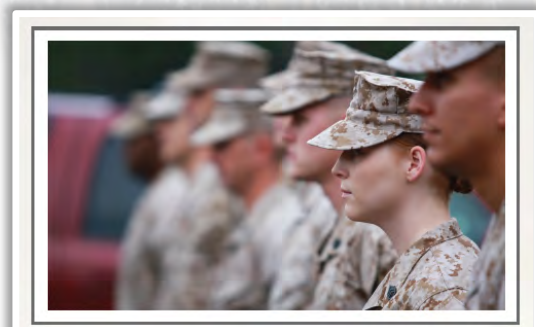


# OPERATION STAND DOWN START-UP MANUAL PACKET



## Included in the packet:

- Start-up manual instructions
- Sample documents and event forms
- Sample posters
- 2013 Operation Stand Down article in the Journal of Indiana Dental Association



Veterans **Free Dental Screening.**

## Contact Info:

**Email:** [icdusa-section@usa-icd.org](mailto:icdusa-section@usa-icd.org)

**Website:** [www.usa-icd.org](http://www.usa-icd.org)

>Serving Others (dropdown tab)

>Operation Stand Down (tab)

*Serving those who served you.*

Endorsed by:



*Dr. Fridh, thank you for serving others!*

## Operation Stand Down Start Up Manual

As of fall 2015 we have conducted five veteran dental screenings in four counties in Indiana. We have screened and treated 350 veterans and provided about \$750,000 worth of free dental care. What's really cool is the number of dentists and volunteers who continue to ask me when we will do it again.

Here's how we get started:

Choose who is Heading OPSD. The local Operation Stand Down Leader will be delegating and leading your team at least 2 months prior the dental screening day. Will follow a time line given leading up to the screen day. He/ She makes all formal decisions, locations, organize teams, gather volunteers, advertisers, etc.

1. Location, Date, and duration of Screening
  - a. We chose the community health center for our screening.
    - i. At that location we have:
      1. 5 operatory rooms, a panoramic x-ray
      2. a large community room (where volunteers could help with necessary forms)
      3. 2 reception areas (one to enter the system and the second for the patient to visit with our staff and other vets while enjoying a snack before leaving.)
    - b. We hold ours on Saturdays from 8AM-1PM
      - i. Saturdays generally have open parking lots and plenty of space for patients and volunteer's to park.
2. Volunteers
  - a. We need volunteer's before we reach out to veterans.
    - i. First approach the county dental association and secure the volunteer dentists.
    - ii. Second talk to your dental professional peers
      1. Tell them your plan: To Provide cleanings, restorations, and extractions for U.S. Veterans in need of dental care at no charge to the vets.
        - a. Explain how you will distribute the veterans for adoption into each dentists practice
      2. 22 dentists volunteered for our first program, therefore we set a cap of 200 patients for our first try. (We only got 88, but it was a great turnout)
3. Forms
  - a. The hospital attorney reviewed all of our forms to assure the administration liability was covered.
    - i. All veterans need to fill out the following forms at the day of the dental screening. Welcome team members will be stationed at the registration desk in order to assist and direct patients.
      1. Personal information
      2. Health History
      3. Dental Exam & Treatment Plan
      4. Liability Release

5. Standard Hipaa Form
4. Advertising
  - a. All advertising, snacks for veterans and volunteers were donated by the hospital foundation.
    - i. Phone and/or email all of the Post Commanders informing them of the event.
    - ii. Put up posters in all VFW and American Legion Posts.
    - iii. Create a Facebook event.
    - iv. Place an announcement in local newspaper
5. Reaching Veterans
  - a. Veteran Screen Criteria:
    - i. Copy of their DD214 (Discharge Paper)
    - ii. Drivers License to show residence in our country
    - iii. lack of dental insurance
    - iv. no current dentist
    - v. income less than \$25,000. Honor system.
  - b. Locate the veteran service officer in your county. He will be helpful in assessing the approximate number of veterans needing help.
    - i. Advertise and promote the screening.
6. Assigning Patients
  - a. Setting up Patient Appointments
    - i. Set up an appointment number for interested veterans to call and get a time for the screening day.
      1. Make sure the Vet has all the qualifying criteria.
7. Screen teams (all volunteer's):
  - a. 5 Divisions of screen teams need to be developed to have an efficient and productive day.
    - i. Welcome Team
      1. Helps delegate vets with filling out forms
    - ii. Escort Team
      1. Escort vets from location to location
        - a. Each exam is only 15 min. This position has to be very strict on time to keep a productive patient flow.
    - iii. X-Ray Team
      1. To take panoramic image
        - a. Each panoramic is viewed by the Exam team and notes are added to the treatment plan.
    - iv. Exam Team
      1. 5 dentists and Chairside assistants to aid with the exam
        - a. At this time the treatment plan is written up for the vets future apt at their adopted dental office.
    - v. Farewell Team

## Operation Stand Down Start Up Manual

1. Refreshments are available for volunteers and veterans. At this time it is a great chance to thank our vets for their service and let them reflect on the day. It can be an emotional experience for both parties.
    - b. 22 dentists volunteered for our first program, therefore a cap of 200 patients for our first try.
    - c. Each Doctor was assigned 5-10 patients with 15 min intervals per patient.
      - i. Some vets just needed a cleaning others were dental disasters
  8. Treating Patients after their screening
    - a. Letter of Assignment
      - i. The patients each receive a letter from the OPSD leader indicating the office they were assigned and to call for an appointment.
      - ii. Each dentist gets a letter from the OPSD leader indicating the patient roster assigned to his/her office. Along with all the forms and radiographs taken at the screening.
    - b. Entering The OPSD Adoptive Office
      - i. Most offices conduct a short intro exam before, to assess the veteran's needs.
        1. All treatment is provided free of charge to all veterans. The original intent was to provide basic dental care to those veterans in need.
    - c. Going the Extra Mile
      - i. The outcome of helping these vets has been much larger than expected.
        1. A few root canals, crown restorations, dentures, and partial dentures were awarded at a very low or no fee depending on the dentist's decision to provide these services.
    - d. Long Term Patients
      - i. Most of the veterans have been adopted into these practices as their dental home where they continue to receive ongoing care at no charge for as long as they live in the area.
  9. Personal Achievement
    - a. Operation Stand Down has been a huge success. Treating veterans in need and getting to know and help them with necessary dental care. This is an opportunity for all of us to give back in our own communities. Several dentists and volunteers continue to ask me when we will do it again.



# Indiana University Health

November 20, 2012

Dear Doctor,

Thank you very much for agreeing to participate in Operation Stand Down for our La Porte County veterans who have no dentist or dental insurance.

On Saturday November 10, 2012 88 veterans from four branches of military service were screened at IU Health La Porte Dental Center. The oldest veterans screened were 84 and the youngest was 28. The veterans were very appreciative of our efforts. They related that no one had ever really acknowledged them in an individual way, only group veteran functions.

The IDA sent two representatives to this event. They stayed for approximately four hours, taking pictures, conversing with the veterans, and interviewing screening dentists. The representatives were favorably impressed with the commitment of our participating La Porte County dentists and their helping our veterans in need.

At their screenings, our veterans received a panoramic radiograph and a dental examination. The veterans were informed that they will be assigned to a dentist who has graciously agreed to clean their teeth, fill decayed areas, and extract necessary teeth, all at no charge.

We found that most veterans need either a prophylaxis or gross debridement. Some veterans need some extractions and many need teeth restored, we have attempted to assign veterans to dental offices in their geographic locations. We also tried to assign simple cases along with more complicated cases.

Enclosed is information for each veteran, including health history, panoramic radiograph, charting, patient release of information form, demographic information, and doctor's notes.

The veteran has been instructed to contact your office for an appointment. Based on the information enclosed in the packet, the appropriate appointment can be made according to your office protocol. Because each office is managed differently you will need to determine how the veteran will best fit in to your protocol.

1. Evaluation and introduction appointment
  - a. The dentist and staff can meet the veteran and perform an exam to determine what procedures will be performed at no charge.
  - b. The dentist and staff can explain office policy and what the patient can expect at their next appointment.
2. Perform no charge procedures
  - a. Cleaning
  - b. Extractions
  - c. Operative dentistry
3. When all no-charge procedures are completed:
  - a. The dentist can review what has been completed.
  - b. The dentist can inform the veteran what else needs attention.
  - c. If veteran chooses to continue with advanced treatment, your normal office charges will apply.

When the veteran's treatment is completed a total dollar value for each veteran and final completion date should be submitted to me for analysis at the address or email below. The data that we collect for this project will be invaluable for reporting to inquiring dental and non-dental agencies about our program. This is a unique program that shows our support for needy veterans and demonstrates to the county, state, and country the commitment and dedication of La Porte County Dentists. This may become the pilot program for other counties in our state.

Sincerely,

Daniel W. Fridh, D.D.S.

[dan@drfridh.com](mailto:dan@drfridh.com) or 1200 Andrew Avenue La Porte, IN 46350



## Indiana University Health

November 27, 2012

To our valued Veteran,

We, at IU Health La Porte Hospital, IU Health La Porte Foundation, IU Health La Porte Dental Center, participating dentists, and volunteers would like to thank you for your service to our country. We also want to thank you for participating in our Operation Stand Down screening November 10, 2012.

At the screening, we saw 88 veterans from all branches of the service. The veterans ranged in age from 28 to 84. At your screening a panoramic x-ray was taken and one of our dentists performed an oral assessment. The panoramic x-ray is a good screening tool to see large cavities, large fillings, and to see un-erupted teeth or other oral problems. Smaller, more difficult to detect, cavities or problems may require different types of x-ray films. After your screening, all of your pertinent information was organized and sent to one of our participating dentists. They should now have your information.

You have been assigned to:

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It is your responsibility to call your assigned dentist and set up your appointment. Dental offices are similar but are organized differently as far as patient care and management is concerned. Please be patient.

Because our participating dentists are graciously donating their time and services to a worthy cause, it is very important to keep your appointments and be on time. It is also very important to try to complete your treatment in a timely manner.

Remember, the assigned dentist above. They are awaiting your call. Again, our heartfelt thank you for participating in our screening; but, more importantly, thank you for your service to our country. God Bless America!

Sincerely,

Daniel Fridh, D.D.S.



## Indiana University Health

**IU Health La Porte Dental Center 400 Teegarden Suite A La Porte, IN 46350 219-326-1943**

December 23, 2013

IU Health La Porte Dental Center would like to thank you for your service and for participating in our Veteran's Day Screening and for allowing us the opportunity to give back to you by taking care of your dental needs. We cannot express enough how grateful we are that you are there to help protect this country.

We feel that we had a wonderful turn out and have been able to make a difference in the lives that we were able to touch.

Please find enclosed a copy of the statement which shows in detail everything that we have completed for you. This statement also shows a zero balance.

If you find you will need any further dental treatment, please don't hesitate to contact our office. If we are not able to help you we can direct you to the office that would.

Thank you again and enjoy your holidays.

IU Health La Porte Dental Center Team





# Indiana University Health

## IU Health La Porte Dental Center

**Please Print Legibly**

\* Name: \_\_\_\_\_  
\* Address: \_\_\_\_\_  
\* City/State: \_\_\_\_\_  
\* Primary Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
\* Date of Birth: \_\_\_\_\_ \* Sex (Circle One): Male / Female  
Primary Care Physician: \_\_\_\_\_  
Family Dentist: \_\_\_\_\_ Date of Last Dental Visit: \_\_\_\_\_

**Household Income Level (circle one):**

\$0-\$24,999    \$25,000-\$49,999    \$50,000-\$99,999    \$100,000 +

**Ethnic Background (circle one):**

American Indian/Alaskan Native    Asian    Black/African American  
Hispanic/Latino    Native Hawaiian/Pacific Islander    White

**Future Information:** I wish to be contacted about future IU Health La Porte Hospital health programs including new services, free screenings and community health education programs. (Circle one) Yes / No

**How did you hear about the screening? (circle one):**

Newspaper    Flyer    Mailing    Friends/Family    Hospital Sign    VA Clinic    Other

**Military Service:**

Beginning Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Branch of Service: \_\_\_\_\_

Ranking at Discharge: \_\_\_\_\_

\*\* Did you participate in our last screening? (circle one): Yes / No

\*\*Who was the dentist that completed your treatment? \_\_\_\_\_

\*\*Would you like to see the same dentist again? (circle one): Yes/No

\*\*\*information necessary for screening purpose



*Triplicate*

## CONSENT FOR SCREENINGS

### PURPOSE

You are being provided with an opportunity to obtain one or more health screenings. The purpose of the screening is to determine the dental needs of the screened patients, and based on those needs, refer them to the appropriate participating dentist. I acknowledge that I understand both the purpose for the screening as well as the procedure to be used to perform the screening.

### VOLUNTARY

I understand that my participation in the screening is voluntary and may be stopped by me at any time by informing the screener.

### RISKS AND BENEFITS

A dental screening is a limited dental exam of hard and soft tissue to determine obvious dental disease. The screener dentist uses a dental mirror, explorer, and a screening panoramic x-ray. Obvious dental pathology is noted and charted. Small lesions between teeth and lesions under fillings require a more comprehensive examination. I understand the risks associated with the screening.

### WHAT TO DO WITH THE RESULTS

I understand I will be given the results and assigned a provider. I understand that a representative from IU Health La Porte Hospital or participating provider may contact me regarding my results.

### CONFIDENTIALITY

IU Health La Porte Hospital is a HIPAA compliant organization dedicated to keeping your health information confidential. I understand and consent to the use of my screening results for research purposes by IU Health La Porte Hospital and understand that, although such results may be used for research by IU Health La Porte Hospital, my identity will not be included in research studies.

### RELEASE

In consideration of the screening service offered to me, I release IU Health La Porte Hospital, its agents, contractors, employees, and affiliates from an claim I may have for injury or property damage arising from the screening regardless of the cause of such injury or damage to property, including any negligent acts while administering the screening, preparing or reporting the results.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**WITNESS:** \_\_\_\_\_ **DATE:** \_\_\_\_\_



Indiana University Health



**PANORAMIC X-RAYS/BITEWING X-RAYS**

The importance and purpose of a panoramic radiograph (x-ray) is to help us diagnose unseen cysts, tumors, un-erupted teeth, pieces of teeth and traumatic injuries of the jaws, which can affect your over-all health. This x-ray shows us your upper and lower jaws. It is taken every 3-5 years. If you elect to not have the radiograph (x-ray), you understand that what we cannot see, we cannot diagnose and treat.

The importance of bitewing x-rays are to detect cavities that might be forming between teeth that we cannot detect visually. This x-ray is taken once per year. If you elect to not have the x-ray taken, you understand that IU Health La Porte Dental Center cannot take responsibility if there would be a cavity in those areas.

I understand the above and I choose to **not** have a panoramic/bitewing radiograph (x-ray).

---

Signature

Date

---

Doctor

Date

---

Witness

Date

**MEDICAL HISTORY**

FOR

5780--VA Free Screenings

Birth Date: \_\_\_\_\_

Although dental personnel primarily treat the area in and around your mouth, your mouth is a part of your entire body. Health problems that you may have, or medication that you may be taking, could have an important interrelationship with the dentistry you will receive. Thank you for answering the following questions.

- Are you under a physician's care now?  Yes  No If yes, please explain: \_\_\_\_\_
- Have you ever been hospitalized or had a major operation?  Yes  No If yes, please explain: \_\_\_\_\_
- Have you ever had a serious head or neck injury?  Yes  No If yes, please explain: \_\_\_\_\_
- Are you taking any medications, pills, or drugs?  Yes  No If yes, please explain: \_\_\_\_\_
- Do you take, or have you taken, Phen-Fen or Redux?  Yes  No \_\_\_\_\_
- Have you ever taken Fosamax, Boniva, Actonel or any other medications containing bisphosphonates?  Yes  No \_\_\_\_\_
- Are you on a special diet?  Yes  No
- Do you use tobacco?  Yes  No
- Do you use controlled substances?  Yes  No

Women: Are you

- Pregnant/Trying to get pregnant?  Yes  No
- Taking oral contraceptives?  Yes  No
- Nursing?  Yes  No

Are you allergic to any of the following?

- Aspirin  Penicillin  Codeine  Local Anesthetics  Acrylic  Metal  Latex  Sulfa drugs
- Other If yes, please explain: \_\_\_\_\_

Do you have, or have you had, any of the following?

- |  |  |  |   |
|--|--|--|---|
| AIDS/HIV Positive <input type="radio"/> Yes <input type="radio"/> No         | Cortisone Medicine <input type="radio"/> Yes <input type="radio"/> No        | Hemophilia <input type="radio"/> Yes <input type="radio"/> No            | Radiation Treatments <input type="radio"/> Yes <input type="radio"/> No       |
| Alzheimer's Disease <input type="radio"/> Yes <input type="radio"/> No       | Diabetes <input type="radio"/> Yes <input type="radio"/> No                  | Hepatitis A <input type="radio"/> Yes <input type="radio"/> No           | Recent Weight Loss <input type="radio"/> Yes <input type="radio"/> No         |
| Anaphylaxis <input type="radio"/> Yes <input type="radio"/> No               | Drug Addiction <input type="radio"/> Yes <input type="radio"/> No            | Hepatitis B or C <input type="radio"/> Yes <input type="radio"/> No      | Renal Dialysis <input type="radio"/> Yes <input type="radio"/> No             |
| Anemia <input type="radio"/> Yes <input type="radio"/> No                    | Easily Winded <input type="radio"/> Yes <input type="radio"/> No             | Herpes <input type="radio"/> Yes <input type="radio"/> No                | Rheumatic Fever <input type="radio"/> Yes <input type="radio"/> No            |
| Angina <input type="radio"/> Yes <input type="radio"/> No                    | Emphysema <input type="radio"/> Yes <input type="radio"/> No                 | High Blood Pressure <input type="radio"/> Yes <input type="radio"/> No   | Rheumatism <input type="radio"/> Yes <input type="radio"/> No                 |
| Arthritis/Gout <input type="radio"/> Yes <input type="radio"/> No            | Epilepsy or Seizures <input type="radio"/> Yes <input type="radio"/> No      | High Cholesterol <input type="radio"/> Yes <input type="radio"/> No      | Scarlet Fever <input type="radio"/> Yes <input type="radio"/> No              |
| Artificial Heart Valve <input type="radio"/> Yes <input type="radio"/> No    | Excessive Bleeding <input type="radio"/> Yes <input type="radio"/> No        | Hives or Rash <input type="radio"/> Yes <input type="radio"/> No         | Shingles <input type="radio"/> Yes <input type="radio"/> No                   |
| Artificial Joint <input type="radio"/> Yes <input type="radio"/> No          | Excessive Thirst <input type="radio"/> Yes <input type="radio"/> No          | Hypoglycemia <input type="radio"/> Yes <input type="radio"/> No          | Sickle Cell Disease <input type="radio"/> Yes <input type="radio"/> No        |
| Asthma <input type="radio"/> Yes <input type="radio"/> No                    | Fainting Spells/Dizziness <input type="radio"/> Yes <input type="radio"/> No | Irregular Heartbeat <input type="radio"/> Yes <input type="radio"/> No   | Sinus Trouble <input type="radio"/> Yes <input type="radio"/> No              |
| Blood Disease <input type="radio"/> Yes <input type="radio"/> No             | Frequent Cough <input type="radio"/> Yes <input type="radio"/> No            | Kidney Problems <input type="radio"/> Yes <input type="radio"/> No       | Spina Bifida <input type="radio"/> Yes <input type="radio"/> No               |
| Blood Transfusion <input type="radio"/> Yes <input type="radio"/> No         | Frequent Diarrhea <input type="radio"/> Yes <input type="radio"/> No         | Leukemia <input type="radio"/> Yes <input type="radio"/> No              | Stomach/Intestinal Disease <input type="radio"/> Yes <input type="radio"/> No |
| Breathing Problem <input type="radio"/> Yes <input type="radio"/> No         | Frequent Headaches <input type="radio"/> Yes <input type="radio"/> No        | Liver Disease <input type="radio"/> Yes <input type="radio"/> No         | Stroke <input type="radio"/> Yes <input type="radio"/> No                     |
| Bruise Easily <input type="radio"/> Yes <input type="radio"/> No             | Genital Herpes <input type="radio"/> Yes <input type="radio"/> No            | Low Blood Pressure <input type="radio"/> Yes <input type="radio"/> No    | Swelling of Limbs <input type="radio"/> Yes <input type="radio"/> No          |
| Cancer <input type="radio"/> Yes <input type="radio"/> No                    | Glaucoma <input type="radio"/> Yes <input type="radio"/> No                  | Lung Disease <input type="radio"/> Yes <input type="radio"/> No          | Thyroid Disease <input type="radio"/> Yes <input type="radio"/> No            |
| Chemotherapy <input type="radio"/> Yes <input type="radio"/> No              | Hay Fever <input type="radio"/> Yes <input type="radio"/> No                 | Mitral Valve Prolapse <input type="radio"/> Yes <input type="radio"/> No | Tonsillitis <input type="radio"/> Yes <input type="radio"/> No                |
| Chest Pains <input type="radio"/> Yes <input type="radio"/> No               | Heart Attack/Failure <input type="radio"/> Yes <input type="radio"/> No      | Osteoporosis <input type="radio"/> Yes <input type="radio"/> No          | Tuberculosis <input type="radio"/> Yes <input type="radio"/> No               |
| Cold Sores/Fever Blisters <input type="radio"/> Yes <input type="radio"/> No | Heart Murmur <input type="radio"/> Yes <input type="radio"/> No              | Pain in Jaw Joints <input type="radio"/> Yes <input type="radio"/> No    | Tumors or Growths <input type="radio"/> Yes <input type="radio"/> No          |
| Congenital Heart Disorder <input type="radio"/> Yes <input type="radio"/> No | Heart Pacemaker <input type="radio"/> Yes <input type="radio"/> No           | Parathyroid Disease <input type="radio"/> Yes <input type="radio"/> No   | Ulcers <input type="radio"/> Yes <input type="radio"/> No                     |
| Convulsions <input type="radio"/> Yes <input type="radio"/> No               | Heart Trouble/Disease <input type="radio"/> Yes <input type="radio"/> No     | Psychiatric Care <input type="radio"/> Yes <input type="radio"/> No      | Venereal Disease <input type="radio"/> Yes <input type="radio"/> No           |
|  |  |  | Yellow Jaundice <input type="radio"/> Yes <input type="radio"/> No            |

Have you ever had any serious illness not listed above?  Yes  No

Comments: \_\_\_\_\_

To the best of my knowledge, the questions on this form have been accurately answered. I understand that providing incorrect information can be dangerous to my (or patient's) health. It is my responsibility to inform the dental office of any changes in medical status.

SIGNATURE OF PATIENT, PARENT, or GUARDIAN \_\_\_\_\_

DATE \_\_\_\_\_

**MEDICAL HISTORY**

FOR

5780--VA Free Screenings

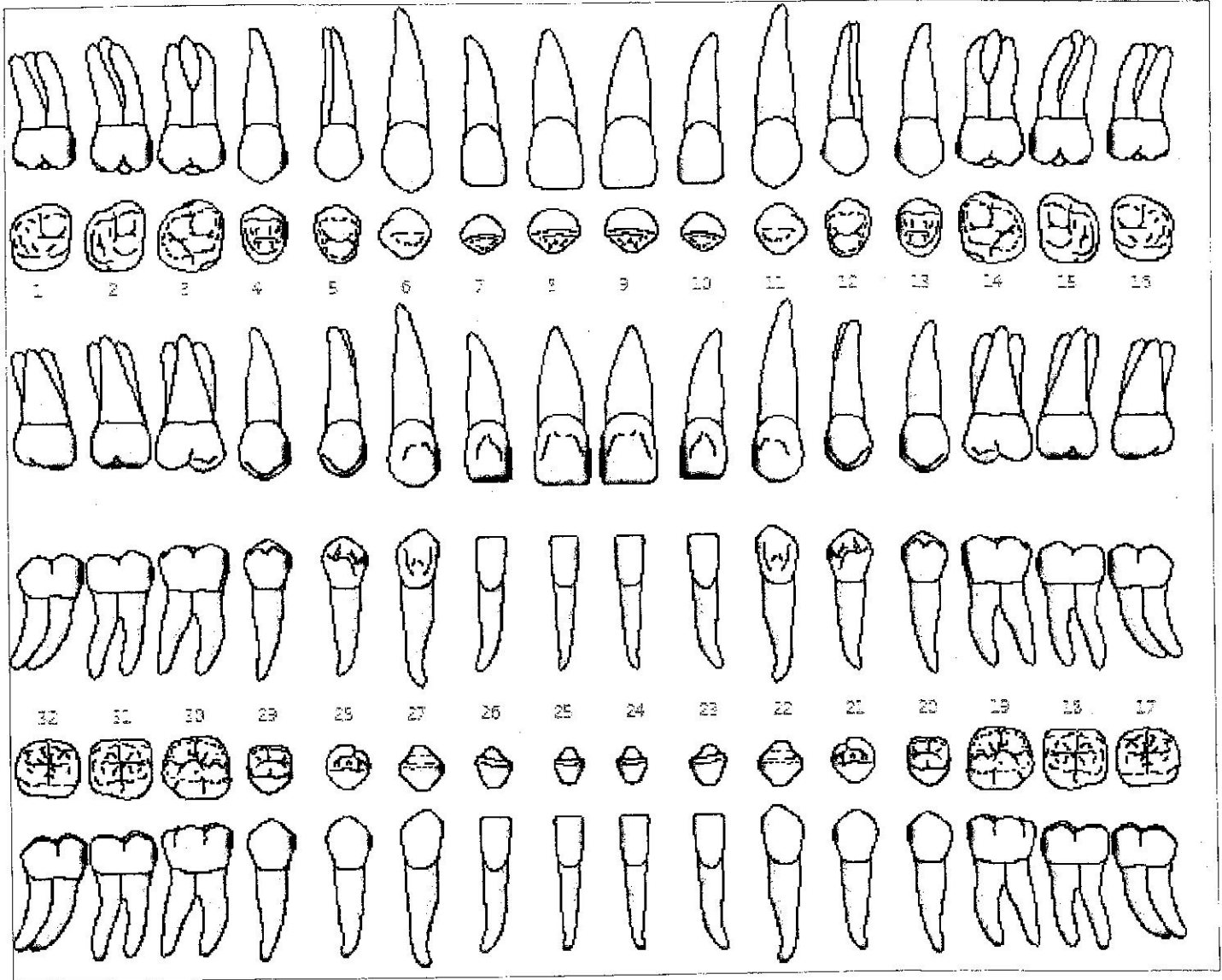
Birth Date:

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Patient Chart

Patient Name: VA Free Screenings

Patient ID: 5780



# STAFFING LIST

## OPERATION STAND DOWN 2012

### Room 1 Yellow


Dentist: Dr. Fridh

Computer: Ashley Duschek

Assistant: Janice Lenard

Guardian Angel: Bonnie Igelski/Shari Mullen

Table Manager: Elaine James (10 - 1)

  
Dentist: Dr. Dave Porter

Computer: Julie Sabie

Assistant: Vicki Johnson

Guardian Angel: Laura Koehn/Gail Knickrehm

Table Manager: Cathy Nolan

### Room 3 Green

Dentist: Dr. Benson

Computer: Annessa Salat

Assistant: Amy Hutka

Guardian Angel: Amber Tatum/Melissa Mosier

Table Manager: Sharon Humphrey (10 - 1)

### Room 4 Pink

Dentist: Dr. Grace

Computer: Debbie Lula

Assistant: Debbie Lula

Guardian Angel: Suzanne Schafer/Mallory Edmondson

Table Manager: Cathy Nolan

### Room 5 Orange

Dentist: Dr. Ben Porter

Computer: Kelly Owens

Assistant: Kelly Owens

Guardian Angel: Debbie Sopko/Lejla Rozajac

Table Manager: Cathy Nolan

Pano Machine operator: Felissa Craft

X-ray Developer: Toni Bradford

# OPERATION STAND DOWN

## EXAM TEAM

1. Name – Phone Number
2. [Faint text]
3. [Faint text]
4. [Faint text]
5. [Faint text]

## Restorative Team – plus the 5 above

6. Name – Number
7. [Faint text]
8. [Faint text]
9. [Faint text]
10. [Faint text]
11. [Faint text]
12. [Faint text]
13. [Faint text]
14. [Faint text]
15. [Faint text]
16. [Faint text]
17. [Faint text]
18. [Faint text]
19. [Faint text]
20. [Faint text]
21. [Faint text]
22. [Faint text]
23. [Faint text]
24. [Faint text]
25. [Faint text]
26. [Faint text]
27. [Faint text]
28. [Faint text]
29. [Faint text]
30. [Faint text]



# Veterans **Free Dental Screening.**

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**Saturday, Nov. 10**

8 am – 1 pm

IU Health La Porte Dental Center

400 Teegarden St., La Porte

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This is a community service sponsored by: IU Health La Porte Dental Center, La Porte Hospital Foundation & La Porte County dentists.

The free screening is offered to veterans who live in La Porte County and do not already have a dentist or have no dental insurance.

Call the IU Health La Porte Dental Center at **219.326.1943** to schedule your appointment.

Veterans will need to bring the following items to the appointment: discharge papers (DD2164), and a driver's license.

The dental screening includes an exam and X-ray. No treatments will be performed on-site the day of the screening. If follow-up treatment is needed, the veteran will be referred to a dentist in La Porte County, who will do a cleaning, fillings and extractions, if needed, at no cost.



La Porte Hospital

**THE FOUNDATION**  
In support of Indiana University Health La Porte Hospital

[iuhealth.org/laporte](http://iuhealth.org/laporte)





# OPERATION STAND DOWN

The free screening is offered to veterans:

- Living in La Porte County
- Without a dentist
- Without dental insurance & limited ability to pay

Veterans will need to bring the following items to the appointment: discharge papers (DD214), and a driver's license or valid state ID.

The dental screening includes an exam and X-ray. No treatments will be performed on-site the day of the screening. If follow-up treatment is needed, the veteran will be referred to a dentist in La Porte County, who will do a cleaning, fillings and extractions, if needed, at no cost.

**Saturday,  
Nov. 5, 2016  
8am - 1pm**

at the office  
of David Porter, DDS  
1112 Indiana Avenue  
La Porte, Indiana

*Presented by  
Daniel Fridh, DDS  
and participating  
La Porte County Dentists*

Schedule your appointment by  
calling **219.362.5205** and  
reference **Operation Stand Down**

**THE FOUNDATION**





OPERATION:

# STAND DOWN

## *Indiana dentists donate oral health to veterans*



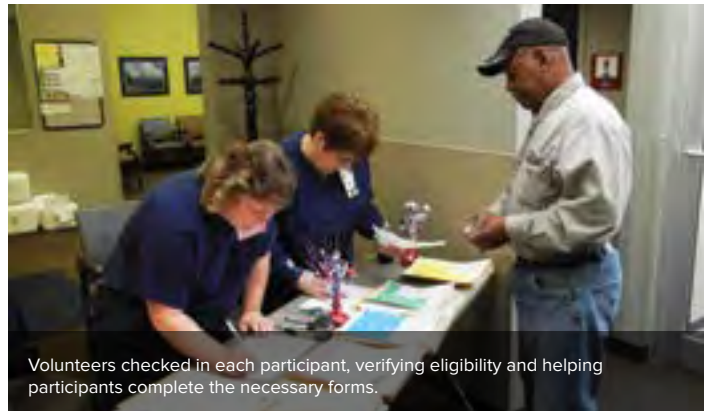
**DANIEL W. FRIDH, DDS**  
*Contributing Writer*

*Veterans Day was different last November in La Porte, Indiana. Of course there were memorial and other recognition ceremonies held to honor our nation's military heroes, both the fallen and the living. Certainly, family members of those who had given the ultimate sacrifice for our country traveled to nearby cemeteries to place wreaths and flowers. But dentists in La Porte County rallied to add new meaning to Veterans Day for those in our community who served in uniform.*



Left: Dr. Daniel Fridh

Above: The dental clinic on the Indiana University La Porte Hospital provided the facilities for participants' treatment.



Volunteers checked in each participant, verifying eligibility and helping participants complete the necessary forms.

It was a little more than a year ago when I had an idea to develop a dental program for veterans who were not receiving dental care. For economic reasons many veterans have either delayed critically needed care, or just learned to live with their poor oral health. While many Vietnam-era veterans have other health problems they prioritize over dental care needs, more recent veterans are simply finding it difficult to find meaningful work upon returning to help pay for care.

As chair of the dental advisory board for La Porte's Indiana University Hospital, I presented the event model and proposal to the hospital's foundation. Among those listening was Ms. Maria Fruth, Executive Vice President and COO of La Porte Hospital Foundation, who felt the same sense of urgency I did to host such an event. While the foundation's board voted unanimously to support the event, Maria's individual assistance not only led to significant funding and logistical support from the foundation,

but robust backing from the hospital itself for marketing and scheduling efforts. With this incredible support, we got to work.

Starting in early fall, the hospital ran advertisements in the local newspaper and on area radio stations to make sure veterans in the community knew care would be available for them. I worked with George Watkins, our local veteran service officer, to contact all 20 VFW and American Legion organizations in our county to place posters in their meeting halls. Those interested would then call to schedule their appointments and be assigned to one of the five volunteer dentists who would serve on-site for the day of screenings. The schedule quickly filled, and our assessment of the needs of veterans in the community was confirmed.

Internally we carefully planned for how the flow of care for participants would occur. First, volunteer staff would greet each patient in a reception area to prove veteran eligibility and help fill

## EVENT NUMBERS & NAMES

### DENTISTS WHO SERVED AT THE EVENT

- Gregory S. Benson, DDS
- Daniel W. Fridh, DDS
- Robert M. Grace, DDS
- Benjamin L. Porter, DMD
- David L. Porter, DDS

*Value of free services provided  
during the screening*

**\$19,800**

### DENTISTS WHO DONATED FOLLOW-UP CARE

- Robert S. Angelo, DDS
- Leonard Anglis, DDS
- Randy P. Banic, DDS
- Jay Blackburn, DDS
- Gregory S. Benson, DDS
- Tamara S. Eaton, DDS
- Daniel W. Fridh, DDS
- Robert M. Grace, DDS
- Valerie Haughtington, DDS
- Scott W. Martinsen, DDS
- Valerie R. Martinsen, DDS
- James R. McCormick, DDS
- Mark J. Mihaló, DDS
- Michael J. Orrico, DDS
- David E. Peters, DDS
- Benjamin L. Porter, DDS
- David L. Porter, DDS
- Phillip K. Radtke, DDS
- Bruce E. Smith, DDS
- Thomas C. Stokes, DDS
- Douglas W. Weber, DDS
- Timothy O. Willis, DDS

*Estimated value of proposed  
follow-up treatment*

**\$126,025**

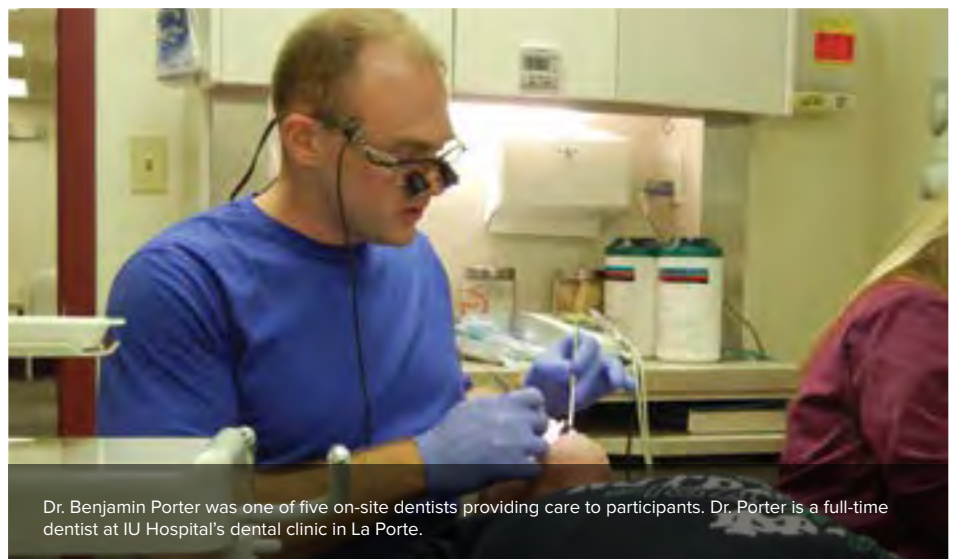


Dr. Robert Grace (center) was one of five on-site dentists who provided care. Dr. Grace is a full-time dentist at the IU Hospital's dental clinic in La Porte.

out health forms. Patients would then be guided to receive a digital X-ray, then proceed to their assigned dentist for the day. The assigned dentist would conduct a comprehensive screening and document further treatment needs. In the following two weeks, each patient would be referred to one of the 22 La Porte dentists who generously pledged to provide cleanings, extractions, or fillings at no cost to the patient. The desired outcome, ultimately, was that these patients would continue care with the referred dentists. With thorough input from numerous dental and other health professionals, the model felt solid. With our checklist complete, the team eagerly awaited the opportunity to serve.

At 8 a.m. on November 10, 2012, our volunteers placed finishing touches to the patriotic décor outside the hospital's dental services clinic, and everyone took their positions. We opened the doors for the first of many veterans who would receive a free dental exam and X-ray that day, along with the promise of follow-up care. There is no way we could have emotionally prepared for what was about to happen.

The stories swirling around the clinic throughout the day were astonishing. Tom, an Army veteran ('68-'72) who served in Korea, Germany, Vietnam and Italy, came in with five broken root canals. It had been over 20 years since he'd seen a dentist. Larry, another Army veteran who served in Germany ('72-'74), had multiple cavities and root canal issues. Having recently lost his small asphalt business to larger companies that moved into the area, he said there was no way he could have sought treatment without the event. We also met Bob, an Army veteran who was stationed in Missouri and Texas ('69-'71), whose wife urged him to come, as it had been over 40 years since he had seen a dentist. We could not help but feel, in real time, the impact we were having on these people's lives. At the end of the event, our volunteer staff counted 88 veterans who received a free dental exam and X-ray. Although walk-in visitors threw the team a few curveballs, we adapted to ensure we saw any veteran seeking care. All veterans who participated in the screening were referred to a dentist in La Porte County for follow-up treatments. The



Dr. Benjamin Porter was one of five on-site dentists providing care to participants. Dr. Porter is a full-time dentist at IU Hospital's dental clinic in La Porte.



Dr. Gregory Benson performs an oral examination. He is an oral surgeon from Michigan City, Indiana.

dentists have since been following up with cleanings, fillings, and extractions, at no cost to the patient. I have now heard from several of these 22 generous colleagues that they are “adopting” their referred veterans as new patients, and will continue to offer care at no cost. Also since the event, the wife of one of the veterans who participated in the program called to say the event had changed her husband’s life – never before had he felt so rewarded for his service to his country.

## THE NEXT BATTLE

Over the past few years I have learned about MOM (Mission of Mercy) projects from colleagues in Wisconsin and Ohio. These states’ approach has been to find a suitable building in a large city, recruit 100 dentists and another 100 volunteers, and service 1,000 or more people over a three-day weekend. As I considered the needs of the veterans we served in La Porte for Operation: Stand Down, I felt we could incorporate what we learned in La Porte and modify the Wisconsin and Ohio MOM concepts to conduct “mini-MOM” projects all over the state, with local dentists and their dental teams, along with other volunteers, to treat Indiana’s veterans. With the success of the event in La Porte, I truly believe the model we used can be a framework for serving Indiana veterans in more efficient ways than those currently available. I presented my conclusions and the concept to the IDA’s charitable care committee and the Board of Trustees and am honored to have received their approval to move forward.

I cannot help but ponder what we, as the torchbearers of organized dentistry, can pursue to expand or adapt the La Porte event to provide care statewide. I know my Indiana colleagues are equally willing and equipped to meet the needs of our Hoosier brothers and sisters in need. Other IDA leaders and I will be working to challenge our members,



Dr. David Porter was one of five on-site dentists for the event. He operates a full-time general practice in La Porte.

# SCREENING STATS AND INFO

## ELIGIBILITY REQUIREMENTS

- Proof of military service (Certificate of Release or Discharge from Active Duty)
- Proof of financial need
- Proof of La Porte County residence
- Need of dental care

## GENDER

Male	84
Female	4

## ETHNIC GROUP

American Indian	2
Black	4
Hispanic	3
Caucasian	79

## PARTICIPANTS’ DECADE OF BIRTH

1920	2
1930	12
1940	37
1950	12
1960	13
1970	6
1980	6

## MILITARY BRANCHES REPRESENTED

Army	46
Navy	16
Air Force	13
Marines	12



## BEYOND THE CHAIR:

### RETIRED DENTIST MEMORIALIZES VETERANS THROUGH POETRY

When Vigo County's Vietnam War Memorial was rededicated Oct. 6, 2012, an IDA member's work beyond the dental chair played a central role in honoring our nation's fallen heroes.

Dr. David Hay (pictured above), a retired dentist now living in Terre Haute, recited "The Wall," a poem he wrote to reflect upon the hard lessons of war, for the ceremony. The rededication also included the unveiling of a plaque featuring the poem, which remains as a permanent fixture at the memorial.

## 'THE WALL'

BY C. DAVID HAY, DDS

Granite as black as the smoke of war,  
A name to touch and cry,  
An epitaph of sacrifice,  
And still the question – Why?

Homage paid in special ways:  
A rose – a note – a sigh –  
Frustration wrought with anger  
That fate chose these to die

They never asked for glory,  
Just a grave of homeland sod,  
They gave their lives for country,  
Now they answer but to God.

Could tears but wash the pain away  
And heal a nation's scar,  
That men may find a better way  
Than futile acts of war.

Pray their death was not in vain –  
A lesson to recall:  
A future world without the need  
Of names upon a Wall.

dental suppliers, component foundations, and other groups to begin considering how they can contribute to the oral health of those in serious need. I invite you to join me, as well.

**If you would like to share ideas or feedback about charitable dental care in Indiana with Dr. Fridh, please feel free to contact him by email at [dan@drfridh.com](mailto:dan@drfridh.com).**

*Will Sears, IDA Director of Communications, contributed to this article.*

## MEDALS OF HONOR

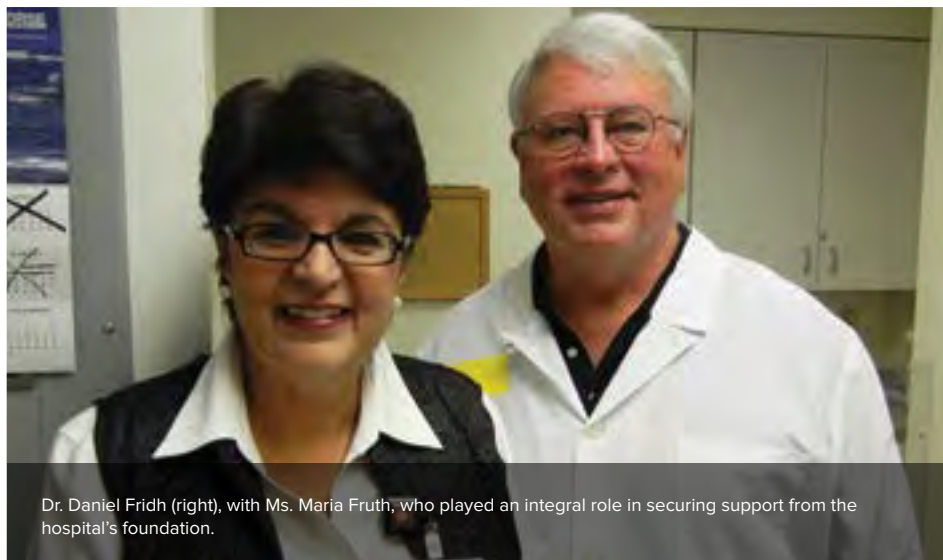
Dental supplies provided by  
Garry Lenard, Patterson Dental Supplies

### SPONSORING ORGANIZATIONS

Indiana University La Porte Dental Center  
La Porte Hospital Foundation

### SPECIAL THANKS

Maria Fruth, Executive Vice President and COO of La Porte Hospital Foundation  
Ross Lawrence, DDS – Retired clinical director of IU La Porte Community Dental Services



Dr. Daniel Fridh (right), with Ms. Maria Fruth, who played an integral role in securing support from the hospital's foundation.