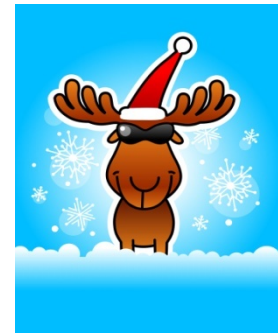


December, 2009.

Welcome to Dr. Lily Lo's Annual X-mas Newsletter!



Dear Friends,

**Season's Greetings**, everyone! Thank you for opening this letter or email attachment! Happy Holidays to you and your family! I sincerely thank you, patients and friends, for choosing me, **Dr. Lily Lo**; my dedicated associates: **Dr. Cesnik, Dr. Chan, and Dr. Zins**; and my hard-working dental team to give you quality dental care this past year and years past. I welcome all new patients who are receiving this Christmas letter for the very first time...I hope that you have had pleasant experiences in our clinic. We strive to give you good service and I am always grateful for any dental or orthodontic referrals to our practice. ☺

As most of you know, I send out a **newsletter every Christmas**, to update my patients on events surrounding my family, to introduce my staff, and to talk about new procedures or technologies that we have added in our office to serve you better. But as I have found out over the years, most you only read the first 2 pages of my usual 4-page essay - probably because it is too long, and possibly because only the information about my family or the staff news is interesting. Fair enough, no offence taken. Therefore, **this year**, I'll just write my letter from backwards to forwards... Ha-ha!

**Last**, I am very excited to announce that I will be opening a brand new office called, "**16<sup>th</sup> Avenue Dental & Laser Medi-spa**", as of **Jan 4, 2010**. It is located in **Richmond Hill**, in a new plaza on **16<sup>th</sup> Avenue**, between Leslie and Hwy 404 (just look for the gigantic Tim Horton's.) You can't miss it. **16<sup>th</sup> Avenue Dental** will be an ultra-modern, state-of-the-art **dental clinic**, with a **medical spa** that will focus on health, and rejuvenation. Within the spacious 2500 sq. ft. facility, we will offer all aspects of dentistry, along with medical aesthetics such as laser hair removal, Botox and Filler injections. Those of you who live in Richmond Hill or surrounding area are welcomed to make the switch for convenience of dental care. You will receive the same personal service that we give at the Lawrence office, and you will feel right at home because most of our same staff will be working part-time at the new office as well. Simply contact us and we will transfer your records, no hassle. Mind you, there will be no butterflies there, only lovely orchids.

**Second to last**, the latest technology that I've brought to the Lawrence office (and the new office) is the "**Dexis**" **Digital X-ray system**, which uses even less radiation and comfortably provides unbelievable radiographic images of your teeth and bone. This may help us identify tooth decay and periodontal disease earlier, so that it can be treated with a better prognosis.

Also, we have now begun our new "**E-mail appointment reminder**" **service** via the internet, so that we will not have to disturb you at work, or at dinner (don't you just hate that?). I must apologize for any problems that may occur while we are learning to implement this program... you know, neither humans nor computers are glitch-free! But **please provide us with your valid email** so that we can cut back on sending postcards, to be more efficient and environmentally responsible.

**Third to last**, I would like to introduce my two new receptionists, **Evelyn** and **Nancy**. They are still “learning the ropes” in their jobs, but they are trying hard to deliver good service. Evelyn is a mother of a 2 year-old girl, and Nancy is the shy, but enthusiastic new face behind the front desk! Please show them patience as they strive to become excellent dental receptionists. **Katrina**, who gave birth to a healthy baby boy, last year, will be back from maternity leave to work full-time in February!

Ok, so you’re getting bored. **Now**, I will **update you on my family**. But before I do so, I would like to share something with you. From time to time, a new patient would say something like this to me, “You know, Dr. Lily, I have been going to the same dentist for more than 20 years, but I’ve moved and he’s too far away, so that’s why I’m coming to you”... Not too flattering, but of course I was happy to have a new patient. And in the back of my mind, I was thinking...“Man, that dentist must be pretty old!” Well, guess what? **I’m that dentist!** Folks, I realize that I’ve been practicing dentistry for almost 20 years! I have seen some of my little patients grow up, get married, and have children, and now I’m their kids’ dentist! That is just mind-boggling since I can’t believe that time has passed so quickly. After almost two decades, I still love my work, and I’m still going strong. Did I mention that I’m opening a new DENTAL office in Richmond Hill? My husband (you remember **Dr. Ken Lam** - he’s the medical director of the MD Laser Skin Clinic upstairs), says that I should stick a “**Gold Star**” on the chart of any patient who has been with me for 20 years... Those of you who went to elementary school when I did will remember how thrilling it was to get a gold star sticker from your teacher at school. That... and getting **PEZ** candy.

Sorry I digressed...back to family news. Let’s talk about my teenage daughter, **Kaitlyn**, first. At almost 16 years of age, she’s about an inch taller than me, and often gets confused for me. I almost never see her now because when she’s not at school, she’s busy in her room, studying, MSNing or doing her homework on her laptop. When I do occasionally see her on a Wed, or Friday or on the weekend, she just looks taller and more adult-like each time.

At the time of this writing, Katie just came back from attending the opening day of the hot, new vampire movie, “New Moon” with her friends, swooning over Jacob (her new hero). Oh how I wish that I could’ve written a fictional bestseller about vampires, werewolves and teenage love...but, I can make some fake, real looking “vampire teeth”, if anyone is interested. Seriously, Katie is a great daughter. She’s still the baker, the computer expert, a straight A student, and the in-house pianist (she completed her Grade 10 Royal Conservatory of Music diploma with First Class Honours). Plus, she’s my shopping buddy... always giving me positive reinforcement. What more can I ask for? Alright, no boyfriends until she’s 25....!

As for my 12 year-old son, **Tyler** - he still surprises me all the time. Maybe it is due to the fact that he is an ultra-quiet, easy-going, thoughtful kind of guy; I really don’t know what he knows, or doesn’t know. He rarely gets mad, hardly cries, seldom speaks unless spoken to, yet he has many friends and gets good grades, even in subjects that demand talking out loud (like French). Go figure.

On the **tennis** court (the one sport we have really encouraged him to play), Tyler has improved immensely in the past year...he has played in a few tournaments and has done quite well. Again, his consistency and mental toughness on the court also surprises me. At school, Tyler was recently assigned

to play the **trumpet** for music class. Whereas I pushed my daughter to learn to play the piano (what traditional Chinese parent doesn't?), I gave up on Tyler, after only one year of piano lessons, because he didn't seem too interested, but now? Tyler diligently practices his trumpet daily, even though he has not been taught any fingering or notes yet. He just blows on that mouthpiece, for 1 or 2 hours every day after school, sounding like a loud, gurgling, dying elephant that never dies. When I ran out of Advil for my headache, I had to sequester him in the basement and asked him to stay there until he finished practicing. BTW, Tyler, don't forget to wipe up the trumpet spit on the floor. Yuk.

Oh, I could recount many more stories, but I'd love to hear **your family tales** too! We'll talk at your next appointment!

Now, this is the middle part of the letter where I tell you a bit about the **other members** of my dental team including my associate dentists, my office manager, etc. I think one of the best things about our dental office is that we really try to get to know you over the years, and I would also like you (especially if you are relative new to our clinic,) to get to know us personally too. You are not just a patient to us. However, to change things up a bit this year, I have decided to get my wonderful staff involved by printing their response to the question below: *In 2 sentences or so,*

**“What is ONE surprising thing about you that most people don't know....and what is your current favourite Toronto Restaurant?”**

Dr. Adriana Cesnik: My ideal evening consists of kicking up my heels and watching re-runs of Battlestar Gallactica and Star Trek, The Next Generation. My favourite restaurant is “**Terroni's**”, the best Italian fare in the city...however, be warned as they do not look favourably on modifications or substitution to their coveted traditional recipes.

Dr. Sook-Yee Chan: I have both designed and sewn my own clothing... (isn't there a reality show I can compete in?) My restaurant is “**Lee**”, by Susur Lee (tasty taster's menu).

Dr. David Zins: I have a Black Belt in Ju Jitsu. Favourite restaurant to go to is “**Scaramouche**”, \$\$\$, but worth it!

Karen (office manager): It's a deep, dark secret...use your imagination! Best restaurant is “**Swish by Han**” on Wellington at Church...upscale Korean food with a twist!

Nibal (dental assistant): I'm older than I look, and my 12-year old daughter plays along by calling me “Sis”. My favourite restaurant is **Red Lobster**.

Arceli (dental assistant): I am learning to play the guitar because it is a challenge, especially when you work full time and have 2 boys running around you. I like to eat at a restaurant called “**Carribbean Heat**”, Guyanese Chinese cuisine...delicious and hot!

Evelyn (receptionist): In spite of my serious look, I love hearing good jokes...even dirty ones. **Tim Horton's** is my favourite restaurant....I need my double-double every day!

Nancy (receptionist): I love the excitement of outrageous activities like skydiving (planning to) and bungee jumping (done that!). My current favourite hangout is “**Copacabana**”, which features a delicious meaty buffet, Brazilian dancers, and the martial art called “Muay Thai”.

Joanne (hygienist): I'm a closet reality show junkie. Amazing Race, Top Chef, Project Runway, you name it, I watch it. “Fav” restaurant is “**Hachitarou Japanese Restaurant**”.

Sylvia (hygienist): I love Salsa dancing (sexy and burns calories). “**Babaluu’s Restaurant and Latin Nightclub**” in Yorkville is where I satisfy my salsa addiction!

Cynthia (hygienist): I love Salsa dancing, too! “**Ghandi**” is my favourite Indian food restaurant.

Racshel (hygienist): I like thriller roller coaster rides, anything that makes my hair stand up. “**Red Lobster**” is the best.

Dr. Lily Lo: I like driving “stick-shift” cars...still hoping to buy a Porsche one day and get pulled over for speeding when I’m 80 years old... Favourite restaurant? “**Swish by Han**” (I hang out with Karen to eat).

So there you have it! Now you know a little bit more about our “wild side”, and you also have a bunch of restaurants to try out every month!

One final news item... Starting January, 2010, my office will be notifying some of you to book an extra 15 minutes or so, during your next appointment to have a **complete exam** in order to **update your dental charting records**. This exam, and full mouth X-rays or a Panorex, is recommended by the dental college for each patient every 5 years...in order to maintain the standards of practice and to detect hidden dental disease. Let’s face it, some of you have had a lot of changes to your teeth over the years, and it may be time for you have a complete exam with me or one of my associates to bring your dental records up-to-date.

Attached to this letter/ email, is more information on our “**Complete Exam Campaign**” for 2010. I might add that a complete exam is covered by every insurance plan, as long as you have not had one within the last 5 years. If you help us with updating your chart by looking a full exam, I would like to give you a free “fresh breath” system called **BreathRx** as a “**thank-you**” gift for taking out time from your busy day. Yes, I would like **all** my patients to have fresh breath, so this great tongue-cleaning kit and anti-bacterial mouthwash spray will be available for sale at my office as well. Also, I am retailing a private label, hydrating **Lip Balm with SPF** to raise money for the **Breast Cancer Research Society**. It comes in two great flavours, cherry and vanilla, and costs **only \$2 each**. All proceeds will be donated to this important medical cause; your contribution would be greatly appreciated. The above products make great stocking-stuffers!

If you would like to see some **photos** of my staff (dressed up during Halloween), or a photo of my family unit, simply click onto the icon below if you have received the email format of this letter; otherwise please visit my website at [www.smilestoronto.com](http://www.smilestoronto.com) and look in the Newsletter section.

Even during these uncertain economic times, we should always count our blessings for being able to live in a country like Canada. There is no better place to raise our children than in a country that cares for its free citizens, values peace, and sees no racial colour. Thank you for reading this long letter (you all deserve a **Gold Star**) and most of all, thanks for being a part of my “dental family”! I wish you all a safe and wonderful Holiday Season with your family and friends. **Merry Christmas, Happy Hanukah**, and a very **Happy New Year** to you!

**From Dr. Lily Lo, and the entire dental staff!**



Please [click here](#) for the Complete Exam Campaign

Please [click here](#) for photographs of Dr. Lily Lo and Family

Please [click here](#) for staff photographs