



## ARTICLES AND PUBLICATIONS

- PCSO BULLETIN* / News and Reviews of the Pacific Coast Society of Orthodontists  
 “ *The New Patient Exam* “  
 Spring 1996
- DENTAL BUSINESS TODAY* / A Newsletter of Trojan Professional Services, Inc.  
 “ *One Smile is Worth One Thousand Words – Outstanding Customer Service* “  
 January 1997
- PRACTICE SUCCESS* / “A COMPANY” PUBLICATION  
 “ *A Smile Is Worth a Thousand Words* “  
 Spring 1997
- PCSO BULLETIN* / News and Reviews of the Pacific Coast Society of Orthodontists  
 “ *The New Patient Exam* “  
 Spring 1997
- JOURNAL OF CLINICAL ORTHONTICS*  
 “ *Management and Marketing – The New Patient Phone Call* “  
 March 1997
- PCSO BULLETIN* / News and Reviews of the Pacific Coast Society of Orthodontists  
 “ *Can You Answer the Call ?* ”  
 Spring 1998
- STRAIGHT TALK* / Orthodontists Fee Plan Newsletter  
 “ *Give Me An Employee With Attitude !* ”  
 Fall 1998
- TROJAN TODAY* / A Newsletter for the Clients of Trojan Professional Services  
 “ *Creating The Best Team !* “  
 January 2000
- ORTHODONTIC PRODUCTS* / The Magazine For Orthodontic Professionals  
 “ *Creating The Best Team – A Tough Assignment But Worth It !* ”  
 November 1999  
 and  
 February 2000
- TROJAN TODAY* / A Newsletter for the Clients of Trojan Professional Services  
 “ *Creating The Best Team !* “  
 January 2000
- JOURNAL OF CLINICAL ORTHODONTICS*  
 “ *Orthodontic Office Design – Examination Rooms* “  
 Interview with Dr. Warren Hamula  
 Charlene White & Rosemary Bray  
 January 2000
- DENTAL PRACTICE REPORT*  
 April 2000

<i>"How Well Does Your Staff Relate?"</i> A Team Quiz on Cooperation <i>ORTHODONTIC PRODUCTS</i> / The Magazine for Orthodontic Professionals	June 2000
<i>"The Promotional and Education Combination"</i> <i>STRAIGHT TALK</i> – Orthodontists Fee Plan Newsletter <i>"Inter-Office Communications Makes All the Difference"</i>	Fall 2000
<i>ORTHODONTIC PRODUCTS</i> / The Magazine for Orthodontic Professionals <i>"Smart Strategies For Successful Practice Growth"</i>	March 2001
<i>TRADITIONS &amp; VISION</i> / The Newsletter for Members of Ortho Computer Systems, Inc. <i>"Regarding Your Late and No Show Patients"</i>	July 2001
<i>CI - CLINICAL IMPRESSIONS</i> / <i>ORMCO</i> Newsletter <i>"Effective Employee Reviews- A Motivational Tool For Staff"</i>	September 2001
<i>STRAIGHT TALK</i> - Orthodontists Fee Plan Newsletter <i>"Braces....and Beyond - Straightening Teeth, Improving Self-Esteem"</i>	Winter 2001
<i>SAO NEWS</i> Southern Assoc. of Orthodontists Newsletter <i>"Communication Makes the Team Tick"</i>	Spring 2002
<i>PRAXIS MAGAZINE</i> / Excellence in Orthodontic Management <i>"Communication- Success or Failure?"</i>	Sept 2002
<i>STRAIGHT TALK</i> – Orthodontists Fee Plan Newsletter <i>"Camp Cancun –One of a Kind Opportunity"</i>	Spring 2002
<i>PCSO BULLETIN</i> <i>"Becoming the Best Ortho Team You Can Be"</i>	Fall 2003
<i>ORTHODONTIC PRODUCTS</i> <i>"Do The Right Thing"</i>	May 2005
<i>THE JOURNAL OF JAPAN ASSOCIATION OF ADULT ORTHO</i> <i>"Communication and the Adult Ortho Patient"</i>	Dec 2005
<i>PCSO BULLETIN</i> <i>"A Blue Ribbon Miracle"</i>	Spring 2006
<i>SAO NEWS</i> <i>"Why is the Purple Cow So Special?"</i>	Spring 2006