

Message from Chester



Dear Dolphin Family Member:

Excitement is in the air! As I write this, the Dolphin team is just settling back from a record-setting successful meeting of the American Association of Orthodontists (AAO) in Boston. I look forward to providing a full report in our next issue!

In this issue, longtime Dolphin user, dear friend and advisor Dr. Joe Gibson shared the story of his unintentional journey into orthodontics. It's an inspiring tale of sweat, sacrifice and broken dreams. But wait—there's a happy ending! It starts on this page.

We thought it was about time we introduced you to our IT team, Dolphin's own Secret Service. These quiet and extremely competent guys spend every waking hour maintaining our networks and protecting our data—and yours—from threats too classified to talk about. In light of that, we disclosed some unclassified photos of them.

We are very proud to have renowned oral and maxillofacial radiologists Dr. Allan Farman and Dr. William Scarfe contributing to our Guest Expert column. Find out how they use Dolphin in their research and practice.

Aquarium 2 is released! It's hard to believe, but the second generation of Aquarium is even bigger and better than we originally envisioned. A quick interview with Barbara Brinker, Aquarium Content Coordinator provides details.

Did you join us in New Orleans in March for the 2009 Dolphin Meeting? If not, mix yourself a tall glass of Hurricane, put on some traditional jazz, and flip to page 6 to see what you missed (Hurricane recipe provided).

Finally, we celebrated our First 100 Days as a Patterson Technology organization. Our new relationship has brought us resources to make Dolphin more accessible with financing/rebate programs and innovative new support systems such as Live Chat and FAQ pages. And this is just the beginning...

I am always eager to know your thoughts about Dolphin's latest endeavors! Please email me: chester.wang@dolphinimaging.com.

See you soon,



Chester H. Wang
Managing Director

What's New at Dolphin

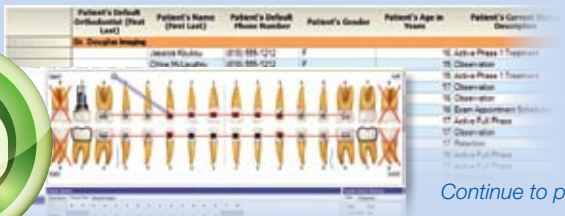
Aquarium 2 is released!

Aquarium 2 has arrived with a bunch of new features, faster searching, and a fresh look that includes thematic "skins." Other upgrades to the program include the ability to export movies from Aquarium to another program, such as PowerPoint—or even your website. You also have the ability to export and import playlists for sharing with colleagues. As always, new content is added every 4 to 6 weeks.



Dolphin Management 4

Dolphin Management has released the much anticipated version 4! This latest software release features the Dolphin Interactive Report Tool, a database search and output tool. (See Product Highlight on page 5 for details.) Treatment Card now features a customizable Tooth Chart that lets you graphically represent patient treatment information.



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Customer Profile: Dr. Joe Gibson, Jr.

Joe E. Gibson, Jr, DDS, MS

Gibson Orthodontics
Morristown, Tennessee, United States

Customer Since: 1998

Products used: Dolphin Management
Treatment Simulation (VTO,
Surgical VTO, Growth)
Consultation & Image Library
ImagingPlus™
Ceph Tracing
Aquarium™

The Path of Most Resistance

As the doors to dentistry kept opening and leading the way toward orthodontics, Dr. Joe Gibson kept his eye on an escape hatch. Finally, he gave in to fate.

Dr. Joe Gibson tried hard not to be an orthodontist. In fact, much to the dismay of his father—a workaholic dentist and oral surgeon who had visions of his son becoming a physician—young Joe wanted nothing to do with healthcare at all. Aviation was in its heyday, and the skies were calling. He was going to be a pilot, and he had a Gatsby-like plan to land himself in the cockpit. When a heart arrhythmia kept him out of the Air Force, he hatched a backup plan and kept his eye on the sky. Then something happened that he could not have foreseen.

He was a really good student and liked orthodontics! It ruined everything. You see, Dr. Gibson went through the motions of dental school with the dual intention of appeasing his father, while also proving that dentistry was not for him. Talk about an impasse. Today he is a successful orthodontist with a home on a hill that overlooks his hometown of Morristown, Tennessee. A classic Southern Gentleman with a commitment to his community that goes back generations, Dr. Gibson was kind enough to share the tale of his inadvertent career path and the ways in which his birthplace and bloodline helped shape him into the man he is today.

Rumor has it that you are THE person "to convince Chester to go into practice management." Can you tell us why you were so confident we would succeed in what was an unfamiliar territory for an "imaging company?"

I started my practice in 1987 and installed the OPMS system a year later. So I dealt with software companies pretty much from the beginning. Then when I got with Dolphin Imaging in 1998, anytime we got an update, it was always solid and ready to go, and we never experienced any problems. This was just not the case with other software companies. And what really impressed me, was



Dr. Gibson with his new Cirrus SR22

whenever I went to Chester with an idea, he would almost always be receptive to it. So in early 2000, when there were a lot of mergers and acquisitions going on between the existing practice management companies, there was a big void in the industry on the management side. Everyone you talked with at the meetings was complaining about their practice management software. Conversations went like this: "Who are you with? Does your software stink? Mine's pitiful too." So I went to Chester and said, "Chester, if you can come up with a good management product, you'll own the orthodontic profession." At the time I happened to know Todd Blankenbecler, and so I called Todd and said, "Todd, I'm working on Chester, would you be interested?" and Todd said, "Shoot yeah." It wasn't long before they had a product to demo for me, and I just loved what I saw. And so it came to be that I became one of the first official Dolphin Management customers. And here we are six years later, and we sure have come a long way and it's still a great product. And they have never let me down. Every time I've got a suggestion—and I called one in just the other day—they

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Product Highlight: Barbara Brinker on Aquarium 2

2-Minute Interview with Barbara Brinker on Aquarium 2

Just two years since its introduction in 2007, Aquarium has recently unleashed version 2 to eager users worldwide. Considering that Dolphin's patient education software has been growing at a healthy rate all along the way, we got to wondering... what's the big deal? Barbara Brinker, Aquarium Content Coordinator, sat down with us to explain just what's so special about Aquarium 2:

Dolphin: *How is the UI better than version 1?*

Barbara: The user will find that the speed of the program has been increased, making the return to the "Everything" library

much quicker. The search feature has also had a turbo-boost in this version.

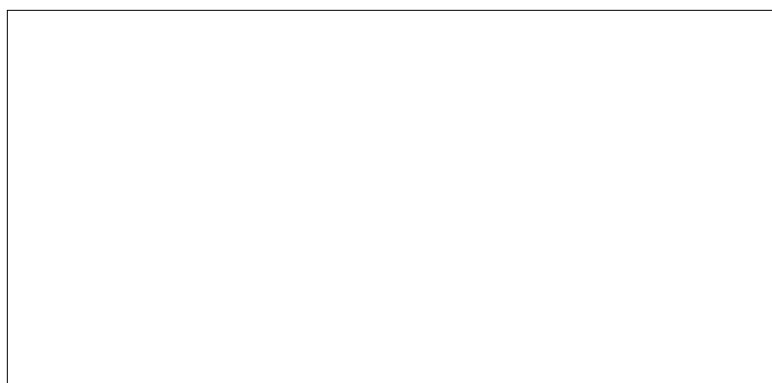
Dolphin: *Does it look different and will I have to re-learn how to operate it?*

Barbara: The new version has a new, fresh look but all of the functionality is the same. We've moved a few buttons, but not very far. We have also added some cool new "skins" so the look of Aquarium can be easily customized. Check out "Bubble Gum," "Green Peace," "Marooned," and others.

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9200 Eton Avenue
Chatsworth, CA 91311
U.S.A.



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Echoes Ensemble:

Editor/Staff Writer: Lisa Randazzo
Art Director: Michael Gunawan
Marketing Assistant: Shavon Owens
Graphics Designer: Ardy Ho
Executive Editor: Chester Wang

Dolphin Profile: IT Team



They protect our data and provide us with state-of-the-art tools to do our jobs. What do we really know about the guys who keep all our secrets and—and yours?

They're Dolphin's own Secret Service. In fact, the details of their jobs are so classified, we can only make vague references to their gossamer presence in all our daily lives. Here's what we do know: They keep surveillance over our systems while we work and sleep; respond to distress calls with the immediacy of an emergency room physician; and keep us supplied with the coolest and slickest tools around. And there's so much more: When a glitchy mouse is keeping your scores down in that Facebook word game, they're at your desk in an instant to help out.

The Team

We asked them to tell us a little bit about themselves and what they do all day at Dolphin. Be warned that names have been changed and facts have been fudged:

Michael Quick, Chief Technology Officer. Michael started with Dolphin 10 years ago as a support tech, and single handedly became the IT department when it was discovered he knew his way around Windows Server. "At that time we didn't even have an Internet connection, but as Dolphin grew so did our support and IT needs," he tells us. "I don't have a typical day at



Michael Quick

I'm also the guy that gets the blame when they can't watch that cool YouTube video someone forwarded them."

Dolphin. I could be doing anything from researching new potentially useful technologies to looking through log files to try to track down a problem. I work with our support techs when they have a particularly difficult issue and assist our employees when they encounter problems using any of our numerous databases and applications. Whenever something doesn't seem to be working correctly, I usually get the first call or email asking, 'Is there something going on with the server?' Of course,



Kevin Yu

Kevin Yu. Kevin came to Dolphin a couple years ago to help fine tune and develop our internal databases. Interestingly, he studied biology before computer science. He believes his knowledge of growing organisms allows him unique insight for anticipating the needs of a growing organization. "I develop and design custom intranet system such as XYZ and ZYX to make Dolphin more efficient at doing what it does best."

Vague references and meaningless rhetoric aside, the IT team is bound by a no-nonsense code of honor that speaks directly to the heart of any company: "I just hate to see time and money wasted on inefficient processes so I'm always looking for better ways to do things," explains Michael. ▀



John Vadman

John Vadman. John joined Dolphin in 2002 as an imaging support tech, and moved on to become the go-to guy for network and other stuff. You may remember meeting him a few issues ago when we got up close and personal with the implementation team. No, he hasn't jumped teams; the truth of it is his stealth skills allow him to straddle both departments and keep everyone guessing as to who he really answers to. This, again, is in the name of security. "One of the best things about working at Dolphin, other than getting to interact with my stellar teammates, is that as a Microsoft Certified Partner we are able to work with current and pre-release technologies long before a mainstream end user company."

We welcome your comments and suggestions! Please e-mail your thoughts and insights to editor@dolphinimaging.com.

Tips & Tricks

Imaging

Relevant to version 10.1 or greater

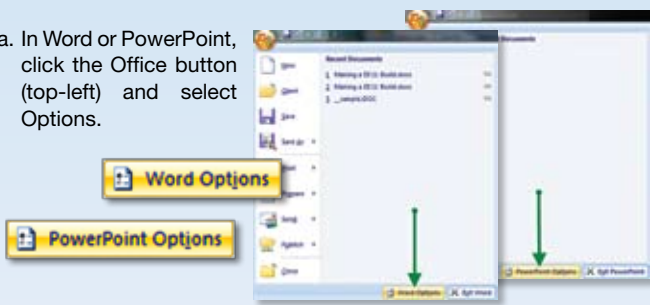
By Paul Goodman

Using Image Control & Layout Control in Office 2007

If you lost control of your Image Control and Layout Control with an upgrade to Office 2007, you should know about this simple way to use these integral Dolphin features within the environment of your new program. One of our crackerjack developers has put together some step-by-step tips to help you get around as easily and efficiently as before. After all, keeping up with one technology should never cause you to sacrifice another.

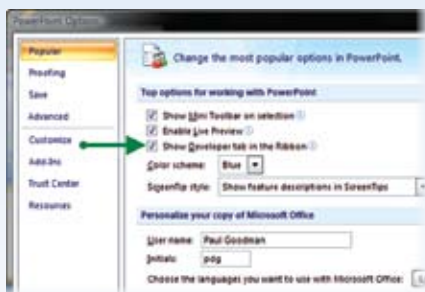
1. First, show the Developer tool bar (one-time step):

a. In Word or PowerPoint, click the Office button (top-left) and select Options.



b. From the list on the left, select "Popular."

c. Put a check next to "Show Developer tab in the Ribbon" and click OK.

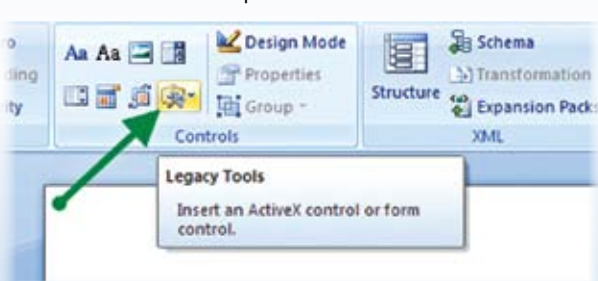


d. Once this step is complete, it does not need to be repeated.

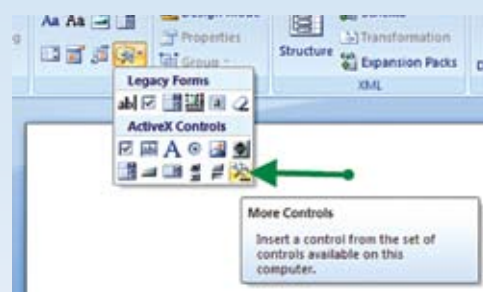
2. From then on, to insert a control

a. In Word:

i. Go to the Developer tool bar and click the "Legacy Tools" button on the pane called "Controls."



ii. From the choices that appear, select "More Controls" from the ActiveX Controls choices.



iii. Select "Dolphin Image Control" or "Dolphin Layout Object" from the list and click OK.

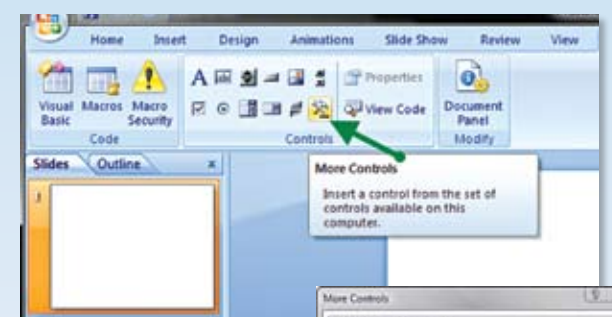


iv. NOTE: Upon insertion of a control, you are placed in "Design Mode." The image itself will not show on screen until you exit design mode via the button on the Controls pane of the Developer toolbar. To edit the properties of the image control again, however, you must re-enter design mode (even though the right-click menu option appears to be available). When the document is printed, the image will appear regardless of which mode you are in at print-time.

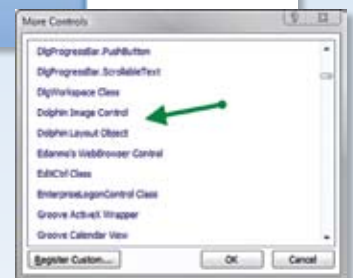


b. In PowerPoint:

i. Go to the Developer tool bar and click the "More Controls" button on the pane called "Controls."



ii. Select "Dolphin Image Control" or "Dolphin Layout Object" from the list and click OK.



iii. Click somewhere on the desired slide to place the control.

Now that you are all set, you may continue to use your Dolphin program business as usual. If you have any further questions, call our support team. ▀



Paul Goodman

Paul has been a member of the Dolphin Imaging development team since 2005, and maintains an integral role in the innovations that continue to emerge from that department. Some of his specific responsibilities include installation development, custom cephalic analyses, the Dolphin database and Dolphin Letter System.

Tips & Tricks Management

Relevant to version 3.5 or greater

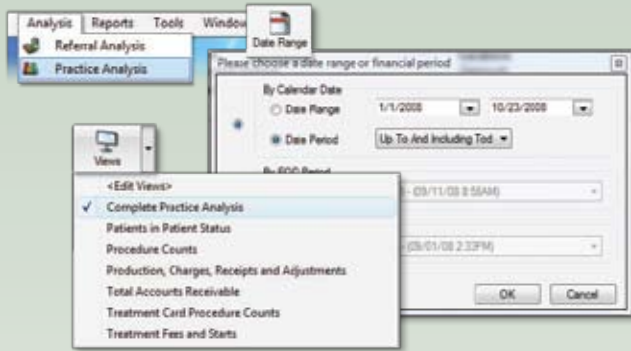
by Nick Gonzales

Practice Analysis has the tools to deliver what you want, when you want.

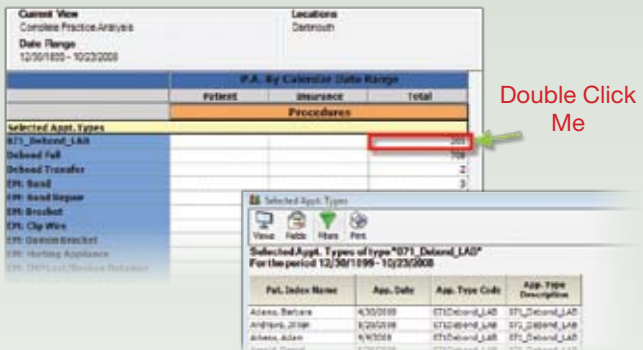
Practice Analysis is an empowering program in that it gives you the ability to extract specific information to serve your fluctuating needs. In the last issue of Echoes we went over how to add fields to Practice Analysis to make it show us the information we want. In this issue, we will learn how to add filters so that it will show the information we NEED. Here is how:

A. Follow steps 1 and 2 from "Adding and Removing Fields in Practice Analysis" on page 3 of the January issue of Echoes. We will repeat them here for convenience sake:

1. Open Practice Analysis, choose a Date Range and View, then click Load:



2. Once Practice Analysis is finished loading, double click on a cell that you would like to see more detail for. In this case, I want to see all the patients that have had a 071_Debond_LAB appointment.



B. Now that we have the expanded cell information, we can add filters to narrow down the amount of patients that fit the filter criteria. To add a filter, click the Filters button:



C. This will bring up the "Manage Filters" window. By default it is empty; click on the "Add a filter" button to add the filters to the window:



Note that there are three types of filters that you can choose from: "Date," "Financial," and "Expression."

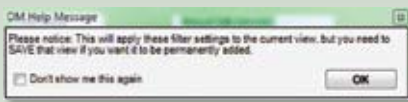
Adding Filters in Practice Analysis

In the following example, I want to see patients that have had an appointment between the dates of 10/1/2008 and 10/30/2008, and are male. So I have entered the following filters:

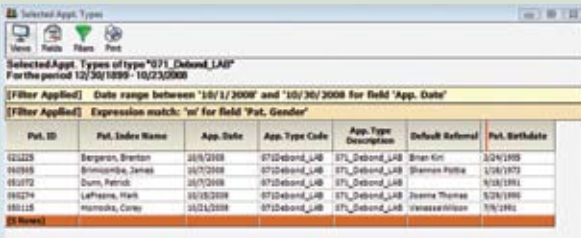


NOTE: since there is no financial information stored in this cell, I am unable to use the "Financial" filter type.

D. Once I click OK (similar to the adding of fields) I get a small Dolphin Management Help Message:



NOTE: See sidebar for detailed information on "How to Save View." After I click OK to this prompt, my results will be displayed like so:



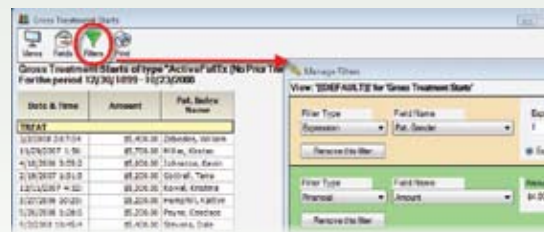
E. Here is another example (using the "Financial" filter):

I want to find all female patients that have had an "ActiveFullTx (no prior Treatment)" type of treatment that was between the amount of \$4,000 and \$5,000.

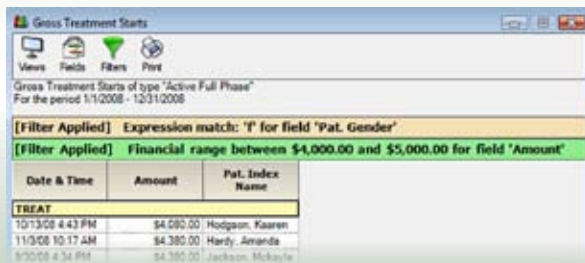
First I will expand a cell in the Treatment Fees section of Practice Analysis:



Once I have the expanded list, I will click on the "Filters" button and add my filters:

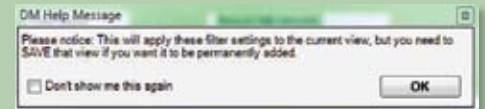


I click OK on the "Manage Filters" window, and I will get my results as seen below:



Saving View Changes

Remember the Dolphin Management Help Message?

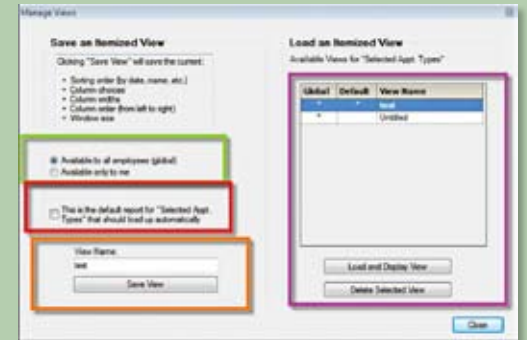


This is basically stating that the changes that we have just made are temporary until they are saved. Here is how we save the changes that were made:

a. Click the "Views" button circled here:

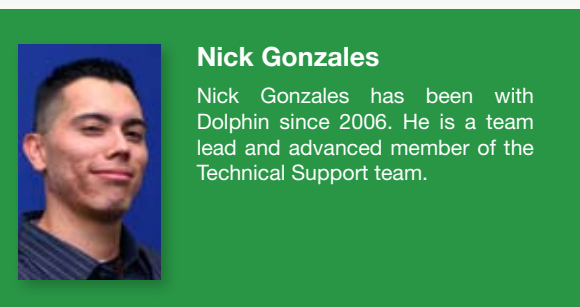


This will load the "Manage Views" window:



NOTE: colored boxes will not be seen in the actual program.

In order to save the changes made, first name the view that you have just created. This can be done in the section highlighted in the orange box. If you would like this view to be the default view for this expanded cell, then check the option highlighted in the red box. There is also an option that will make this view available to just you, or the entire practice (green box.) The pink box displays all the views that have been created for this particular expanded cell. Once you have your options selected, and your view named, you may click the "Save View" button. Now this view is able to be used as desired or setup as the default to show if the option was checked to do so. If you wish to load other views created, or delete a view, click on the view located in the pink box and click on either "Load and Display View" or "Delete Selected View."



Nick Gonzales

Nick Gonzales has been with Dolphin since 2006. He is a team lead and advanced member of the Technical Support team.

For technical support call 800.548.7241 (USA & Canada) or 818.435-1368. Our new extended hours are from 3:00 a.m. to 6:00 p.m. Pacific Time! For after-hour, emergency phone calls (in North America) call 800.548.7241. You may also e-mail support@dolphinimaging.com.

Product Highlight: Aquarium 2

Continued from Product Highlight: 2-Minute Interview with Barbara Brinker on Aquarium 2 (p.1)

Dolphin: *How much new content is there?*

Barbara: As always, new content is added on a regular basis (approximately every 4-6 weeks). We are constantly adding new movies, as well as new manufacturer content, bringing our total today to over 250 media items. The new Dolphin Updater Service will keep your version of Aquarium current, with all of the available content. See our "Coming Soon" list at www.dolphinimaging.com/aquariummovie.html for the current list of up-and-coming movies.

Dolphin: *What about new features?*

Barbara: Wow...there's not enough time to tell you about ALL the new features, but they include dragging and dropping to add images, recording audio tracks for any of the movies (with your own script and/or music), "hiding" movies that you don't use, zooming the size of the thumbnails on the main screen; I could go on and on!

Dolphin: *What can I do with v 2 that I couldn't do with v 1?*

Barbara: All of the above, but our biggie is that movies can now be exported from the Aquarium program for use in other programs, such as a PowerPoint presentation, or on your

website. Media will be exported with a watermark to ensure that the image is protected (with your practice information). You also have the ability to export and import playlists, which will let you share your amazing and creative playlists with your colleagues who are Aquarium users.

Dolphin: *Do I need to upgrade my workstation in any way?*

Barbara: For version 2 to function, you must install the DUS (Dolphin Updater Service). Once this is installed, your version of Aquarium will always be kept current (your service contract must be up to date). Aquarium will run on Windows Vista, and can also be run on Apple Macintosh (please see our website for the latest technical details).

Dolphin: *How fast can I update to Aquarium 2?*

Barbara: All it takes is a current support contract, and a quick visit to www.dolphinimaging.com/dus to set up your DUS (Dolphin Management customers will already have DUS installed), and then contact Dolphin Support support@dolphinimaging.com or 1-800-548-7241 to get the rest of the details. We will need ALL of our existing Aquarium customers upgraded to version 2 within the next month or so in order for their updates to remain current.



Barbara Brinker

Barbara is a Dolphin trainer since 2003 and has been the Content Coordinator for Aquarium since its inception. She works closely with the Aquarium development team and advisory board to determine that all content is relevant, current, and clinically accurate. With more than 20 years of experience in dental and orthodontic offices in Canada, Barbara brings a deep knowledge of clinical standards and practices to Dolphin. She has successfully developed and implemented digital imaging standards, diagnostic protocols and case management procedures, in addition to practice-wide techniques that enhance patient care and improve excellence. She resides in Fort Saskatchewan, Alberta, Canada.



Continued from
Dr. Joe Gibson (p.1)

say, "That's a good idea." And that's just been my experience with Dolphin: They like my ideas and they tend to try and make them happen. So what can I say, I've been blessed. And again, Chester and his team don't put the product out until it's ready, and they have some very talented people working for them. You know that's how I sell Dolphin to everybody; I say that Dolphin is like a family, they really take it personally when you're not happy, and they want to make you happy, and they get right on it.

You have a reputation for being very high-tech. Tell us about the tools you use in your daily practice?

Compared to a lot of orthodontists, I'm not really that high-tech. But, we are as close to paperless as you can get. We use all the functions in Treatment Card, but we do use paper documents and then we scan into the Dolphin Document Organizer (DDO). We have the patient sign the paper document, then we scan it into DDO and hand them the paper copy. So they keep the original, and we don't create any paper charts. We're through creating paper charts. Regarding technology, we also use the Finger Scanner for patients when they sign in, and they think that's cool. We use the Finger Scanner for the employee time clock sign in as well, which is great and they really love it. We use pretty much every feature in Dolphin Management and Dolphin Imaging. The Treatment Simulation program really helps with extraction vs. non-extraction, surgery vs. non-surgery. I let patients see and compare the differences. We use direct digital x-rays, and we have a touch screen x-ray computer. We're the only practice in this part of the country that uses TADS, and soft-tissue diode laser for gingival re-contouring and surgical exposures. So, we're very high-tech for East Tennessee, but not compared to some other parts of the country. You know, I don't have a cone beam scanner in my office, and I don't use 3D. One of the reasons I'm waiting on that is I want it to be able to give us electronic models accurate enough so we don't have to take impressions for indirect bonding. And, they're getting close. What they have to do is they have to bring down the voxels [volume elements] so they we can get more detail. The whole idea is to get one scan that gives you the pano, ceph—anything you want—and you also get models in a format that allows you to just push a button and send them to SureSmile or whoever, and they send you back your trays. That would be the ultimate use of that technology.

How do your patients react to the technology in your practice?
We've had two or three patients who were reluctant to use the Finger Scanners, but when we told them that it is just a digital conversion of their fingerprint, and it is not recording their actual fingerprint, then they were fine with it. Most kids think it's cool. We also have a large HDTV in the lobby that has Aquarium running on a loop all afternoon and we get a lot of compliments, especially from visiting doctors. We have it running in a loop from a dedicated computer, behind the scenes. That's really been a big hit. Because when I do a consult I'll talk about the little screws or this or that, and they'll go "Yeah! I saw that on the TV out there."

You have an interesting shaped office, is there a story behind it?
It is an octagonal, eight-sided building with a central open area that has a 32-piece sky light. It was originally an insurance office and in the middle of it was the reception desk, and what I did was I hired Warren Hamula [founder of Modern Orthodontic Design in Monument, Colorado] to help me design it. So we totally gutted the office and put the central bay in that center. This way when the patients are in the chair they look up through that sky light. All the different rooms such as reception, exam, consult, records, etc., are like spokes on a wheel off of that. And so all day long I run around in a circle in and out of these spokes. It's pretty efficient. Basically, the office is an octagon with a sky light in the center of it. It looks like a space ship.



A skylight marks the center of the octagonal building that houses Gibson Orthodontics.

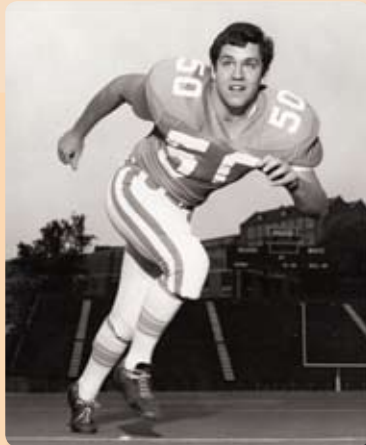
Tell us about your involvement with the Tennessee Damon Study Club?

I was one of the first people in Tennessee to use the Damon System. I met Dr. Dwight Damon in 2004 in Atlanta. I had some of my board cases with me and I sat down and talked to him one-on-one. I was skeptical at first but very impressed that he took the time to sit down and talk with me. I found him to be very genuine and sincere and so I started some cases. I started about 100 cases and was real impressed with what I was seeing so by about 2006 I was 100% Damon. It was at that time that they asked me to start the study club, because of my enthusiasm. It is basically in its infancy. We try to meet at least once a year, and generally work it around another meeting such as a major Damon course or a state meeting where the guys are going to be attending anyway. But compared to some of the study clubs, we've got a long way to go. We've only got about 10 members so far, primarily from Middle and East Tennessee. One of my goals that we'll talk about in a minute is flying to Memphis, which is 450 miles away, to introduce the Damon System at the University of Tennessee.

I am told you followed your father's footsteps into dentistry. Can you tell us what inspired you to go into the same field—and then take a turn toward orthodontics?

Well, this is probably a little different story than you think you're going to hear. My dad was an oral surgeon who practiced

general dentistry and anesthesiology. And he was a workaholic. When you go through oral surgery school, you get a certification for anesthesiology, which allows you to put people to sleep for anything—gallbladder surgery, you name it. So in my little town back in the 50s and 60s, he was the main anesthesiologist for the three hospitals in the area. He would start his day at 6:00 a.m. doing anesthesia, then around noon he would start his oral surgery cases, and then he started the general dentistry around 3:00 in the afternoon and work all the way until 11:00 or 12:00 at night. He was infamous in our town for calling patients late at night and saying, "Hey you want to come over and let me put your bridge in, or your denture or whatever." He was a classic workaholic, I never saw him. He wanted me to be a physician, but I felt like I was born to be a pilot. I just wanted to fly. My dad was against it, but during my college years I got my private pilot's license. And I was headed toward the Air Force, and the spring of my senior year they reviewed all my paperwork, and they found a slight arrhythmia. And they said, "Guess what? You can do anything—you can be a co-pilot or a navigator but you can't be a pilot in command." So my world was destroyed.



University of Tennessee in 1977.



Dr. Gibson and Dr. White at orthodontic school graduation.



Joe Gibson I, II and III!

Oh my, what did you do then?
It just so happened, to make my dad happy, I was in premed. And, it just so happened that I had done well in school. So I thought I'd give it a chance and I shadowed some physicians that summer. That was enough to know that I really did not want to be a physician. I didn't like the life-and-death part of it, or the stress, so I hatched out a plan: I would go to dental school in Memphis, and I worked it out that I got a job at Federal Express. So from 11:00 at night until 3:30 in the morning I loaded airplanes. I got to ride in the cockpit. See what I mean?

So I got to be around airplanes. And my plan was that I would quit dental school after six months because I would prove to my dad that I didn't like it, and that I gave it a chance. Because even though it wasn't medical school, to him it was better than being a pilot. My extended plan was to go through the Federal Express program, in which an employee can learn how to fly and work their way up, and the company pays for the flight school required to receive a commercial certification. So six months went by in dental school and I realized, "I'm doing real well. And I like it." I wasn't sure what to do! So I stuck it out with Federal Express but I stayed in dental school. I had no plans to go to orthodontic school—I hadn't even considered it! I think everybody in dental school thinks if they're doing well, they're going to be a surgeon. But for me, that was too much like being a physician—the 24/7 schedule, being a slave to a beeper, no family life, etc.



Kathy and Joe Gibson: The dating years.

So how did you get from dental school to orthodontic school?

Well, there was a fellow named Dr. Ralph White [former president of the SAO and an AAO trustee], who's a well-respected orthodontist in this area of the country, and I did an externship with him during the summer between my junior and senior year of dental school. The result was that I got really interested in orthodontics. Dr. White encouraged me to apply to orthodontic school, and I thought it was already too late, because tons of guys in my class had already applied. But he said, "You need to apply, you're a good student." So I did, and lo and behold I got accepted. Out of the five students accepted into the school that year, I was the only in-state student in my class. I felt as though the Lord was opening that door so I walked through it just like I did dental school, and I've never looked back. And now, I'm just getting ready to purchase my first plane next month, a Cirrus SR22. So the short of it is, I never really saw myself as going into dentistry, because of my dad's workaholic behavior. But he lived through the Depression and he just figured that your worth was determined by how hard you worked.

You're a native Southerner, how many generations have your family been in the South, is there a dentistry history in your family as well?

My father was the first in the family to go into dentistry. He was from this area, Knoxville, Tennessee, and his parents were from western North Carolina. My mother's side was originally from Arkansas and Texas, and they were educators. My grandfather had been a superintendent and the interesting thing about my mother's side was her parents both taught in the schools in Oak Ridge, Tennessee, which is where they made the atom bomb. So my grandparents taught the children of the government workers

who built the atom bomb. And anytime we'd go visit there were signs up about "keep your mouth shut" and warnings about National Security like "loose lips sink ships," that kind of thing. There are still big nuclear plants there today and it's still top security, but for a long time it was an unknown city, it wasn't on the maps because the government didn't want people to know it existed. Anyway, my mother was also a teacher, and my father was on the school board here locally. When he passed away five years ago, the community came to me and said, "We really want you to take your dad's place because he's near and dear to the people of this community and you're just like him; you've got a heart for kids; and you have a generation of educators on your mom's side of the family." They even named a new state-of-the-art high school library after my dad. So they twisted my arm and now I've been on the school board for five years. I'm proud to say that the public schools in our area are considered some of the best in the state. We have an excellent school system of 10,000 students and I feel strongly that the way the public schools go, so goes the country. I am a product of public school, and I feel as though it's my obligation help ensure that all kids get an opportunity. We have a great track record of kids from this area going to Ivy League schools, and receiving scholarships. In fact, we have tech companies from Japan and Germany that settle here because of the access to an educated work force.

Your web site says you have a wife and three children. Can you tell us a little bit about your family?

My wife Kathy is from Atlanta, and she and I met while we were in college. She thought she was marrying a pilot! We've been married 27 years, and we have a 25-year-old son, a 20-year-old son, and a 14-year-old daughter. The oldest works in a wellness center in a hospital in Knoxville as an exercise physiologist, and my next son is just starting his sophomore year and he's thought about dental school but doesn't know what he wants to do really. My daughter is just an eighth-grader and she's an athlete. She's a volleyball stud—she's 5'9"—and we enjoy going to her games. She also plays basketball. Hopefully I'm going to use that plane to go to some of her tournaments, because she's on a traveling team that plays all over the South.

What's this I hear about a Braceland mansion that sits on top of a hill? It has an elevator in it?

Well, throughout the 1950s and 1960s, my father bought small parcels of land of about five or 10 acres at a time, and now it's about 70 acres. In 1970 he built his house on a hill top on one end of it, and when I came to town and started looking for a home, we decided to build on the other end of the hill, which is about a quarter of a mile away from his house. We built the house in 1996. It's a Southern-style, anti-bellum home with big columns, and it kind of looks like Graceland. It looks over the town of Morristown, and there was a local business person who coined the name Braceland. We felt the elevator was a relatively small investment considering the resale value down the road. Our home is a three-story house—plus attic—with high ceilings, so taking supplies up to the top stories is no small task. We also thought it would be an asset if we get old while we still live here. As it turns out, we use the elevator every day!



Braceland

We'd love to hear about your community involvement with the local church.

Of course I was born and raised in a Southern Baptist church. I sing in the choir; I'm a deacon; and I've taught 7th grade Sunday School for 20 years. I feel like I relate real well to the middle school kids because I treat them all day long. Also, I became a Christian when I was in 7th grade, so it's a real special age to me. And that's the age nobody wants to teach, with boys, because they're testosterone-poisoned, and they're rambunctious, and their attention span is short. The parents really appreciate that I seem to be able to get them to be quiet, behave and teach them something. So I just feel like it's a calling.

Clockwise from left: Joseph III, Katelyn, Ben, Joe II, and Kathy Gibson.



Joe and Kathy enjoy a ball game.

Tell us about your involvement with Aquarium development?

I approached Chester again, telling him the current products on the market in this category were satisfactory, but they weren't really keeping up with technology as well as they could. My feeling was that there was a market for a more advanced patient communication tool, and that Dolphin would do a great job with it. So he asked me to be on the advisory board, and to write down initially what we wanted to see, and then we took it from there. But anyway, as usual, Chester took it, ran with it, and now it's becoming the state of the art and what other products are measured by. I feel fortunate and blessed that I met Chester and that he likes and respects what I have to say. ■



Aquarium plays all afternoon in the waiting room at Gibson Orthodontics.

Dolphin 3D and Oral and Maxillofacial Radiology Practice

By Allan G. Farman and William C. Scarfe
 Division of Radiology and Imaging Science, The University of Louisville
 Department of Surgical and Hospital Dentistry

Dolphin 3D provides an excellent DICOM reading software that can be used to read DICOM format image datasets from CBCT systems from different manufacturers. It also provides significant advantages in providing more advanced segmentation and viewing protocols than are generally provided by the manufacturers of CBCT systems. Further, there are refined analytic tools for cephalometric analysis and for accurate measurement of the airway. In other words, Dolphin 3D is a very valuable software for all professionals who are likely to receive image datasets from CBCT systems and other advanced imaging modalities made by a variety of manufacturers. It is a useful tool for Oral and Maxillofacial radiologists who provide reading services to evaluate image volumes for unsuspected pathoses.

In private practice, the authors use four different CBCT systems from three different vendors (i-CAT classic and i-CAT next generation – Imaging Sciences International, Hatfield, PA; Kodak 9000 – Practiceworks, Atlanta, GA; Skyview – MyRay/Cefla, Imola, Italy), but the image datasets that are exported can all be viewed using Dolphin 3D with importing taking only a few seconds in each case. Patients are referred from practitioners representing most of the various specialties of dentistry as well as general practitioners who perform advanced procedures. The i-CAT systems are our major workhorses with the Kodak 9000 being used principally for high resolution small FOV tasks, primarily in the service of endodontics. We will be embarking on sleep apnea trials using the Skyview to determine whether there are advantages in having such patients supine during imaging.

Further advantages of 3D software

In addition to our own local production, we have read image datasets from centers geographically remote to our location, and these image datasets have been generated from a wide range of CBCT systems including those previously mentioned and also various generations of the NewTom (QR/AFP, Verona, Italy), Iluma (Imtec/3M, Ardmore, OK), 3D Accutomo (J. Morita Corp., Kyoto, Japan), Galleos (Sirona Corp, Bensheim, Germany), Scarora 3D (Soredex/Palodex, Helsinki, Finland) and Promax 3D (Planmeca Oy, Helsinki, Finland). This is where Dolphin 3D is a very useful software as it can be used to open the datasets from all of these companies among others.

For all of these CBCT datasets, Dolphin 3D permits the display and report output of contiguous sections through the jaws and also permits the color coding of the mandibular canals. This is very valuable for planning dental implant placement and also for planning extraction of impacted mandibular third molar teeth. This can be combined with video clips of the same structures in 3D gradually clipping the jaw structures to demonstrate relationships between structures that the surgeon will face at operation. We have also had clinicians visiting with DICOM datasets on CD removable media containing suboptimal at best and unusable at worst image viewers. Taking the DICOM file(s) from the CD and uploading the images in Dolphin 3D provides excellent anatomically correct views of the condition to be treated (Fig.1). The images can also be displayed as

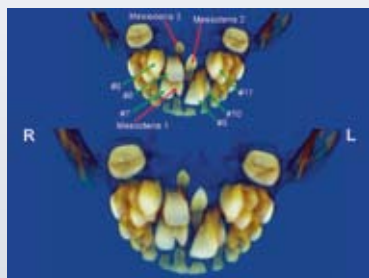


Fig 1

traditional CT slices in all three orthogonal planes and it is this format that is used for the careful review of the full image data for unsuspected pathoses that can have great health consequences for the patient, and can potentially lead to liability on the part of the dentist if not detected. Such findings then can be displayed using the special segmentation tools of Dolphin 3D (Fig. 2-4). Of eight subjects' images in San Francisco in the 2007 "Education in the Round" session, seven had significant reportable incidental findings.⁴ In the population imaged in our private practice, the detection of carotid area calcifications consistent with atherosclerotic plaque exceeds 10 percent of those imaged.

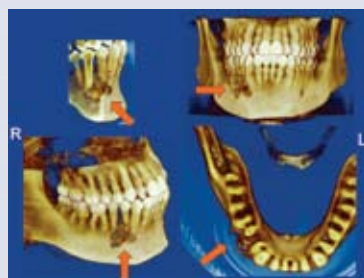


Fig 2

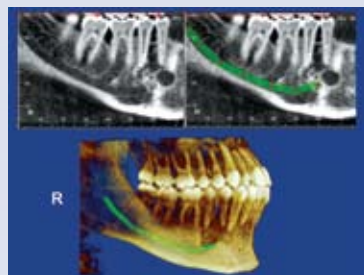


Fig 3

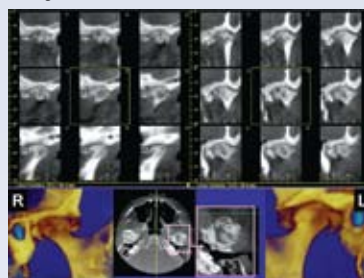


Fig 4

Fig. 1. This case of multiple mesiodens was provided to the clinician as an image dataset with a viewer that did not have 3D functions. When the DICOM files were extracted and viewed in 3D using Dolphin 3D, the relationship of the supernumerary teeth to the regular teeth and surrounding anatomy became clear to the clinician who was then better informed to perform the necessary operation.

Fig. 2. An incidental radiographic at dental examination finding of a 47 year old male patient led to referral for CBCT. Dolphin 3D reconstructions clearly demonstrate the position of this multilocular lesion that has breached the buccal cortical plate. This proved on histopathology to be ameloblastoma.

Fig. 3. Further examination of the case illustrated in Fig. 2 (again using Dolphin 3D) demonstrated the intimate association between the tumor and the mandibular canal in the region of the right mental foramen.

Fig. 4. Asymptomatic severe bilateral degenerative disease of the temporomandibular canals was clearly shown by the i-CAT XoranCAT proprietary software (upper views showing parasagittal slices of the TMJ); however, Dolphin 3D provided excellent 3D renditions of the situation that were helpful to the surgeon. This was an incidental finding in a patient imaged for dental implant planning.

Fig. 5. Dolphin 3D rendition of a dried skull used by Brown et al.¹⁰ for establishing the accuracy of i-CAT CBCT using this software application.

Fig. 6. Airway segmentation using Dolphin 3D v.11 to automatically determine the narrowest cross-sectional dimension. This approach has been used for evaluation of the effectiveness of mandibular advancement devices in the treatment of sleep apnea patients.

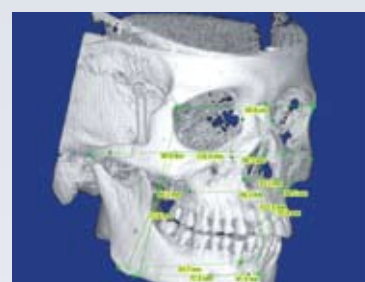


Fig 5

of basic studies with our students and these have shown that measurements with CBCT images reconstructed through Dolphin 3D are likely to be no more unreliable than repeat direct measurements of anatomic specimens (Fig. 5).⁷⁻¹⁰ Dolphin

Imaging also followed our request for certain specifications for measurement of the upper airway, specifically the determination of the narrowest point and the determination of the cross-sectional area (Fig. 6). This could then be used to determine the effects of mandibular advancement devices on opening the airway in patients with known sleep apnea.¹¹ This tool is now part of the released Dolphin 3D v11.

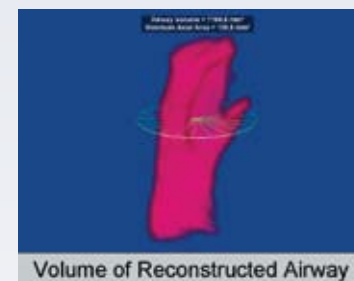


Fig 6

In conclusion, Dolphin 3D has universal applications for examination of DICOM image datasets from CBCT systems. It is an enabling tool for Oral and Maxillofacial Radiologists and for all individuals who need to read images from diverse CBCT systems.

Please visit www.dolphinimaging.com for the expanded version of this article and the list of references.



Allan G. Farman
 BDS, PhD, MBA, DSc

Dr. Farman is Professor of Radiology and Imaging Science, Department of Surgical and Hospital Dentistry, at the University of Louisville School of Dentistry in Kentucky. He is a Diplomate both of the American and Japanese Boards in Oral and Maxillofacial Radiology. Dr. Farman is also ADA Representative to the international DICOM Standards Committee, both President Elect and Scientific Editor for the American Academy of Oral and Maxillofacial Radiology and Founder and Organizer of the International Congress on Computed Maxillofacial Imaging. He may be reached at agfarm01@louisville.edu.



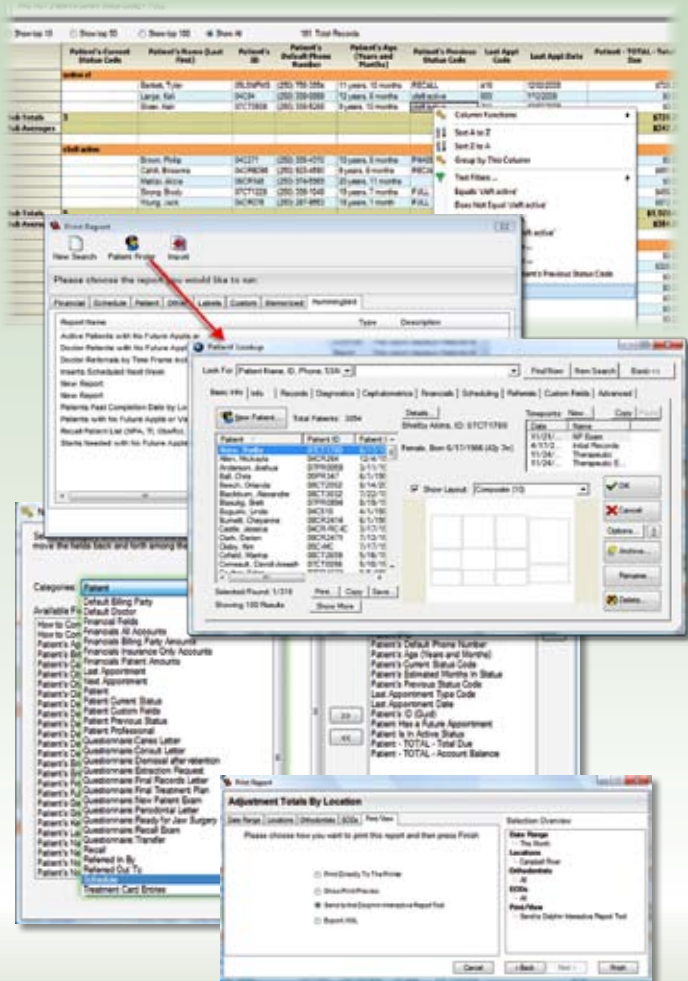
William C. Scarfe
 BDS, FRACDS, MS

Dr. Scarfe is Professor of Radiology and Imaging Science, Department of Surgical and Hospital Dentistry at the University of Louisville School of Dentistry in Kentucky. He is a Diplomate of the American Board in Oral and Maxillofacial Radiology. Dr. Scarfe is Treasurer for the American Academy of Oral and Maxillofacial Radiology and North American Representative to the International Association of DentoMaxilloFacial Radiology. He may be reached at wscar01@louisville.edu.

Send us your Wish List! What topics would you like to see covered in our Tips & Tricks column? Email your ideas to editor@dolphinimaging.com.

Product Highlight: Dolphin Interactive Report Tool

11 Cool Facts about DIRT



Dolphin Management 4's new Dolphin Interactive Report Tool, a.k.a. DIRT, gives you almost unlimited power to extract an infinite combination of data from your Dolphin Management and Dolphin Imaging Systems for custom reports, communications, and even clinical research.

DIRT is a database search and filter program designed to let you collect data by any combination of criteria—and then filter the information just as comprehensively. More than 400 'search' fields give you complete control of the output to produce quick, clean, custom reports specific to any purpose or need, making DIRT one of the most empowering features of Dolphin Management 4. In the spirit of collating quick data, we've compiled a Top Eleven Cool Facts about DIRT: (There was too much DIRT to just stop at 10...)

1. Select the data you want from a list of over 400 fields.
2. Filter report to find specific information.
3. Group your columns any way you want for easy-to-read subtotaling.
4. Rearrange columns with a click-and-drag on the column header.
5. Choose the columns you want to average or total.
6. Get new power out of standard reports. You can now pull Dolphin standard reports into DIRT to further modify the data in ways you never could before.
7. Work with your data by right-clicking on a patient name to jump to screens of your choice without having to reselect your patient, or having to re-run your report to continue working with the next patient.

8. Save your custom report to easily run it again.
9. Print labels directly from your results screen after you've filtered the data the way you like it.
10. Send the results to the letter batch.
11. "Export" to easily share your reports with other Dolphin associates and colleagues.

Reaching pay DIRT is easy:

Choice #1: Go to the "Reports" menu, select "Reports/Searches" and click "New Search." DIRT will open in a new screen where you will be prompted to pick and choose the criteria—or fields—for your custom report. The fields are broken into categories, each having field information about that patient. What's important to know about the Dolphin Interactive Report Tool is that all of the fields are linked together!

Choice #2: Run a Standard Dolphin Management report and choose "Send to the Dolphin Interactive Report Tool." Once it opens you can make it your own by customizing it almost any way you want!

Choice #3: Click "Patient Finder" to open the Dolphin Imaging "Patient Lookup" screen to enter the criteria you are interested and choose "OK" to send the selected patients to DIRT. Dolphin Imaging's Patient Lookup screen has a variety of powerful filters built-in.

DIRT is a wonderfully simple and yet powerful tool to help you find out more about your patients and your practice. And now you have the DIRT on Dolphin!!!

Dolphin 4 will be the last update to support Windows Server 2000 and SQL Server 2000.

DigiKnow?

Dolphin now accepts American Express!

Current and future Dolphin users around the world rejoiced at the announcement this fall that Dolphin now accepts American Express for all transactions, including support contracts. ■



Arnett Foundation meets in San Diego

"The Arnett Multidisciplinary Foundation Meeting had 65 attendees and 25 speakers representing six different countries," reported the host of the event and founder of the

Center for Corrective Jaw Surgery in Santa Barbara, California. "The word was spread unanimously that the meeting was an excellent educational experience." Joining the roster of expert speakers were longtime Dolphin customers Dr. Dona Seely, Dr. Eduardo Sant'Ana, Dr. Nico Vrijens, Dr. David Way and Dr. Julio Cifuentes. ■



Dr. James Mah and Dr. Julio Cifuentes at the Arnett Foundation Meeting in San Diego in January.



After a long, brain-cooking day at the Arnett Foundation Meeting in San Diego, Ken Gladstone, Dolphin manager of imaging software products, cools down with an Aqueduct AqueCool rapid surgical recovery system, from <http://www.aqueductmedical.com>.

Dolphin presents at meeting of the Kansas City Society of Orthodontists

Chester Wang took a quick trip to Kansas City, Missouri, mid-January to present at the meeting of the Kansas City Societies of Orthodontists. He and Craig Dial, DRT, of DDI Imaging Labs in Sacramento, California, provided an update on the cone beam CT landscape in the dental profession to a gathering of oral surgeons, orthodontists and periodontists at the 2-day seminar titled "A Team Approach to 3-D Imaging." Also presenting was Dr. Scott Bolding, oral maxillofacial surgeon of Fayetteville, Arkansas, on the state-of-the-art surgery procedure called "Accelerated Surgical Orthodontics." ■

What's New at Dolphin

Continued from p.1

Dolphin tech support now offers Live Chat

Live Chat



Dolphin technical support has implemented a new Live Chat service that allows users to connect directly with a support representative via instant messaging technology. Now, in lieu of picking up and dialing the phone, Dolphin customers have the option of accessing the same personal, competent support staff in an instant message. For more details and to try it out, visit www.dolphinimaging.com and click on the "Live Chat" icon on the top right. ■



Dolphin Training Webinars

Dolphin is now offering free live webinars on specific programs, features and functions. Current webinar topics include Dolphin Management 4; Dolphin Interactive Report Tool; Tooth Chart; and Zuelke Financial Expert. The roster of topics expands regularly, with Dolphin Imaging webinars to come soon. All webinars are conducted

by a certified Dolphin Trainer. Visit www.dolphinimaging.com or email training@dolphinimaging.com for details and a current schedule. ■



Classical flautist Heidi Torvik from Dr. Marc Lemchen's office played a duet with Chester Wang, on bass, at the Friday Night Party.



Attendees flocked to the always popular Hands-On Camera class.



Chester introduced the on-site staff during Opening Remarks.



Eager attendees kept Dolphin technical staff busy in the all-day Computer Lab.

Dolphin celebrates another successful user meeting!

More than 400 Dophins traveled to New Orleans the first weekend in March to brush up on their software skills; get a sneak peek at the latest and greatest Dolphin releases; and meet and mingle with their colleagues in all echelons of the dental community. In true Dolphin tradition, there was lots to learn and plenty of partying.

The Big Easy welcomed Dolphins with perfect weather, fine cuisine, and live music at every corner. Attendees had plenty of after-hours activities to choose from in the thriving Crescent City: the Riverwalk Marketplace; Bourbon Street; Harrah's Casino; and an IMAX Theater all within walking distance ensured that no one had a quiet evening. The Sheraton New Orleans meeting site offered sweeping views of the Mississippi and the French Quarter from nearly every window.

Classrooms were teeming with attendees eager to learn proprietary concepts from industry experts, plus tips, tricks and tutorials from Dolphin staff. The Dolphin Legend Series had three namesakes represented at the meeting:

Dr. Ron Roncone and Mr. Paul Zuelke each shared their insights with keynote classes, while other presenters included Ms. Karen Moawad, Dr. Viren Patel, Ms. Jodi Peacock, Dr. Rolf Faltin, Dr. Myron Tucker, Ms. Lori Garland Parker, and Ms. Charlene White.

Opening Remarks

Chester Wang, managing director, kicked off the three-day event with grateful acknowledgment of all who supported the Dolphin Meeting by traveling, attending and contributing. After sharing his thoughts of the past and year and hopes for the future of Dolphin, he gave a group introduction of the Dolphin staff.

Chester passed the podium to Todd Blankenbecler, vice president of sales, who explained the progress of the Zuelke Financial Expert and assured everyone that its release is imminent. Next, Dewitt Blankenship, lead Dolphin Management software developer, gave the crowd a tour of some new features in Dolphin Management 4.5, receiving rounds of applause when demonstrating the drag-and-drop scheduling function.

Ken Gladstone, manager of imaging software products, then took the stage to demonstrate the nifty new capabilities of Aquarium 2.

Ken announced that Dolphin Imaging version 11 is officially out of beta phase and is currently in Public Release Candidate status, available to anyone on a current support contract. Contact Ken for more information of getting updates. ■



Dr. Viren Patel shared his secrets for thriving during a weak economy, stressing that one of the biggest problems today is not lack of ideas, but implementation. "When I take my staff to a course I always schedule two days off the following week to give us time to discuss what we've learned and how we will implement what we've learned."



Ms. Jodi Peacock shared her strategies for Reaching a New Generation.



Dr. Myron Tucker presented on The Challenges of Multidimensional Treatment Planning and Prediction for Orthognathic Surgery.



Dr. Rolf Faltin demonstrated how he uses the full Dolphin product line to optimize communication, relationships, and efficiency in his practice in Sao Paulo, Brazil.



Ms. Charlene White explained the finer points of DICEE and how this revolutionary method can help you create positive talk about your practice around town.



Dr. Ron Roncone presented on Now More Than Ever, it's Important to Run Your Practice Like a Business.



Ms. Karen Moawad presented on Performance, Dolphin Style! She also announced that the Hummingbird Monthly Information Sheet is now available in Dolphin 4.



Mr. Paul Zuelke warned attendees not to "confuse money with integrity, because there is no connection" in his presentation on Using "Internal" Credit Granting to Increase Productivity and Profitability.



Dr. Robert Hurst presented on his book Life's Fingerprint, and explained how understanding birth order can help you staff your practice and deliver better patient care.



Hurricane, New Orleans Style

1 oz white rum
1 oz Jamaican dark rum
1 oz Bacardi® 151 rum
3 oz orange juice
3 oz unsweetened pineapple juice
1/2 oz grenadine syrup
crushed ice

Telephone Dolphin from anywhere around the world free of charge!
For instructions, visit www.dolphinimaging.com/contact.html

Come join Dolphin at the following Industry Events:

April	May	June
1 CSOMS Westbrook, Connecticut United States	2-5 AAO Boston, Massachusetts United States	12-14 Colorado Summer Meeting Vail, Colorado United States
2-4 Dolphin Users Meeting New Orleans, Louisiana United States	7-9 RWISO Boston, Massachusetts United States	19-20 3rd International Congress on 3D Chicago, Illinois United States
5-7 WSO Sheboygan, Wyoming United States	10-12 CAOMS Las Vegas, Nevada United States	July
21-26 SSOMS Los Suenos, Costa Rica	15-17 CDA Anaheim, California United States	31-1 GORP Minneapolis, Minnesota United States
23-25 IAO Annual Meeting Louisville, Kentucky United States	21-24 AAPD Honolulu, Hawaii United States	
20 - 25 American Cleft Palate-Craniofacial Association Scottsdale, Arizona United States	28-31 McLaughlin [3:2] Toronto, Canada	

Dolphin Team Summit

Worldwide Dolphin staff will be participating in an off-site team-building retreat during the fourth weekend of July. **Please note that on Friday, July 24, 2009, our office and support phones will be closed.** If you do experience a true emergency and need to reach someone, please call our regular tech support line: 800.548.7241.

Coming Next Issue!

July 2009, Volume 22/Issue 3

- Find out what's new in support!
- Meet Chatsworth Headquarters!
- Check out the new Charlene White's SOS module!
- Would you like to receive the e-version of Echoes? Please add editor@dolphinimaging.com to the white list in your email account.

Calendar

Visit www.dolphinimaging.com for more events