



NEW HORIZONS DENTAL
PRACTICE MANAGEMENT

Crown Council Nomination for
TEAM OF THE YEAR

CONSTANT INVESTMENT IN CONTINUING EDUCATION + TEAM DEVELOPMENT



Our company initiative, CenterPoint, provides multifaceted and next-level CE for everyone on our team. Every doctor, hygienist, business assistant, and member of the corporate team has expressed their desire to grow and continually improve. We are a company full of people hungry for more knowledge in their field to offer patients top-of-the-class results in all aspects of dentistry.

After initiating participation in the Smile Virtual Consult technology this year, we have paved a way to increase innovation and skill in the areas of implants, cosmetic cases, and full mouth restorations. This has helped to sky-rocket the diverse number of CE hours this year. We have developed more hands-on, live patient courses for our docs, hygienists, and dental assistants than ever before.

We've developed a study club for our office managers and business assistants to ensure business systems and daily checklists maximize their efficiency in all offices and equip and encourage them to dominate like the experts they are.

This year we married culture and continuing education by rolling out a weekly employee newsletter that includes everything from every day learning opportunities, to recognition and appreciation, to our favorite social media posts from our family of practices.

"Whatever the mind can conceive & believe, the mind can achieve" – Napoleon Hill

HOW WE SET OURSELVES APART FROM OUR COMPETITORS

Our Team Member Relief Fund, initiated and funded by our own team members, speaks volumes to our unique and compassionate approach to professional and personal well-being.

In the first day the fund was released in August 2018, our team members all across NHDPM pledged more than \$15,000. To date, our fund has been able to provide \$1,083.33 in relief thanks to the profound support and kind donations of our NHDPM family.

Because we deeply support one another's careers and well-being, we find our lives being touched by each other. The effect is an overflow into caring, supporting and touching the lives of our patients.

Happy Docs + Happy Teams = Happy Patients.

It's a simple equation and we've perfected it. Our patients love us because our team members are cheerful, intelligent, and passionate about what they do. Our practice is transparent, and our patients always know what their treatment entails. We set clear expectations, keep our patients informed, and treat everyone as a human being, not just a set of teeth.

When they come to us for service, our answer is always "yes!" because we are happy to help.

The experiences and outcomes our patients have are powerful... and they won't stop talking about it! We consistently have 5+ star ratings on Google and Facebook. Patients rave about us and recommend us to their friends and family. Many of our new patients come from existing patient referrals.



Parkwood Family Dental
October 22 · 🌐

Fall Fix-Up!
This past weekend Dr. Harr volunteered in the Annual Fall Fix-Up. #MakeSalinaGreat 🙌🏻
Thank you Doctor for helping keep our community clean!

Fall Fix-Up



DOING GOOD IN THE COMMUNITIES WE ARE A PART OF



We make a true impact in the communities we serve. Stories of our doctors and teams getting involved in the community are popping up all around. We are proud of the people that surround us, and we give back to them every chance we get.

This past year we continued our tradition of being involved with 'Smiles for Life' campaigns across all of our practices. These proceeds benefit both the foundation and our mission trips to provide dental care to those that do not have access to it. In 2019, we made the trek to Guatemala. We took several of our doctors, hygienists, and dental assistants to set up camp and provide top notch dental care. Our team returned with fresh eyes, full hearts, and redefined purpose to serve.

Our team participated in a Grocery Giveaway service project that was more massive than anything the town of Salina, KS had seen before. Some 300 cars packed a parking lot and were blessed with a trunk full of groceries including a turkey, pie, rolls and bread, veggies and fruits, peanut butter and nuts to give sustenance to those in need during the 2018 Thanksgiving holiday week. We were more touched by the honor to serve our local city than ever before.

GOING ABOVE AND BEYOND THE CALL OF DUTY

When hardship or unexpected events occur, our team makes it both a personal and professional mission to rally around one another and champion on.

When Dr. Brett Urban announced the news his family was growing with twins, they soon learned the road ahead would not be easy, as the pregnancy was categorized as extremely high risk. The twins had developed a condition known as Twin to Twin Transfusion Syndrome (TTTS) and later developed Twin Anemia Polycythemia sequence (TAPS). Both Dr. Urban's wife and the twins underwent multiple surgeries, which unexpectedly took Dr. Urban away from his practice on numerous occasions.

The twin boys were born in June of 2018 at 27 weeks and 6 days, and medical complications kept the boys in the NICU for 66 days while they continued to grow as well as undergo various tests and surgical procedures. In their time of need, other doctors and team members stepped in to help out so that patients would continue to be seen in Rossville, KS. The boys were released to go home August 21st. Family and friends, patients, the town of Rossville, and our team at New Horizons Dental Practice Management have been a pillar of support while Dr. Urban was able to overcome adversity.

We've also rallied around our team member, Linda, whose husband was diagnosed with terminal cancer last year. The team donated their PTO time, giving her a chance to sit by his side during treatment or just be with him.

Another team member's husband was in a tragic firecracker accident in which he underwent various surgeries on his arms and legs and is recovering from an amputation. Our team members have organized Craft Nights to come together in support of the family and the proceeds go to benefit the family's needs.

