

**PRACTICAL CLINICAL COURSES**  
*A Service of the Gordon J. Christensen  
Career Development Program*

**X4785**  
**Driving Your Team to Optimal Performance**

Mark E. Hyman, DDS, MAGD  
Gordon J. Christensen, DDS, MSD, PhD

**Materials Included:**  
C.E. Instruction Sheet  
AGD Post-Test

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

**PROCEDURE FOR RECEIVING**  
**CE CREDIT FOR VIDEO COURSES**

1. Complete the enclosed Post-Test.\* For each **CE Video Purchased**, one complimentary test is included. Additional tests are \$35/person per test. Fees can be paid by check or with a credit card when submitting tests to Practical Clinical Courses. If more than 10 CE tests are required per video, please contact us at 800-223-6569.
2. Complete the demographic information located at the end of the test.  
**Type of Credit:**
  - a. If the applicant selects “State,” PCC will issue a certificate of verification to the applicant. The applicant must then submit this certificate to their state board to obtain credit.
  - b. If the applicant selects “AGD,” PCC will submit credit information to the Academy of General Dentistry. *The applicant may check their AGD transcript for verification – please allow 30 days.*
  - 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**  
[cetests@pccdental.com](mailto:cetests@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. – 3:00 p.m. Mountain Time to add it to your account.

## POST-TEST

### **X4785 Driving Your Team to Optimal Performance**

1. 75% of workers who left their jobs did so because of their boss.
  - a. True
  - b. False
  
2. We “out-listen” the competition when we ask, “Do you have insurance?”
  - a. True
  - b. False
  
3. Thinking outside the box is restricted to the doctor only.
  - a. True
  - b. False
  
4. Philosophically, we should take a before, during, and after photo on every patient.
  - a. True
  - b. False
  
5. Multiple curing lights adds an unnecessary expense to each operatory.
  - a. True
  - b. False
  
6. “Open to Buy” means all your dental financing patients who have been approved for interest-free financing but haven’t used it.
  - a. True
  - b. False
  
7. Trying to comprehensively treat all your patient’s restorative needs under sedation is not optimal care.
  - a. True
  - b. False
  
8. 50% of the top websites in the USA have lawsuits pending for violating the Americans with Disabilities Act.
  - a. True
  - b. False
  
9. The specialty in dentistry most vulnerable to AI disruption is Oral Radiology.
  - a. True
  - b. False
  
10. The specialty in dentistry least vulnerable to AI disruption is Pediatric Dentistry.
  - a. True
  - b. False
  
11. Automated patient confirmation and communication software is a trivial piece of software.
  - a. True
  - b. False

**POST-TEST**

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- 12. The pH of lidocaine is the same as water at 7.4.
  - a. True
  - b. False
  
- 13. Buffering of your local anesthetic will save your practice ~one hour/day.
  - a. True
  - b. False
  
- 14. A key barrier to team productivity is poor listening.
  - a. True
  - b. False
  
- 15. The doctor should not allow the team to stretch, grow, and learn.
  - a. True
  - b. False

**PLEASE PRINT**

Name \_\_\_\_\_

Name of video purchaser (if different from above) \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone No. \_\_\_\_\_

Email \_\_\_\_\_

Indicate which type of credit you wish to obtain:  AGD  State  Both

State License No. \_\_\_\_\_ AGD No. \_\_\_\_\_

Payment information  **Visa**  **American Express**  **Mastercard**  **Discover**

Card # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Expires \_\_\_\_/\_\_\_\_ CVV2-Code: \_\_\_\_\_

For each **CE Video Purchased**, one complimentary test is included. If you require CE tests for *staff members or additional doctors to receive credit*, the fee is \$35/person per test.

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