

December, 2008



Dear Friends,

Hello! It's that time of the year again! **Season's greetings** to you and your family! Welcome to the **2008 X-mas Dental Newsletter**. This has now become an annual "time-honoured" tradition whereby my patients get an update on the "happenings" at the dental office. I hope that this letter will allow you to get to know me, Dr. Lily Lo, my associates, and my hard-working dental staff a little better, since it is our privilege to be your dental health care providers this past year, and years past...(hey, that sounds cool!)

As I reflect upon 2008, I'm stunned by how quickly a year goes by and I could've sworn that I wrote last year's X-mas letter only a month ago... As advised by my husband, I'm tempted to write "same old, same old, ditto" and be done with it, but no, as we all know, nothing ever stays the same, except the format of this newsletter. So first, here's the update on my two children:

Kaitlyn, my almost 15-year-old teenage daughter, has grown in the last month to match my height exactly. In consideration of her rather long monkey-like arms, feet and toes, I expect that she will tower over me before the next full moon. Like most teenagers, Kaitlyn is a busy bee, trying to juggle school, her homework, her piano lessons, internet browsing, MSNing, friends and movie nights... However, apart from providing chauffeuring services and nagging her to practice piano and to wear her retainer, Kaitlyn has been a pretty "easy care" kid. She gets good grades, and is a great baker. She doesn't get moody if I refuse to buy her the latest, hottest "must have's" eg. IPOD touch, a lap top, UGG boots, a white Malti-Poo puppy, etc. In addition to her cheerful and optimistic personality, she continues to be a great big sister and a wonderful role model for her little brother.

Tyler, my 11-year old son, has always been a bit of an enigma to me. Being a boy, a second child and having a quiet disposition, I guess that I've had fewer expectations from the "baby" of the family... Given his previous problems with delayed speech, remembering homework assignments, and his preference for athletics over academics, I was pleasantly surprised when Tyler won the Grade 5 Science Award, and was nominated for the Social Studies, French and Music awards at his school. Perhaps Kaitlyn has had a good influence on him, since he prefers to hang around with her in the computer room rather than to play X-Box in the basement by himself... However, like a typical smart aleck Grade 6-er, Tyler likes to bug me with his expanding vocabulary. The other night while eating the dinner that I cooked for us, I asked Tyler, "So how's the chicken?" To which he responded, "Nefarious!" At the confused look on my face, he added, "It means "wicked", Mommy". I think that was a complement.



As for me, I'm busy as always, trying to be a good mom, dentist, wife, employer, tennis player, gardener...in that order. I think I'm doing OK, except for the tennis bit...One day, after losing a particularly bad match, I came home and complained to Tyler about how I couldn't believe how poorly I played and how frustrated I was at the game. Tyler, who was eating a bowl of cereal, simply said between mouthfuls, "Get used to it, Mommy, cause there'll be lots more days like that..." Did I mention that Tyler plays in a Junior Elite Tennis Club (where they don't praise you like tennis pros do when you pay them for a lesson)? So there you have it...words of wisdom not just for tennis, but for life in general.

You may have notice that my office has had a minor face lift to the washroom and to the reception area...indeed, the entire building has been renovated this year to benefit all the customers and tenants of the plaza (about time). Many of you have now met my two dental associates, **Dr. Adriana Cesnik**, and **Dr. Sook Yee Chan**. Together, we hope to provide quality, pain-free dental care to you in a high tech, comfortable environment (Hmm... I had a sudden funny vision of the three of us posed back-to-back, like Charlie's Angels, with dental drills in our hands). Well, if you've not met either of them, let me give you a short intro:

Dr. Adriana is my full-time associate, who is one of the most caring and conscientious people I've ever met. Her sunny smile and clear blue eyes are what you'll remember once the numbing is gone from your teeth. She has gentle hands, and I'm sure you'll agree that she is great with kids. Adriana is happily married and has recently acquired a Cocka-poo puppy that is, of course, the new love of her life.

Dr. Sook-Yee, who also joined my practice last year, has 15 years of dental experience under her belt. Always cheerful, she has a practical approach to dentistry and to life. She particularly enjoys endodontics (root canals) and oral surgery (extracting teeth). But trust me, she is not scary at all...in fact, she has a gentle touch and a sense of humour that is contagious. Sook-Yee has 2 lovely daughters, aged 11 and 9, and she is fluent in both English and Cantonese.

Oh, we shouldn't forget Bosley, I mean, **Dr. David Zins**... I know many of you have met him via having a root canal done— David has performed root canal therapy quickly and efficiently in my office for many years, and he is available on Tuesday afternoons for this purpose. Quiet and rather shy, you'll put David at ease if you talk about golf...

Who else should I mention? Ah yes...**Karen**! She is our long-time office manager who has 3 grown boys and 2 cute Shih Tzu dogs named Cocco and Benny, which are her pride and joy ...The other day, Karen's youngest son had to complain, "Mom, my name is not Cocco, it's JD." She is the one to call if you have questions regarding your insurance claims or accounts at our office. I would like to remind patients that insurance coverage and policy information are considered confidential under the Privacy Act, and therefore it remains your responsibility to interact with the insurance companies. However, we will gladly assist you whenever possible.



Speaking of insurance plans, it has come to my attention that many of you have been approved for dental procedures that require a pre-determination (eg. crowns, dentures etc.), but have not yet had the work done. If you have any outstanding dental work, it is a good idea to book with us **before** the

end of December to take advantage of your coverage. By doing so, you can preserve your plan maximum for 2009 just in case you need it. Remember, if you don't use it, you lose it.

My vision has always been to provide not only the latest in dental health services, but to offer cosmetic dentistry along with anti-aging skin procedures so that patients can look as good as they feel. Let's face it, our psychological well-being is linked to our physical well-being and it is important to look after both aspects. Therefore, I will highlight below some of the specialty services we provide at the dental office or at the MD Laser Skin Clinic upstairs which is owned by **Dr. Ken Lam**, M.D. and me. Dr. Lam is the medical director for the medi-spa and he also happens to be my husband. Some people have commented that we even look alike...I guess that happens when you've been married for 17 years. Anyway, Ken is available most Saturday afternoons to provide medical aesthetics and consultations.

We offer:

1. **Periowave** gingival therapy – a new and effective light-based disinfection procedure aimed at eliminating disease-causing bacteria in periodontal pockets, thus promoting healing and reducing gingival bleeding and pocket depths. I've been very pleased with the results!
2. **Orthodontics** for children and adults– straightening your teeth not only looks great, but will allow proper oral hygiene to reduce susceptibility to dental caries and periodontal disease.
3. **Dental whitening** – a permanent reversal of yellowing of teeth from coffee, tea, wine and food. Try it, you'll appreciate the difference! We offer professional-strength home bleaching gels or you can book for our 1-hour in-office procedure for instant success!
4. **Veneer and crowns** – instant results to correct alignment, tooth form and shade...you can improve your smile in just 2 appointments. See **Dr. Lo** for a consultation.
5. **Botox Cosmetic** injections and **Restylane Fillers** – Dr. Lam and Dr. Lo are experienced injectors and continue to update their knowledge and skills to keep abreast of the newest techniques used to reverse the signs of aging. These procedures are non-surgical and the results are natural-looking. Consultation is required so please book an appointment with **Dana**, our laser & medical aesthetician, to obtain information prior to your procedure.
6. **Laser Hair Removal** – excess hair can be reduced or eliminated by using laser light to heat the hair follicles causing degeneration. Generally, it will require 5 to 10 sessions to achieve results depending on the body area, and the quantity of hair involved. Book with **Dana** for a free consultation to see if the procedure is right for you! We have many specials throughout the year so do check out our website below.
7. **Medical facials** – more than just a feel-good procedure, give your face a real skin renewal treatment by trying one of our many chemical peels and facials...you will see a difference!



OK, once again, I've rambled on too long. So let me conclude this newsletter by encouraging you to enter in our E-mail **Happy Holidays Contest** via our 2 websites listed below. There are 6 different prizes to be won if you enter into both. Do check them out and best of luck to you! The draw will be held on Jan. 2nd, 2009.

May God bless you and your family during this holiday season. On the behalf of the entire dental staff, I wish you all a very Merry Christmas and a healthy, Happy New Year!

Dr. Lily Lo, D.D.S.

To enter the Happy Holidays contest, click the websites below:

www.mdlaserskin.com

www.smilestoronto.com