



From the Desk of the Drs.

At Growing Smiles, we truly appreciate when someone takes the time to send comments, whether through surveys, email, letters or phone calls. Realizing that needs and wants change over time, we strive to remain open to your suggestions. For example, when Growing Smiles first opened 12 years ago, much of our communication was via phone call or email. Through patient feedback, we learned that at present, texting is the preferred method of receiving messages from us.

Our goal has always been to provide superior care in an environment that is welcoming and child-friendly. Part of our service is to meet the needs of our families. We need to know how we're doing. The thank you notes and drawings mean a lot and if you would like to give us a pat on the back, we absolutely would love it. The ultimate goal is to see a child smiling as they sit in our dental chair. But if we are falling short in some way, or if you have suggestions, we would like to know that too. The surveys that are sent are anonymous so that you can feel free to offer suggestions for improvement if needed. The survey results and comments are compiled by a third party and then forwarded to us.

So what happens once we receive feedback? If there is an issue that involves a specific person or circumstance, whether it is praise or distress, it is addressed directly with the individuals involved. If it is a business-wide consideration, such as participation with specific insurance or the schedule, it is discussed as a priority at the next staff meeting.

We are listening and adapting to insure satisfaction and comfort with your choice at Growing Smiles. We seek input to hear what our patients desire. We understand that we need to stay connected and we ask that you let us know how we are doing.

I can assure you that even though it is cliché, your opinion matters to us.

Looking forward to serving you throughout 2016!

Sincerely,

Drs. Diana and Lyman



Did you know that . . .

Kids laugh about 400 times a day!!!



Ask the Dentist!

Parents & Patients, if you have a question please email us, and your question could be in the next newsletter

What is the difference between a pediatric dentist and a family dentist?

Pediatric dentists are the pediatricians of dentistry. A pediatric dentist has two to three years specialty training following dental school and limits his/her practice to treating children only. Pediatric dentists are primary and specialty oral care providers for infants and children through adolescence, including those with special health needs.



Growing Smiles

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Office News

We kicked off our 2nd annual Gingerbread House making Contest. It was another successful year. A special Thank you to all the local offices who participated and to Shoprite in the Festival of Bel Air for the display space.

Congratulations to the office of Dr. August Weber DDS. They received lunch and a donation to the Department of Aging in their name again!!! What a great way to give back and have fun!!!



In The Community

February is National Children's Dental Health Month.

Throughout the year and especially in February, Growing Smiles will be visiting child care facilities, community fairs, local schools and more, to discuss the importance of oral health and care. Feel free to contact our office to arrange a visit.

Calendar

February – April

Be on the lookout for Growing Smiles at your children's schools- educating and having fun at the same time.