



PRACTICE PROFILE

DENTAL PRACTICE

Garwood Dental
North Bend, Washington

Kelly Garwood, DDS

OFFICE

Square feet: 3,500
5 operatories

EQUIPMENT AND TECHNOLOGY

- A-dec 311 Dental Chairs
- A-dec 511 Dental Chairs
- A-dec Dental Cabinets
- A-dec LED Dental Lights
- A-dec Monitor Mounts
- A-dec/W&H Handpieces
- Air Techniques AirStar 50 Compressor
- CEREC AC & MC XL
- Eaglesoft Practice Management Software
- Midmark M11 Sterilizer
- Porter Mobile Nitrous Cart
- Progeny Intraoral X-rays
- RamVac Bulldog QT Dry Vac System
- Schick Elite Sensors
- Schick Intraoral Camera
- Sirona Orthophos XG 3D^{ready} Digital Pan

*This practice is a Patterson Advantage®
Diamond member.*





Reaching the Peak

Kelly Garwood didn't have to move mountains to open her practice in a new office. It just looks like she did from her operatories.

That's because Mount Si, a mountain in the Cascade Range, towers over Garwood Dental's backyard in North Bend, Wash. Though the new space is a mere three blocks from her previous practice, it appears worlds away. While Mount Si is omnipresent in North Bend, a small, idyllic town of about 6,000 residents, it's even more noticeable from within Garwood's practice.

"It sounds obvious to say it, but we have a mountain in our backyard," said Garwood, DDS, a North Bend native. "Naturally, we wanted to capitalize on the patients being able to see the mountain. The first thing we did was lay out all the operatories so that all of them would have a fantastic view. Once those were laid out, the other working parts of the building just fell into place."

The way home

After graduating from dental school, Garwood practiced in the Navy, moving multiple times. During that period, she met her now-husband, Troy. Though he was not from North Bend, Garwood started to get ideas about moving back home and bringing him along. "There's a great sense of community here, so when the opportunity to come back presented itself, we jumped at it," she said. "I really enjoy practicing here."



It was 2004 when she bought her first practice in North Bend. Garwood was the third dentist to practice in the space, which had been built in 1982. For a few years, it was exactly what she needed. Then, it started to grow dated. She considered staying in the same space and revamping it, but ultimately started to look for new locations. "This is a really close-knit town, so I knew I wanted to stay," Garwood said. "It wouldn't be >>



the same for my patients if I moved even to the next town over, and I wouldn't have wanted to leave anyway."

The space she selected may have been the unlikeliest.

Built in 1939, it first hosted North Bend's phone company. Aging residents of North Bend still remember coming in to pay their phone bills at 142 Main Ave. N. Later, it hosted a Montessori school, but it was in rough shape when Garwood first looked at it. "It had taken a toll over the years and become a bit of an eyesore," she said. "We weren't sure about its potential when a friend first pointed it out to us. In fact, we were skeptical. But we took a closer look and realized it could be perfect."

Starting fresh

In order for the building to house a dental practice, significant structural changes were needed. Walls were moved and new beams were added. It gave Garwood the best of both worlds: an existing structure that she didn't have to build from the ground up, and a fully customizable interior.

"It was like a blank slate," she said. "Every treatment room has a giant window looking out at the mountain, and we were also able to add a great overhead crawl space that has made it easy to plumb and put anything where we wanted it."

There were only a few non-negotiables for Garwood in establishing her practice's floor plan. One was developing left-handed friendly operatories, as Garwood herself is left-handed, as are several of her staff members.

"My old office only had an exit on my assistant's side, on the right-hand

side of the chair. That was very cumbersome anytime I needed to leave and do a hygiene check in another room," she said. "My rooms are completely ambidextrous now. Anyone could come in and work there, left- or right-handed. Everything can be switched back and forth really easily. That was my biggest goal. It's been a big deal for all of us."

An advantage to moving to a new facility was that Garwood was able to stay open in her old practice until the day before she moved. The construction process was smooth, and the move happened on time and without much ado. Garwood's husband, Troy, served as a project manager and worked closely with Patterson Dental team members to keep everything on schedule.

"He did a really great job of quarterbacking the whole process," said Bill Jones, Patterson territory representative. "We had a plan in place early on and the whole process, as far as execution, went pretty much flawlessly. A lot of people went above and beyond to make this happen."

The right equipment

Because it had long been a goal of hers to practice in a revamped space, Garwood had started to purchase new A-dec equipment in the years leading up to the move. When it was time to move, she supplemented it with the remaining pieces of the puzzle – and a digital



pan, the Sirona Orthophos XG 3D^{ready}. "I love my digital pan," she said. "It is so awesome. It's clear and fast, and there's never been even a question of whether we should use it. From the day we got it, everyone has adjusted to it so well."

The previous owners of her practice installed A-dec cabinetry when it was built in 1982 – and it stood the test of time for more than 30 years. Garwood had admired its durability and already was considering A-dec cabinetry when she visited the company's headquarters in Newberg, Ore., for an A-dec Educational Experience.

"They showed us all the ins and outs of the A-dec cabinetry and we got to see how it was made," she said. "It was really an eye-opening experience to see the culture there, meet the employees, hear them talk about the company. Not to mention how helpful it was to see how many different configurations and choices they have."

Visiting A-dec clinched Garwood's decision to add ICV vacuum-line cleaning technology, which integrates directly into A-dec cabinetry. At only two minutes per cycle, ICV cleans lines quickly and efficiently. That's not the only impact the visit had on her operatories. Being able to see fully configured A-dec operatories on-site helped Garwood get a better idea than she could by looking at a catalog, both in terms of potential color schemes and seeing the power of LED lights.

"It's hard to see what the little tiny tabs of color are going to look like on a bigger scale, so it helped to see it in the room," she said. "You could get a better idea for the theme and feel you wanted, and the round versus square countertops. I also had never seen the LED lights in person before, and you can't see that from a catalog. It's a giant head and it focuses it to the size of a mouth. A catalog doesn't do it justice. You need to be in person to see that."

A big difference

By moving, Garwood Dental jumped in size from 2,000 square feet to 3,500, and that allowed for growth in almost every area. From the waiting room to the break room and throughout all the operatories, there is more space than before. It's particularly noticeable when team members are having conversations with patients in the operatories.

"Our old office was really open, and you could hear every conversation everyone was having in any chair," Garwood said. "This is so much quieter, more relaxed, and more private. Patients tell us they feel more comfortable because they felt like people could hear everything they were saying in the old office."

In addition to the soothing layout, the view of Mount Si can be a calming influence for the practice's patients. The layout has also made a difference for Garwood's team members. She knew dual-entry operatories and a focus on left-handed workflow would make things smoother, but it's also made her staff more comfortable. An improved ergonomic structure means Garwood's team says their bodies feel better at the end of the day. >>



Of course, Garwood herself reaps some of the benefits of the new space – she added a private office that she didn't have in her old space. She has surprised herself by not taking advantage of the private office, though she said it's with good reason.

"It's really nice to come to work," she said. "It's so pretty. I have this brand new private office, which I've never had before, but I never use it because I sit at the extra space we have at the front desk. From there, I can look out at the mountain. It's lovely for me, too. I'm really glad we did it." **PT**



From left to right:
Don Rader, Paul Stimach, Bill Jones, Bill Neal, Bob Pattillo and Dr. Kelly Garwood

PATTERSON TEAM

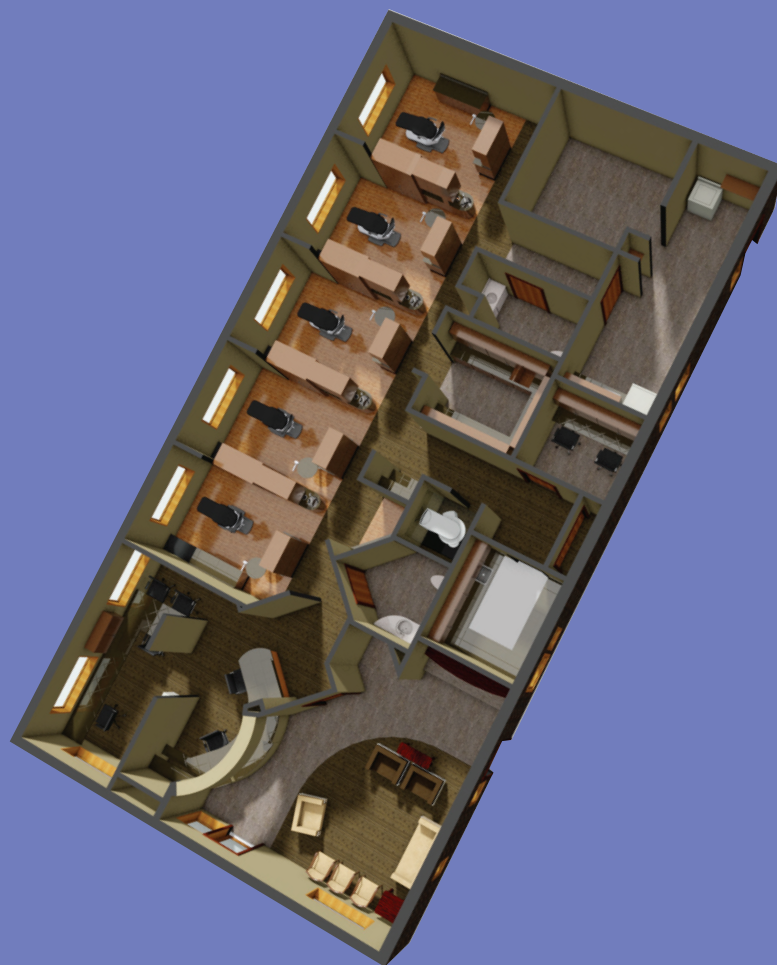
Bill Neal, *Branch Manager*

Bill Jones, *Territory Representative*

Bob Pattillo, *Equipment Specialist*

Don Rader, *Service Technician*

Paul Stimach, *Service Technician*



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