

Care is the universal language!

As a dentist, my passion is to inspire and motivate patients to achieve better dental health. My team and I strive to do this every day, all day. It's WHAT we do.

And sometimes — an unexpected event gives us a sense of clarity in the moment so we truly grasp WHY we do what we do. We care for patients because it gives us purpose.

Last fall, my team and I were about to begin our lunch hour when a German tourist entered our office holding a bloody napkin to her face and some teeth in her hands. In broken English, she asked for help.

Gerlinde was visiting from Germany and had tripped on Lombard Street. She had broken her bridge, and her actual front teeth completely came out — roots and all! Although confused and panicked, her husband took out his iPad and googled “dentist.” My name came up.

An emergency call to immediate action needs no language. The patient sensed that we were ready to help as we quickly put on our clinical gowns and rushed her into our operatory.

Time was of the essence. After grabbing a special solution important to enhancing the chance of reattaching her teeth, we stabilized them and explained, in our slowest and most explanatory English, what might happen now. We gave her all the information about the procedures we performed so that she could inform her dentist when she arrived back in Germany in several days. Afterwards, there was not much talk, but sighs of relief, and a lot of smiles and hugs.

Months later, we received a lovely message and this photo. Here is an excerpt:



“At the end of October 2014, I wrote to you from Germany that my dentist was very excited by your excellent work, and that the re-implanted tooth root had begun to grow in. My dentist told me at each of the following visits that I have to be thankful for your quick and decisive action. Now, all of my dental work is completed. The tooth roots were preserved, and the attached photos show my beautiful new smile with new crowns. Now, at the end of the treatment, I feel the need to thank you and your team once again very, very much for your excellent work.”

This is the power of the unexpected.

These kinds of events push us beyond our motivation to help people achieve dental health— and this dramatic story underscores the importance of caring and the ability we have to change people’s lives — and inspire them.

--Dr. Cynthia K. Brattesani