



Dental directory 2009

Emergency care inside front cover

TTY inside front cover

Membership Services page 2

Appointments page 4



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Ste. 100, Portland, OR 97232.

WE'RE HERE WHEN YOU NEED US

Appointment Center

When you have questions, need dental services, need to make an appointment, or need to ask about eligibility, call the Appointment Center. Hours are 6:30 a.m. to 7 p.m., Monday through Friday, and 7:30 a.m. to 4 p.m. on Saturdays. Call 24 hours a day to:

- Ask us about benefits.
- Cancel or verify appointments.
- Get information about our dental offices, including directions.
- Receive advice or arrange to be seen for a dental emergency.

Portland area. 503-286-6868 Salem area. 503-370-4311
Vancouver area . . . 360-254-9158 Longview area . . . 360-575-4800
TTY 1-800-735-2900
Language interpretation services. see page 2

Need to cancel? Please give 24-hour notice

If you can't keep a dental appointment, please call by noon the day before your appointment to cancel. This allows us to give your appointment to another member. To cancel, call one of the Appointment Center numbers above or 1-800-448-6118.

Urgent care

If you need urgent care, call the Appointment Center. A representative will arrange the care you need as soon as possible.

See your benefit summary for a description of your urgent and emergency care benefit. Urgent conditions include toothaches, chipped teeth, broken fillings that cause irritation, and swelling around a tooth.

Emergency care

In a dental emergency, call the Appointment Center for advice or for arrangements to be seen for care.

Emergency dental conditions include:

- Bleeding that does not stop.
- Severe swelling or infection that makes it hard to breathe or swallow.
- Severe traumatic injury.

If you need emergency or urgent care, you may have to pay \$25 in addition to your normal office visit charge. After hours, ask to be connected to the advice nurse.

The information in this book applies to members with a Kaiser Permanente traditional or deductible plan. If you have a preferred provider dental plan (Kaiser Permanente Dental Choice), call 1-866-498-7912 for a list of participating dental providers.

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When you're away from home

If you have a dental emergency outside the service area, go to the nearest dental care facility. You have limited coverage for qualifying emergency care. Remember, care at facilities not owned by Kaiser Permanente is covered only if you experience a dental emergency as described on the previous page *and* you are outside the service area. Urgent care and follow-up care are covered only when provided in a Kaiser Permanente dental office.

QUESTIONS OR CONCERNS

When you have a question or a concern about your care or service, please tell us right away. You can talk directly with your dentist or hygienist about your concerns. You can also ask to speak with the office manager at your dental office or call the Appointment Center.

Appointment Center telephone numbers are listed on the inside front cover. To reach a dental office manager, call the business office number listed in this directory for your dental office. For information on our member satisfaction procedure, see page 6.

Membership Services

For information about your dental benefits or how to file an emergency claim, call Membership Services, 8 a.m.–6 p.m., Monday–Friday.

Portland area. 503-813-2000 All other areas. . . 1-800-813-2000
TTY 1-800-735-2900

LANGUAGE INTERPRETATION SERVICES

We provide free language interpretation services. Call one of the numbers below. Press "1" and then "0." Tell the person who answers what language you speak. He or she will arrange for an interpreter to join the call.

Para servicios de interpretación gratis, llame a uno de los números a continuación. Oprima el "1" y después el "0." Dígale a quien conteste qué idioma necesita. El o ella arreglará que un intérprete le ayude con la llamada.

我們免費提供翻譯服務。請撥以下一個號碼。按“1”然後按“0”。告訴接電話的人您所講的語言，他們會立即安排翻譯在線上幫助您。

Мы предоставляем бесплатные услуги по устному переводу. Позвоните по одному из телефонов, приведенных ниже. Наберите "1", а затем "0." Скажите оператору, на каком языке Вы говорите. Оператор позаботится о том, чтобы соответствующий переводчик присоединился к телефонному разговору.

'Chúng tôi cung cấp dịch vụ thông dịch miễn phí. Hãy gọi một trong các số điện thoại dưới đây. Nhấn nút số "1" và sau đó số "0". Cho người trả lời điện thoại biết ngôn ngữ quý vị nói. Họ sẽ sắp xếp cho một thông dịch viên tiếp chuyện với quý vị.'

Language interpretation services

Portland area. 503-286-6868 Salem area 503-370-4311
Vancouver area . . . 360-254-9158 Longview area. . . . 360-575-4800

DENTAL CARE AT KAISER PERMANENTE

We believe your smile is connected to your body. That's why Kaiser Permanente is setting the standard for the delivery of quality dentistry.

Today, dentists and physicians recognize that dental health is an important part of your overall health. Poor dental health can cause serious health problems in other parts of your body. We want to help you achieve and maintain good dental health as part of your total health so you can live your life to the fullest. So you can *thrive*.

As a member of the Kaiser Permanente dental care program, you have access to affordable dental care with a unique emphasis on prevention. Our dental care program is the only dental practice in the Pacific Northwest that's accredited by the Accreditation Association for Ambulatory Health Care.

We own and operate our dental offices and set our own quality standards for the care you receive. There are no claim forms to fill out, unless you receive emergency care outside our service area when you travel.

Most members pay copayments when they receive care. Payment is due at the time care is received. Get to know your benefits by reading your dental evidence of coverage. Call Membership Services for information (see page 2).

Personal dental care

Personal dental care means seeing a friendly, familiar face when you visit your local dental office. It means getting care from dental professionals who understand your needs and history. We're here to help make it easy. Just follow these simple steps.

1. Choose a Kaiser Permanente dental office that's close to where you live or work as your regular dental office.
2. Choose a **personal dentist and dental hygienist**. Ask friends or coworkers about the Kaiser Permanente dentists and dental hygienists they visit. Or ask us for help selecting someone who is right for you. You can change your caregivers at any time.
3. Let us get to know you. Make your concerns and needs known to your dentist and hygienist. Always feel free to ask questions.

MAKING AN APPOINTMENT

How to make an appointment

Choose one of our dental offices that's convenient for you or get the name of the dentist and/or hygienist you'd like to see. Then call the Appointment Center. The numbers are listed on the inside front cover.

If you can't keep a dental appointment, please call by noon the day before your appointment to cancel. This allows us to give your appointment to another member.

To cancel, call one of the Appointment Center numbers or 1-800-448-6118.

If you have a dental problem that is troubling you, we will arrange an appointment as soon as possible.

We offer Saturday hours in addition to regular weekday hours. Saturday hours are for emergency care and routine hygiene appointments.

Please remember:

- Have your identification (ID) card handy when you call.
- When you call, be sure to explain why you need an appointment. If you are having symptoms that are causing you concern or discomfort, tell us about them.
- All dental offices keep a list of members who are able to come in for their appointments on short notice. Tell us if you'd like to be included on this short-notice appointment list, and we'll give you a call if we have a cancellation.

Reasonable wait times for appointments are a priority in our dental care program. If you have an emergency, we'll give you an appointment the same day or the next business day.

For other needs that cannot wait for the next routine appointment, we'll get you scheduled within six weeks. For preplanned dental work, the wait depends on the demands of your dentist's practice.

A few weeks before you are due for your next exam or teeth cleaning, we will call to remind you to make an appointment. Your wait time will depend on how busy your dental office is when you call. Please let us know if the wait time is a problem for you.

Your first appointment

Your first visit is an opportunity to meet your personal Kaiser Permanente dentist. Your examination will include:

- Diagnostic X-rays.
- Gum disease evaluation.
- Tooth decay assessment.
- Head and neck cancer screening.
- Blood pressure check.

After your exam, your dentist will go over the results with you and ask about your dental and medical history. Your dentist will talk with you about any treatment you need and discuss your hygiene needs. Each time you return for care, we want you to see your personal dentist.

Your identification card

When you call to make an appointment or visit a dental office for care, please have your ID card handy. You are the only person authorized to use your ID card.

If you need care before your Kaiser Permanente ID card arrives in the mail, call Membership Services. Explain that you are a new member and want to make an appointment.

If you lose your card, call Membership Services for a replacement.

A special first visit for young children

We recommend that your child's first dental visit be after the first teeth have come in, unless there are questions or concerns. The first visit will be a relaxed, get-acquainted experience. A dental assistant will take your child to a dental care station to teach how to brush and floss. The assistant will also apply fluoride and take dental X-rays if necessary. Then a dentist will finish the visit by examining your child.

Everyone associated with our dental care program shares responsibility for ensuring your satisfaction with the dental care and services we provide.

WE WANT YOU TO BE SATISFIED

How can we serve you better?

We welcome your compliments, suggestions, and complaints. Please feel free to discuss any problem or inconvenience with your dentist or dental hygienist or with any member of our dental office management.

If you would like a second opinion regarding a particular course of treatment, ask your dentist to arrange a consultation with another Kaiser Permanente dentist.

Most problems can be resolved with the help of your dental care team. However, if you feel that your complaint requires further attention, contact the manager of the dental office where you received your care. If you are not satisfied with the resolution of your problem, you may contact Dental Administration at:

Dental Administration
500 NE Multnomah St.
Suite 100
Portland, OR 97232

If you believe that more should be done or that things should be done differently after you talk to our office manager and Dental Administration, you can file a grievance with Member Relations. Put your concerns in writing, and send your letter to Member Relations at the address above.

Patient rights and responsibilities

Avoiding the expense and suffering caused by illness and injury is a team effort. In addition to treatment and follow-up care, we emphasize preventive care and education to help keep your teeth and gums healthy. You have certain rights to these services. At the same time, the motivation to stay healthy and do what it takes can only come from you. If you do become sick or injured, we will help you with your needs.

The idea that healthy living is a team effort between members and Kaiser Permanente is clearly described in our handout called *Member and Patient Rights and Responsibilities*. For a copy, call Membership Services.

Types of dental professionals

Our dental offices have several types of dental professionals to meet your needs. Each dental office in this book lists the names of the people who work there and their professional qualifications. Here are the job title definitions:

DDS	doctor of dental surgery	LD	licensed dentist
DMD	doctor of medical dentistry	RDH	registered dental hygienist

ADDITIONAL SERVICES WE OFFER

Other convenient services

Denture services are available at your Kaiser Permanente dental office. You need a referral from your Kaiser Permanente dentist.

If you have an emergency, such as a broken denture, call the Appointment Center for a same-day appointment at your dental office.

Kaiser Permanente dental offices provide some **treatment for temporomandibular joint disorder (TMD)**. TMD is a condition in which pain in the jaw is associated with involuntary gnashing, clenching, or grinding of teeth. This usually happens at night. Treatment at our dental offices mainly consists of the following:

- Diagnostic screening such as X-rays.
- Adjusting the bite surface of your teeth.
- Fitting your mouth for night guards or similar devices.

These services and any related devices (e.g., bite splints or night guards) are covered by your dental benefit when prescribed in the dental office. Our dentists will refer you to your medical provider or to the Kaiser Permanente TMD clinic if your pain does not go away. If you receive treatment outside of our dental office, it will not be covered by your dental plan. This care must be coordinated with your medical plan.

Orthodontic services are available upon referral by a Kaiser Permanente dentist at the following locations:

- Cascade Park Dental Office.
- Glisan Dental Office.
- Grand Avenue Dental Office.
- Skyline Dental Office.
- Sunset Dental Office.

How to get a prescription filled

If you have a prescription drug benefit under your medical plan, you may be able to save money and time by having your dental prescriptions filled at one of our conveniently located pharmacies.

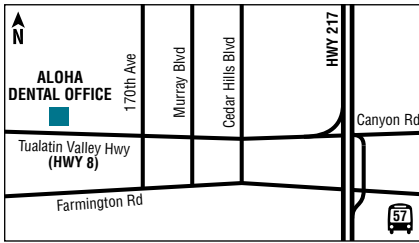
If you're not covered for dental prescriptions, you may still use our pharmacy services. Our prices are competitive with those in the community, and our pharmacists are available to answer your questions. Our pharmacies accept cash, checks, and Visa, MasterCard, and Discover cards.

ALOHA DENTAL OFFICE

17675 SW Tualatin Valley Highway, Beaverton, OR 97006

Appointments 503-286-6868

Business office 503-259-3160



General dentists

Dave, Nipoon, DDS
 Lee, Cyrus, DMD
 McEwen, Margaret, DDS
 Unteutsch, Anja, DMD

Pediatric dentist

Antony, Susan, DDS

Periodontist

Gottlieb, Samuel, DDS

Registered dental hygienists

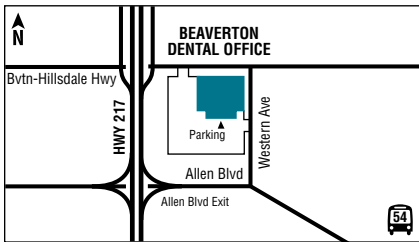
Do, Julie, RDH
 Fultz, Lubov, RDH
 Gedeon, Summer, RDH
 Hankins, Janet, RDH
 Jackson, Kathleen, RDH
 Lane, Kandice, RDH
 McKenna, Barbara, RDH
 Rapp, Cindi, RDH

BEAVERTON DENTAL OFFICE

4855 SW Western Ave., Beaverton, OR 97005

Appointments 503-286-6868

Business office 503-626-4148



General dentists

French, Daniel, DMD
 Hess, Donald, DDS
 Kim, John, DMD
 Kincaid, Wendy, DMD
 White, Danny, DDS

Registered dental hygienists

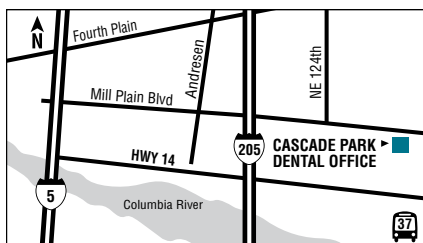
Bazor, Kristin, RDH
 Burgett, Allison, RDH
 Hockema, Jennifer, RDH
 Lord, Laura, RDH
 Nilsen, Lynn, RDH
 Proudfoot, Alisa, RDH
 Shafer, Sami, RDH
 Shumskiy, Irina, RDH
 Smythe, Nancy, RDH

CASCADE PARK DENTAL OFFICE

12711 SE Mill Plain Blvd., Vancouver, WA 98684

Appointments 360-254-9158

Business office 360-896-4484



General dentists

Callaghan, Jody, DMD
De Ainza, Minah, DDS
Johnson, Aaron, DMD
Manalili, Angela, DMD
Neilson, Tad, DDS
Omans, Richard, DDS
Otto, Greg, DMD
Straube, David, DMD
Wilde, William, DMD

Denturist

Xi, Ju, LD

Orthodontist

Mumford, Bruce, DMD

Pediatric dentist

Burkhart, John, DMD

Vo-Cheng, Linh, DMD

Registered dental hygienists

Ausmus, Shelley, RDH
Charpentier, Brenda, RDH
Dietel, Toni, RDH
Gubala, Mary, RDH
Henegan, Amy, RDH
Ivie, Connie, RDH
Janke, Kathryn, RDH
Januik, Dawn, RDH
Larson, Bonnie, RDH
Morrison, Judy, RDH
Munsey, Mystie, RDH
Nichols, Kristeen, RDH
Sarvela, Robin, RDH
Scibelli, Mary, RDH
Seavy-Frisch, Rachel, RDH
Tamayao, Patricia, RDH

Bus information

Although bus route numbers are shown on individual facility maps, they may change without notice. For up-to-date bus information, call:

Portland: TriMet 503-238-7433

Vancouver: C-Tran . . .360-695-0123

Salem: Cherriots 503-588-2877

Longview: CUBS360-442-5663

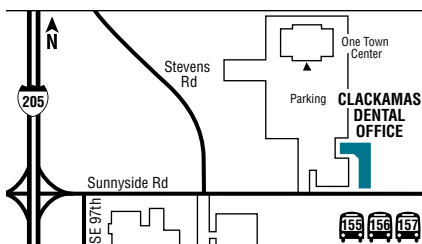


CLACKAMAS DENTAL OFFICE

10209 SE Sunnyside Road, Clackamas, OR 97015

Appointments 503-286-6868

Business office 503-353-3900



Registered dental hygienists

- Amick-Alley, Tamara, RDH
- Brodsky, Ruvim, RDH
- Johnson, Karen, RDH
- McMahan, Katrina, RDH
- McNeil, Karen, RDH
- Morrison, Paula, RDH
- Nonamaker, Cindy, RDH
- Sasser, Charlotte, RDH
- Stoltenburg, Ronda, RDH
- Symons, Judy, RDH
- Wilson, Sandra, RDH

General dentists

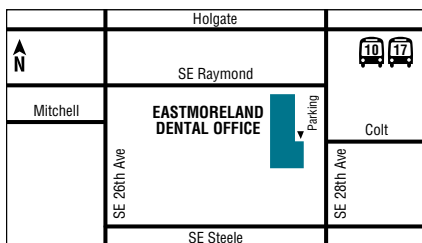
- Allen, John, DMD
- Busi, Ravi, DDS
- Edwards, Douglas, DMD
- Geist, Dean, DMD
- Hill, John, DDS
- Restic, Susan Schaumburg, DMD
- Row, Charles, DDS
- Shea, Graham, DDS
- Walker, David, DMD

EASTMORELAND DENTAL OFFICE

5025 SE 28th Ave., Portland, OR 97202

Appointments 503-286-6868

Business office 503-238-4418



Periodontist

- Akiyama, Dennis, DDS

Registered dental hygienists

- Farlinger-King, Jacqueline, RDH
- Le, Thu-Ha, RDH
- Lynch, Julia, RDH
- Manning, Ruth, RDH
- Marston, Julie, RDH
- McAdams, Kimberly, RDH
- Secrist, Daryn, RDH
- St. Louis, Margaret, RDH
- Thorburn, Molly, RDH

General dentists

- Boettcher, Juanita, DMD
- McCashew, Robert, DDS
- Meshack-Hart, Ernest, DDS
- Rosson, Charles, DMD
- Stewart, Kelley, DMD
- Wolfe, Jeff, DDS

GLISAN DENTAL OFFICE

10102 NE Glisan St., Portland, OR 97220

Appointments 503-286-6868

Business office 503-257-5959



General dentists

Casper, Carrie, DMD
Castro, Richard, DDS
Emahiser, Robert, DMD
Ferré, Kurt, DDS
Lee, Felix, DMD
Nasserziayee, Farooq, DMD
Scarzella, Clayton, DMD
vanWitzenburg, Marcus, DMD

Denturist

Martin, Vernon, LD

Endodontist

Reese, Randy, DDS

Oral surgeons

Holland, John, DDS
Rawley, Daniel, DDS

Orthodontist

Teeter, David, DMD

Pediatric dentist

Stafford, Greg, DDS

Periodontist

McCoy, Sandra, DMD
Watari, Tetsuji, DDS

Registered dental hygienists

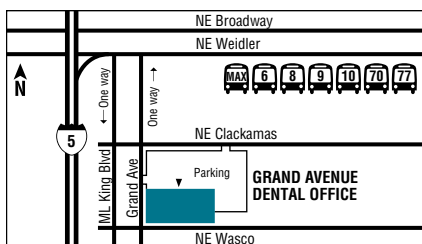
Austin, Valarie, RDH
Brechtbill, Valerie, RDH
Brewer, Cindy, RDH
Crank, Marlene, RDH
Geist, Alyson, RDH
Grandi, Berit, RDH
Granewich, Lori, RDH
Riordan, Mary, RDH
Smith, Cheri, RDH

GRAND AVENUE DENTAL OFFICE

1314 NE Grand Ave., Portland, OR 97232

Appointments 503-286-6868

Business office 503-280-2877



General dentists

Creager, John, DMD
Fife-Griffin, Heather, DMD
Gilbert, Jennifer, DMD
Guerrero, Lisa, DDS
Sander, Leo, DMD
White, Johanna, DDS
Whitt, Jason, DMD

Orthodontist

Barrett, Robert, DMD

Pediatric dentist

Hakimeh, Samer, DDS

Registered dental hygienists

Belmont, Sharon, RDH
Brown, Sharon, RDH
Fitzgerald, Marsha, RDH
Goodsell, Adele, RDH
Hancock-Marshall, Karen, RDH
King, Arden, RDH
Luu, Kelly, RDH
MacPherson, Marie, RDH
Muir, Julianne, RDH
Pfannes, Marsha, RDH
Randel, Rebecca, RDH
Ritchie, Gloria, RDH

GRESHAM DENTAL OFFICE

360 NW Burnside Rd., Gresham, OR 97030

Appointments 503-286-6868

Business office 503-667-7480
or 503-665-5413



General dentists

Ferek, Robert, DDS
Leinassar, Ronald, DMD
Nguyen, Loan, DMD
Smith, James, DMD

Registered dental hygienists

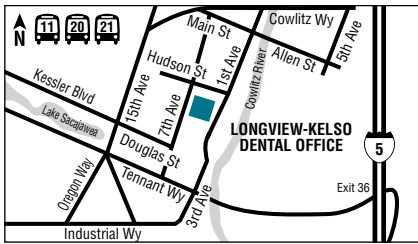
Burkhart, Jacqueline, RDH
Propeck, Terese, RDH
Rogers, Maria, RDH
Vieru, Fivia, RDH

LONGVIEW-KELSO DENTAL OFFICE

1230 Seventh Ave., Longview, WA 98632

Appointments 360-575-4800

Business office 360-575-4801



General dentists

Ghanee, Nadereh "Nadia," DMD
 Henderson, Charles, DDS
 Kaufman, Ethan, DDS

Registered dental hygienists

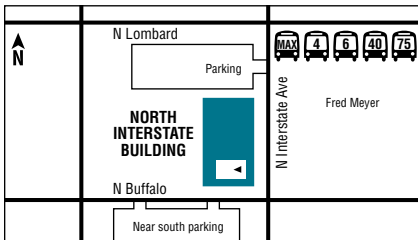
Bach, Anita, RDH
 Chadwick, Daphne, RDH
 Harper, Janet, RDH
 Jessen, Donna, RDH
 Knotts, Jamie, RDH

NORTH INTERSTATE DENTAL OFFICE

7201 N Interstate Ave., Portland, OR 97217

Appointments 503-286-6868

Business office 503-286-6860



Denturist

Miller, Gene, LD

Prosthodontist

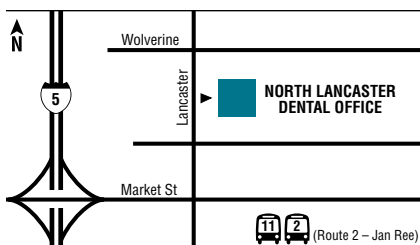
Hill, David, DDS

NORTH LANCASTER DENTAL OFFICE

2300 Lancaster Drive, NE, Salem, OR 97305

Appointments 503-370-4311

Business office 503-370-4843



General dentists

Austin, Bruce, DMD
 DeLange, Gregg, DMD
 Fujii-Carr, Misty, DDS
 Haskell, Mark, DDS
 Hatch, David, DMD
 Maple, Ron, DMD
 Santee, Daniel, DMD

Denturist

Gonzales, Oswaldo, LD

Periodontist

Bowman, Jila, DDS

Registered dental hygienists

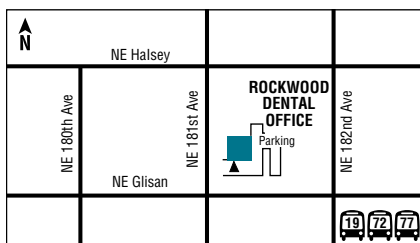
Bielby, Myra, RDH
 Campbell, Judi, RDH
 Coburn, Katherine, RDH
 Doane, Mary, RDH
 Hahn, Holly, RDH
 McCommas, Teresa, RDH
 Mitchell, Shannon, RDH
 Smith, Karla, RDH
 Smith, Stephanie, RDH
 Wade, Mary, RDH

ROCKWOOD DENTAL OFFICE

822 NE 181st Ave., Portland, OR 97230

Appointments 503-286-6868

Business office 503-661-5210



General dentists

Aronstein, Richard, DDS
 Chang, Michael, DDS
 Fuerstenau, Kurt, DMD
 Parr, Stephen, DMD
 Withers, David, DMD

Registered dental hygienists

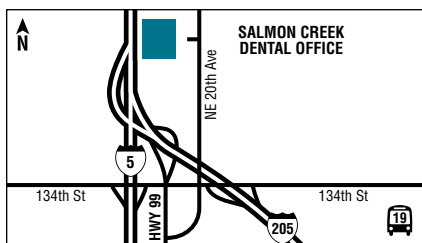
Carmen, Julie, RDH
 Carpenter, Adriana, RDH
 Detrick, Katherine, RDH
 Dow, Susan, RDH
 Fawver, Sarah, RDH
 Kaady-Miller, Jane, RDH

SALMON CREEK DENTAL OFFICE

14406 NE 20th Ave., Vancouver, WA 98686

Appointments 360-254-9158

Business office 360-571-3139



Endodontist

Parlee, Mary, DDS

Registered dental hygienists

Bowers, Brook, RDH
Casey, Theresa, RDH
Ching, Leslie, RDH
Hart, Diane, RDH
Johnston, Judith, RDH
Madden, Mi, RDH
McCullough, Rose, RDH
Salari-Miller, Minoo, RDH
Siemieniec, Judy, RDH
Walloch, Charlene, RDH
Wilson, Donna, RDH
Zamora, Carla, RDH

General dentists

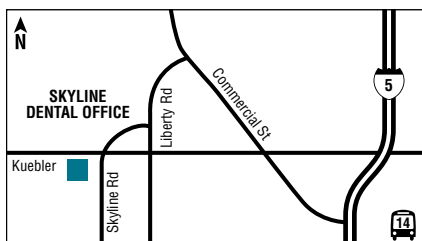
Bian, Melanie Lee, DDS
Creed, William, DMD
Daly, Marianne, DMD
Geisel, Mark, DDS
Karagianes, Susan, DMD
Lytle, Reed, DDS
Opperman, Joshua Robert, DMD
Warmflash, Jonathan, DMD

SKYLINE DENTAL OFFICE

5135 Skyline Road South, Salem, OR 97306

Appointments 503-370-4311

Business office 503-588-6560



Endodontist

Wiltbank, Kenneth, DMD
Yamada, Russell, DMD

Orthodontist

Glancy, Rachel, DMD

Pediatric dentist

Richey, Krista, DDS

Registered dental hygienists

Baker, Geraldine, RDH
Coste, Adriana, RDH
Hahn, Carolyn, RDH
Kimble, Martha, RDH
McQuigg, Jesse, RDH
Morrical, Stacey, RDH
Rollins, Janine, RDH

General dentists

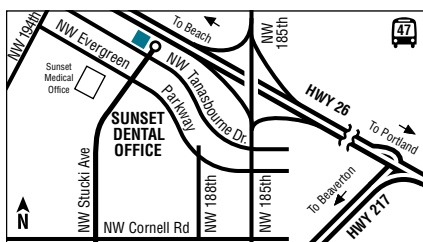
Allen, Francis, DMD
Harms, Jennifer, DDS
Le, Linda, DDS
Olson, Vanessa, DDS
Southworth, James, DMD
Vollmar, Mike, DMD
White, Robert, DDS

SUNSET DENTAL OFFICE

19075 NW Tanasbourne Dr., Hillsboro, OR 97124

Appointments 503-286-6868

Business office 503-531-1700



General dentists

Antony, Matthew, DDS
Balekjian, Gregory, DDS
Floor, Larson, DMD
Kao, May, DDS
Smith, David, DMD
Young, Harold, DMD

Orthodontist

Ratliff, Tom, DDS

Pediatric dentist

Laraway, Lester, DDS

Registered dental hygienists

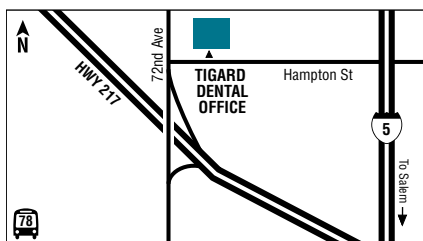
Blume, Julie, RDH
Cao, Bichthuy, RDH
Caroline, Wendy, RDH
Dulwick, Deborah, RDH
Fun, Kayvandokht, RDH
Hutano, Simona, RDH
Mai, Thu-Lan, RDH
Richter, Deborah, RDH
Tatum, Maria, RDH

TIGARD DENTAL OFFICE

7105 SW Hampton St., Tigard, OR 97223

Appointments 503-286-6868

Business office 503-684-9274



General dentists

Bowers, Greg, DMD
Grishman, Michael, DDS
Houtz, Jeff, DMD
Kimura-Opperman, Rie, DMD
Pihlstrom, Dan, DDS
Towle, Morgan, DDS

Endodontist

Reams, Gregg, DDS

Registered dental hygienists

Hellums, Donna, RDH
Kelly, Desiree, RDH
Neuman, Julie, RDH
Regan, Kathy, RDH
Roessler, Luann, RDH
Steiner, Barbara, RDH
Traweek, Joan, RDH



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