 16, 2010



Jennifer Calnon, DDS, MBA (GenDen '09) and **Christopher Calnon, DDS** (GenDen '09) welcomed daughter Erin Jane Oct. 21, 2010.



Jesse Teng, DDS (Ortho '08) welcomed son Ryan Jordan Aug. 18, 2010



J. Pier Sullivan, DDS (Ortho'11) welcomed daughter Emma Strawberry on Sept. 16, 2010

EIOH Alumni: Tell us about your new baby and we will send you a "future dentist" bib.

Get Eastman Institute for Oral Health news delivered to your inbox!
Send an email to Elizabeth_Kettel@urmc.rochester.edu to subscribe.



Ralph Allsang/Clinton Foundation



President Bill Clinton, founder of the William J. Clinton Foundation and 42nd President of the United States, will be the keynote speaker at the University of Rochester's Meliora Weekend, Oct. 20 to 23.

After leaving the White House, President Clinton established the Foundation with the mission to strengthen the capacity of people in the United States and throughout the world to meet the challenges of global interdependence.

Meliora Weekend is an annual celebration for alumni, parents, students, faculty, staff and friends of the University of Rochester. The weekend includes a range of programs, including major speakers, entertainment, symposia and panel discussions, reunion events, sporting events, seminars, open houses and much more.

All alumni of the Eastman Institute for Oral Health are welcome to join in the Meliora Weekend celebrations. EIOH will be hosting the following events:

Comprehensive Endodontic Conference

Friday, October 21 – Saturday, October 22

The second in a three part series (September 16-17, October 21-22 and November 4-5, 2011), this conference will focus on endodontics. Contact Mona Fine at 585-275-5087 or Mona_Fine@URMC.Rochester.edu for more information.

Champagne Breakfast

Saturday, October 22

By invitation only, this breakfast honors the program's most generous benefactors.

EIOH Tour

Saturday, October 22

Several significant changes have been made to the Eastman Dental building in recent years. Tour the completed space, with updated waiting rooms, additional treatment areas, the Howitt Urgent Dental Care and the redesigned atrium.

For more details on Meliora Weekend, visit www.rochester.edu/melioraweekend.

Fellowship Funds

Jack G. Caton Graduate Fellowship Fund Donors

Thank you to our alumni, friends, and corporate partners who have so generously contributed to the Caton Fellowship Fund, established to honor Dr. Jack Caton and provide a fellowship grant to an individual interested in pursuing a dental academic or administrative position in periodontology. A donor wall is being designed to recognize contributors who have given \$1,000 or more (100% of your donation directly benefits the Periodontic Division).

\$50,000+ Caton Benefactors

Jack and Harriet Caton
Keystone Dental

\$25,000+ Caton Advisors

Bryan and Linda (Sebastian) Frantz

\$15,000+ Caton Colleagues

Charles and Linda Wagener

\$10,000+ Caton Founders

Carlos Quinones
Niranjan Desai

\$5,000+ Caton Patrons

Joshua and Shane Grant
Mitchell Kaplan
Thomas Schneider and Janet Mills

\$2,500+ Caton Fellows

Edward DeFuria
Gary Greenstein
Sean Meitner
Vivian Morad
Paul and Michele Romano
Bernard and Veronique Thilo

\$1,000+ Caton Associates

Ryan Anderson
Grass Valley Periodontics
Chad Lalsingh
Vivien Kwok
Richard Masucci
Richard Ranney
Martha Somerman

Under \$1,000

E. David Appelbaum
James Butler
Clare Shaffer
Oren Weiss
Lisa Yerke

For more information about how to make a gift to support these efforts, contact us at 585-275-2767 or becky.herman@rochester.edu. A variety of giving options are available that directly impact the divisions and can provide personal financial benefits to you.

Stanley L. Handelman Fellowship Fund Donors

Thank you to our alumni, friends, and corporate partners who have so generously contributed to the Handelman Fellowship Fund, established to honor Dr. Handelman and address the decline of young, qualified dentists entering academia. It will support a resident/student with particular interest in clinical, academic, administrative, and/or clinical research work in general dentistry.

\$50,000+ Handelman Benefactors

Stanley L. Handelman
Neil and Nancy Hollyfield

\$25,000+ Handelman Advisors

Henry Schein, Inc.

\$10,000+ Handelman Founders

Oivind and Phyllis Jensen
Gerald and Joan Krause
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Family Foundation

\$5,000+ Handelman Patrons

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Martin and Sherrie Handelman
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David and Jane Levy
Mark Y. Mao
Cyril and Shula Meyerowitz
Jeffrey and Hanna Pearlman
James Reese
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Yoshimasa Yamazaki

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Michael A. Yunker

Dr. Stanley Handelman: A Legacy of Service, Philanthropy and Leadership

Dr. Stanley Handelman was a natural choice to receive the inaugural Eastman Institute for Oral Health's Director's Award. Created to celebrate extraordinary service, philanthropy and leadership to the EIOH, Dr. Handelman's nomination stated that he "exemplifies the ideal EIOH donor." Of particular note is his generous pledge to establish the Stanley L. Handelman Fellowship Fund in Advanced Education in General Dentistry, of which the majority of funding is committed through his will. Becky Herman sat down with him recently to inquire about his generous support.

Ms. Herman: Why was it important for you to support establishing a fellowship fund in General Dentistry?

Dr. Handelman: The support of a fellowship fund recognizes the unique role of general dentistry in the profession. Although the number of dental specialists has increased, dentistry is still primarily the domain of the generalist. However, general dentists today are expected to have skills in cosmetic dentistry, preventive dentistry, implants, comprehensive treatment planning, behavioral management of the fearful patient as well as management of dental auxiliary staff and sophisticated computer software and hardware skills. The training of leaders in general dentistry with research skills and the ability to establish an evidence based curriculum is essential. A bequest to fund a fellowship recognizes the need, and places the generalist on an equal par with the specialist.



Dr. Stanley Handelman honored as first recipient of the Eastman Institute for Oral Health's Director's Award during Meliora Weekend 2010. EIOH Director Cyril Meyerowitz and Director of Advancement Becky Herman bestow the award.

Ms. Herman: Many donors who have made designations in their wills do not inform EIOH of their intentions. Why was it important for you to tell EIOH it is provided for through your estate plan?

Dr. Handelman: Informing the institution is important for planning purposes. Perhaps even more important, it reflects favorably on EIOH.

Ms. Herman: What would you say to others who might be considering support of EIOH, particularly through a bequest?

Dr. Handelman: When I review donor lists to General Dentistry and kind remarks as to my welfare I can't help but reflect on the many enjoyable years I spent at Eastman and the wonderful friends that I've made.

My memories are still vivid. My satisfactions with life are no longer based on grants approved and funded, papers published and budget projections met. Recognition of General Dentistry is a validation of my efforts and gives my life meaning.

If you would like to learn more about the Stanley L. Handelman Fellowship Fund in Advanced Education in General Dentistry, please contact Becky Herman at 585-275-2767 or becky.herman@rochester.edu.

For more information on bequests and other planned gifts, contact the Office of Trusts and Estates at (800) 635-4672 or (585) 275-7547, or visit us on-line at www.rochester.giftplans.org.



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Eastman Institute for Oral Health Events

For more information about these events, please visit our website: <http://www.urmc.rochester.edu/dentistry/>, call 585-275-2767, or email becky.herman@rochester.edu

American Association of Oral & Maxillofacial Surgeons Annual Meeting (AAOMS)
Alumni and Friends Reception
Philadelphia, PA
September 15, 2011

Pearls of Practice Prosthodontic Conference

Rochester, NY
October 1, 2011
For more information, call 585-275-5043, or email pamela_travis@urmc.rochester.edu

Meliora Weekend

Champagne Breakfast*, October 22
Rochester, NY
October 20-23, 2011
www.rochester.edu/melioraweekend
*By invitation only.

American Academy of Periodontology Annual Meeting (AAP)

Alumni and Friends Reception
(TBD)
Miami Beach, FL
November 12-15, 2011

American Prosthodontic Society Annual Meeting (APS)

Alumni and Friends Dinner
Chicago, IL
February 23, 2012

University of Rochester Events

Because of Eastman Institute for Oral Health's affiliation with the University of Rochester, you can take advantage of University-wide events.

Visit the University of Rochester website frequently, as new events are added regularly.
www.rochester.edu