

Dear Friends:

I want to thank each family and family member for allowing us to be your dental office. I work diligently to maintain your loyalty to our dental office because of our commitment to quality care for each person we see everyday. I try my best to provide the best of care to each of you in the most timely manner and at the most reasonable cost possible. We have maintained fees since November of 2006 and actually have been able to decrease some fees this December as the economy has slowed and some supply costs decreased. Dot spends time each week making sure the cost of supplies are controlled so we are not having to pass increase costs of materials on to you. An example is we have had the largest decrease in cost of bleaching material ever in late November so December 1, 2008; we were able to decrease the cost of 3 weeks of whitening and lightening from \$350 to \$260. If you have bleaching trays you may stop in and get in on the savings as we purchased plenty of material recognizing the costs may not stay down. We have also instituted a sliding scale for crown fees to decrease if and when we see the cost of gold, platinum and palladium drop. The platinum and palladium controlled by the Russians has been on the ever increase however it may be sliding down just as oil went up and then slide back. We continue to use United States dental laboratories that are the very best available. They employ US citizens and we support their efforts to make excellent dentistry as affordable as possible.

We also instituted January 1, 2009, that for any person 14 years old and younger that comes in for their dental hygiene appointment and then reappoints for their dental checkup they will receive the 20 Dr. John's lollipops at no additional charge so they may have the most current anti cavity preventative available at their dental checkup appointment. These lollipops decrease the growth of the bacteria that most cause decay. In most parts of the country dentists can hardly keep them in their offices however we have not had the calls we expected on this decay preventative measure so we want our kids in our practice to be as decay free as possible. This is our plan for all of 2009.

Our team members try their best to always be polite, respectful, and considerate. In this day and age of self service, no help in stores, having to research

things for yourself before purchasing because the consumer usually knows more than the person selling a product to us, along with the feeling that folks that don't care are working in so many places, we maintain numerous old adages. We have a fabulous team with Nita Miller as our Team Leader and Coordinator of Services. Nita works with each of you and helps determine what is best for your schedule, reimbursement, dental needs, referrals to specialists offices, where you are in treatment, are you on your regular schedule of recare all the time. You would not believe the number of times she will call after she has gone home and brings up a point about someone and what we need to do that is best for them in some manner. We appreciate you allowing us to be your dental office. We continually evaluate your dental reimbursements to make sure they are in the range of other dental company reimbursements so that you are not being run over by the dental insurance company. We always try to schedule your appointments at the most convenient time for you.

In December we also signed up for Care Credit to help make dentistry more affordable. Care Credit changed some of their guidelines and it is more beneficial to a person needing longer term payment plans so we added it to our methods of payment for services. We do our best to make your dental care affordable. We recognize dental care is not cheap.

I want to remind you that regular twice a day brushing for at least 2 minutes with a pre rinse of Listerine for 20-30 seconds is the best protection against decay and root breakdown. The new MI Paste Plus with ReCalDent is the best root hardener and decay preventative TODAY. Yes, in the past it was PreviDent 5000 and Perio Med, before that Viadent, before that dental fluoride tablets. I too have used them all. I want you to use up what you have on the shelf and then move on the newer, better preventative.

I am loyal to each of you and do my best to present to you care that is well thought out, the most reasonable in price for the outcome, and has a great life.

Every week I see patients that I provided dental care for them 10-15-20-25 years ago and I told them that we should get 5-7-9 years out of some service and it lasts so much longer, and I am thankful for them.

Also we see folks that we did great dental care and a filling will break untimely or a tooth will split. Even sometimes we will have recurrent decay start around the best of dentistry. We are all individuals and our dental needs vary. Our goal is to provide you with care for your lifetime. If you have a friend or family member that is looking for a dental home or wants a dental home that cares about them, please tell them to call us. We are honored by a referral and we appreciate it. It is our goal to provide you with your dental care for your lifetime. Things happen dentally but our commitment to you never falters.

For Better Dentistry,

A handwritten signature in blue ink that reads "L. King Scott DDS". The signature is fluid and cursive, with the "L" being particularly large and stylized.

L. King Scott DDS, MAGD

Dot Morris, Debra Kerrigan, Nita Miller, Brittany Thomas, Cindy Moore

