

# **PRACTICAL CLINICAL COURSES**

A Service of the Gordon J. Christensen  
Career Development Program

## **V4710 Take Your Practice Back: Survive & Thrive in the New Economy**

Gordon J. Christensen, DDS, MSD, PhD

### **Materials Included**

C.E. Instruction Sheet  
Products List  
AGD Post-Test

**Gordon J. Christensen**  
**PRACTICAL CLINICAL COURSES**

**PROCEDURE FOR RECEIVING**  
**ACADEMY OF GENERAL DENTISTRY**  
**AND STATE CREDIT**  
**FOR CE VIDEOS**

1. Complete the enclosed Post-Test.\* For each **CE Video Purchased**, one test is included. If additional tests are needed, the following fees will apply: \$25 per test for 1 additional dentist; \$20 per test for each auxiliary (dental assistants, hygienists, lab technicians - no limit on auxiliary tests). Fees can be paid either by check or credit card when tests are submitted to Practical Clinical Courses.
2. Complete the demographic information located at the end of the test.  
**Type of Credit:**
  - a. If the applicant selects "AGD," PCC will send notification to both the applicant and the Academy of General Dentistry. (The AGD will also notify applicant of credits earned by printout information.)
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  - c. If the applicant selects "Both," PCC will complete a. & b. above.
3. Return the **Post-Test portion** via mail, fax, or email. Our contact information is as follows:

**Practical Clinical Courses**  
**3707 N Canyon Road**  
**Suite 3D**  
**Provo, UT 84604**  
**Fax: (801) 226-8637**  
[info@pccdental.com](mailto:info@pccdental.com)

4. Practical Clinical Courses will correct the Post-Test. **Passing scores are 70% or higher.**

***\*TO OBTAIN CE CREDIT ONLINE:*** Login or create an account on [www.pccdental.com](http://www.pccdental.com) and select "My CE Tests" from the left-side menu. Click on the video title to take the test online. **RESULTS ARE IMMEDIATE.** Missing the test? Contact us at 800-223-6569 during our business hours of 7:00 a.m. – 5:00 p.m. MST to add it to your account.

Gordon J. Christensen  
**PRACTICAL CLINICAL COURSES**  
*Sources of Products Discussed in*  
**V4710 Take Your Practice Back:  
 Survive & Thrive in the New Economy**  
 Presented by: Gordon J. Christensen, DDS, MSD, PhD

<b>Product Name</b>	<b>Company Name</b>	<b>Phone Number</b>
<a href="#">3M Triple Layer Molded Face Mask 2042F</a>	3M	888-364-3577
<a href="#">Bio-Flex Blue Nitrile Gloves</a>	Bio-Flex	800-755-4588
<a href="#">BioSURF</a>	Micrylium	800-489-8868
<a href="#">Cascade White Air Purifier</a>	Surgically Clean Air	<a href="mailto:info@scadental.com">info@scadental.com</a>
<a href="#">Cavitron Select SPS Ultrasonic Scaler</a>	Dentsply Sirona	800-263-1437
<a href="#">Critical Cover PFL N-95 Particulate Respirator</a>	AlphaProTech	800-749-1363
<a href="#">E.N.T. Head &amp; Neck SurgeryPack</a>	Salvin Dental Specialties, Inc.	800-535-6566
<a href="#">enMotion</a>	Georgia-Pacific Pro	866-435-5647
<a href="#">Le Soothe Sapphire Polychloroprene Powder Free Exam Gloves</a>	SmartPractice	800-522-0800
<a href="#">LeCLOTH</a>	Micrylium	800-489-8868
<a href="#">Men's Warm-Up Jacket #7551</a>	Landau Uniforms	<a href="http://www.landau.com">www.landau.com</a>
<a href="#">Optima</a>	Bien-Air Dental USA, Inc.	800-433-2436
<a href="#">PHANTOM</a>	Gordon Inc.	800-747-8954
<a href="#">Reflection Sapphire Sensitive Blue Nitrile Powder Free Exam Gloves</a>	SmartPractice	800-522-0800
<a href="#">SafeWear Jacket</a>	Medicom	<a href="mailto:sales@medicom.ca">sales@medicom.ca</a>

***Product names, the products themselves, and company names change rapidly. Please contact the companies shown to confirm current information.***

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 Toll Free (800) 223-6569 or Utah Residents (801) 226-6569

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## POST-TEST

### **V4710 Take Your Practice Back: Survive & Thrive in the New Economy**

1. Which of the following is recommended to conserve cash?
  - a. Lower your overhead
  - b. Call your bank and defer or reduce debts
  - c. Try not to accumulate credit card debt
  - d. All of the above
  
2. When returning to work, which of the following should your hygienists do?
  - a. Stop seeing patients over the age of 65
  - b. Educate your patients for potential treatment needs
  - c. Treat patients who test positive for Covid-19
  - d. Reschedule patients that were cancelled because of closure to 2021
  
3. Becoming an excellent leader requires good communication skills with which people?
  - a. Patients
  - b. Dental Team
  - c. Family
  - d. All of the above
  
4. Leadership characteristics of well-recognized leaders include all except:
  - a. positive mental attitude.
  - b. organization.
  - c. faith.
  - d. lack of time management.
  
5. Teamwork requires which of the following qualities?
  - a. Consistency
  - b. Empathy and Humility
  - c. Communication
  - d. All of the above
  
6. When looking to buy a new material, device or technology you should look for:
  - a. black market products.
  - b. expired materials.
  - c. faster, easier, better and lower cost characteristics.
  - d. higher cost because that infers higher quality.

## POST-TEST

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7. Steps for starting back to practice in the post-Covid-19 world include all except:
  - a. reappoint patients NOW.
  - b. treatment plan for only mandatory, high-cost treatment.
  - c. modify your current business plan with a crisis plan.
  - d. reinvigorate dental hygiene.
  
8. In becoming consumer driven, which should not be accomplished?
  - a. Listen to your patients
  - b. Treat emergency patients
  - c. Stop taking new patients
  - d. Recruit more hygienists if you have the patients
  
9. When accomplishing a Diagnostic Data Collection appointment, the dental assistant or hygienist should do all but:
  - a. diagnose and treatment plan.
  - b. chart existing restorations.
  - c. take radiographs as needed.
  - d. patient education.
  
10. Characteristics of protective clinical attire should have all except:
  - a. a high collar.
  - b. long sleeves with cuff.
  - c. short sleeves.
  - d. fluid-resistant qualities.
  
11. Which is not considered a high-aerosol environment?
  - a. Use of a Prophy Jet
  - b. Use of an ultrasonic instrument cleaner
  - c. Taking a panoramic radiograph
  - d. Cutting with a high-speed handpiece
  
12. Persistence of Coronavirus shows viability after 4 days on which surface(s)?
  - a. Plastic
  - b. Paper
  - c. Glass
  - d. All of the above

**POST-TEST**

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- 13. When caring for a small wound, Dr. Christensen recommends cleaning well, disinfecting with chlorhexidine gluconate, and placing which material to protect?
  - a. Topical anesthetic gel
  - b. Bonding agent of your choice
  - c. Super Glue (cyanoacrylate)
  - d. Gauze with surgical tape
  
- 14. Which of the following is recommended for use with Biosurf (Micrylium)?
  - a. LeCLOTH
  - b. Paper towel
  - c. Clorox wipe
  - d. Sterile Gauze
  
- 15. Which change(s) for post COVID-19 is/are expected?
  - a. Major increase in infection control policies
  - b. Greater involvement for online uses in all aspects of life
  - c. Increase in telehealth services in dentistry and other parts of medicine
  - d. All of the above

**PLEASE PRINT**

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**Dentist** (limit 1 additional dentist per video purchase): \$25

**Auxiliary** (no limit): \$20 for each auxiliary taking test