



**dr DEL**  
EMMANUEL DELAGRAMMATICAS DDS, FAGD

*Welcome  
To  
Dental Wellness*



*Here are a few details  
about us that you may  
find informative and useful.*

## We Care...

Coming to an unfamiliar place, traveling an unfamiliar route, meeting unfamiliar people, and being treated in an unfamiliar surrounding can make for an unsettling experience. This book is designed to acquaint you with us. We want you to feel at “home” with us. In this book, you will meet our great team of people we call our “dental family”. We have also enclosed directions with a map to help you find your way easier. In addition, we explain what we do and why. Our goal is to help you, and to help make your experience with us as positive as possible (before you even arrive). We care very, very much. We want you to know and feel that we do.

If you care to share this book  
with your family or lend it to  
friends and it is not returned,  
we would be happy to give you  
another - just ask.

# *This Book Has The Following Sections:*

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## **The Dr. Del Dental Family**

A picture of our Dental Family and a few words about each of us.

## **How to Find Us**

A description of where to go and what to look for.

## **Our Courtesy System**

A tool which helps us to be pleasant, kind and careful with our communication.

## **General Information**

An outline of the principles that we stand for and what we have to offer you.

## **Special Information**

A place to put the information sheets that you will be given periodically. These sheets will give you details about your treatment and tell you about other subjects that may be of interest to you.

# **The Dr. Del Dental Family**

*A picture of our Dental  
Family and a few words  
about us.*

## *Our Dental Family*



# *Meet Our Staff*



***Beckie Poniktera***

## ***Front Office Coordinator***

Hi! My name is Beckie and I have been a part of Dr. Del's team for 6 years! I am native to San Diego and graduated from Cal State San Marcos in 2010 with a B.A. in History. The majority of my spare time is devoted to my husband, Trent, our son, Cooper, and daughter, Calissa. I look forward to seeing you in the office and know that you will enjoy your experience at Dr. Del's!

## ***Registered Dental Assistant***

Hello, my name is Jennette and I am honored to be Dr. Del's Registered Dental Assistant! I enjoy every aspect of dentistry and am eager to further my education and stay up to date on the latest technology. I am passionate in assisting our patients towards achieving healthy, confident smiles. Outside the office I love photography and spending time with my husband, Angel, and our three children, Tony, Nevaeh and Isaac who all mean the world to me! I am a diehard Chargers fan! Go Bolts!! I look forward to meeting you and providing you with customized, quality care.



***Jennette Messersmith***

## ***Dental Assistant***

Hello! My name is Areli and I am a dental assistant at Dr. Del's office. I am excited to be part of this amazing team and contribute to providing the best quality care for you and your family. During my free time I enjoy taking my son Elias to amusement parks and visiting new places in beautiful southern California. I look forward to meeting you and providing you with a great experience at Dr. Del's!



***Areli Quinones***

## ***Registered Dental Hygienist***

Hi, my name is Kris! I graduated with a degree in Dental Hygiene from Century College in White Bear Lake, MN in 1996 and before that was a Dental Assistant for 8 years. I love working in the dental field profession because I am able to help people achieve their optimal oral health while having the opportunity to help them feel comfortable in the dental environment! I have 3 children and two grandchildren. I look forward to seeing you in our office!!



***Kris Newman***

# **Dr. Emmanuel Delagrammaticas**

## **D.D.S., F.A.G.D.**

**“Dr. Del”**



My exposure to dentistry began in high school. My father owned a dental laboratory producing porcelain crowns and bridgework. I began assisting, in the lab, and delivering completed cases to dental offices. Soon, I learned the technology and was also producing porcelain restorations. I

enjoyed the laboratory work, although, I missed the human contact experienced by healthcare providers. I returned to university and completed my dental education at Georgetown University School of Dentistry in Washington D.C. My family and I returned to San Diego in 1986 and I began practicing here in Lake San Marcos. I have had the privilege to incorporate superb technology combined with focused care upon a remarkable group of patients. My appreciation extends to the exceptional team of dental professionals with whom I work. Their main goal is to treat our patients with the utmost care, concern and respect.

I look forward to meeting you, providing your dental care and developing a long-term professional relationship.

**Dr. Emmanuel Delagrammaticas DDS, FAGD**  
**"Dr. Del"**

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Credentials

- Doctor of Dental Surgery: Georgetown University, Washington DC - Summa cum Laude - Omicron Kappa Upsilon
- F.A.G.D. - Fellow in the Academy of General Dentistry
- UCLA School of Dentistry - Associate Clinical Instructor
- Omicron Kappa Upsilon is the national honorary fraternity of dentistry. A number constituting not more than twelve percent of the graduating class may be elected. In addition to scholarship, the recipients have demonstrated exemplary character traits, and the potential for future growth and attainments.
- Alpha Omega Scholarship Award: For the highest scholastic standing for four years of dental study.
- Maimonides Scholarship Award: Award for highest scholastic average for first two years of dental study.
- Academy of General Dentistry: Senior dental student who has shown the most promise of being an outstanding general dentist.
- American Academy of Gold Foil Operators: Award for proficiency in direct gold restorations.
- Robert J. Rothssein Award and Dentsply International Award for excellence in Prosthodontics.
- American Academy of Periodontology: Outstanding Achievement in Periodontics

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## Memberships

- American Academy of General Dentistry
- Lake San Marcos Kiwanis Club

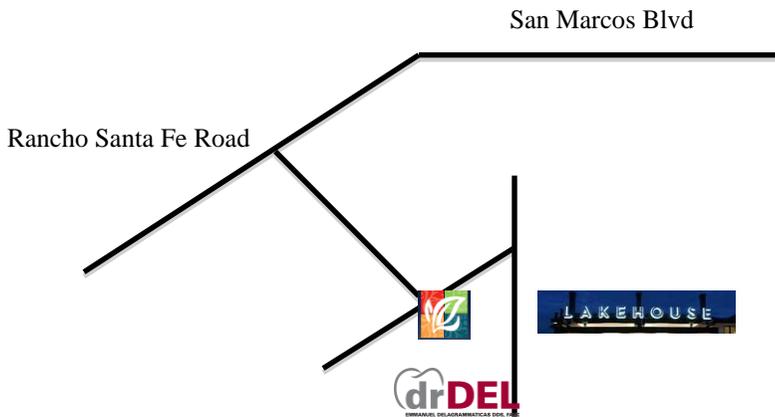
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## TopDentists Nomination- 2012, 2013, 2014

Three years in a row.... Dr. Del has been voted by his peers into the database of TopDentists San Diego.



# How to Find Us...



*A description of where  
to go and what to look for.*

We are located in tranquil Lake San Marcos:  
**1030 La Bonita Drive, Suite 303**  
**San Marcos, CA 92078**

We are just behind the new *Meridian* home development and West of the newly renovated *Lake House Hotel and Resort*.

The map and directions enclosed should help you find us.

**From the 78 Freeway:**

Exit Rancho Santa Fe Road and head West  
Turn left onto Lake San Marcos Drive  
Turn left onto San Marino Drive  
Turn right onto La Bonita Drive  
Turn into the shopping center on your right  
We are at the end on the left

**From Palomar Airport Road:**

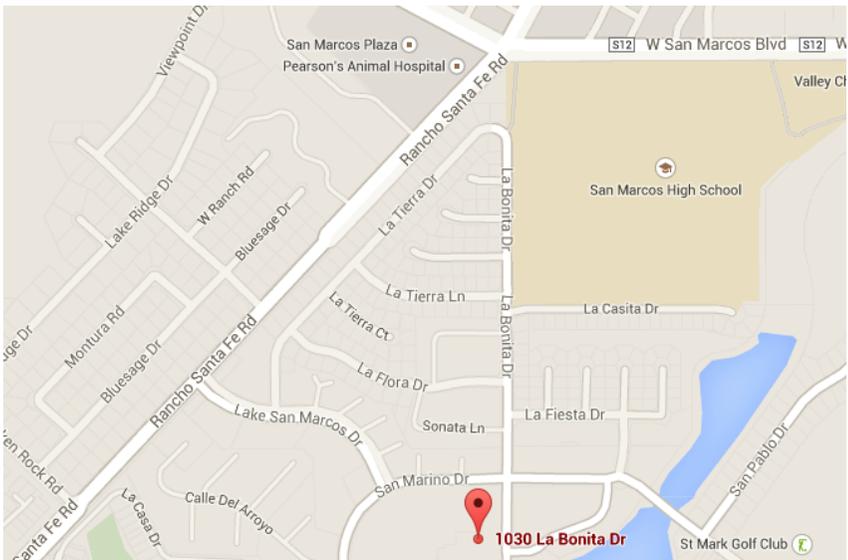
Go East on Palomar Airport Road  
Continue onto West San Marcos Blvd  
Turn Right onto Rancho Santa Fe Road  
Turn left onto Lake San Marcos Drive  
Turn left onto San Marino Drive  
Turn right onto La Bonita Drive  
Turn into the shopping center on your right  
We are at the end on the left

**From Encinitas:**

Go East on Rancho Santa Fe Road  
Turn Right onto Lake San Marcos Drive  
Turn left onto San Marino Drive  
Turn right onto La Bonita Drive  
Turn into the shopping center on your right  
We are at the end on the left



***A View of our Building from our  
Parking area (Front)***



***Google Map***

### **Parking**

We have convenient, ample parking at the front of our building. Handicap parking is also available.

If you have any trouble finding us, please do not hesitate to call:

**(760) 471-0475**

We find our location to be nice, quiet, and tranquil. We can serve you better if we are all more relaxed.

The Lake is right behind our office; feel free to check out the beautiful view yourself!



## Our Courtesy System...



*A tool which helps us be  
pleasant, kind  
and careful with our  
communication.*

# Our Courtesy System

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This is the system that we use in our contacts with each other and with our patients.

We have found that it is much easier to be happy in our work when we are pleasant, kind and careful with our communication.

If you believe that we are not fulfilling our commitment, please bring it to our attention.

If you have any questions about the system, just ask.

1. *Speak very politely using a person's name – "Please" and "Thank you" as a minimum.*
2. *When you talk about a person who is not present, speak as if they are listening to your conversation. Use the person's name in each sentence in which you refer to them.*
3. *If you have a problem with someone, talk about the problem only with them and in private.*
4. *Apologize and make restitution if someone is upset by your actions.*
5. *Greet and farewell everyone by name, with eye contact and a touch.*
6. *Blame a system, not a person.*
7. *Tell the truth!*
8. *Use positive conversation.*

## **General Information...**

*Our commitment to you and  
what we have to offer our patients.*

# General Information

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## *What We Want for You*

Our aim is for you to enjoy coming to see us.

We know the only way we can be truly happy at work is if the people we meet are also happy.

We all want to live long and happily, so we have decided to do things differently – to concentrate on helping you to be happy!

We want you to be excited about how your teeth look and how healthy your mouth feels.

If you are happy because of your experience with us, you will invite your friends and family to see us. We will continue to grow, and we can feel proud that we have helped you achieve your oral health goals.

## *Making the Most of Your Time*

Your time is very important to you and that makes it important to us.

We usually run on time and we will apologize if we keep you waiting.

You will find that we can do things in fewer visits than usual. We like to work efficiently and not have you coming back multiple times.

If we learn to work together, Dentistry can be a pleasant experience. If we can all learn to enjoy having Dental Treatment it will help us all be healthier and gain more happiness for the rest of our lives.

## ***Making Treatment Pleasant***

There are televisions in each room on the wall and ceiling, and programs running constantly. You may watch your favorite channel or listen to music. And we can even turn it off, if you prefer.

We have developed new techniques that help us to help you to enjoy your treatment without discomfort.

We have cream for your lips to protect them, and dark glasses to protect your eyes.

We can do many treatments without injection, yet without pain, if you so desire.

Here's how we do it...

We use high magnification when we work so that we can see the live and sensitive parts of your teeth.

With old-fashioned silver fillings it was necessary to drill into live parts of your tooth to lock the fillings into place.

We use Bonding and Porcelain or Composite Resin, which adhere to your tooth and may make it unnecessary to drill into the live parts of the tooth.

## ***Long Term Dentistry***

If you are like most of us, you would like to keep your teeth as long as possible – preferably the rest of your life!

You are likely to live into your nineties, so we feel that it is important to perform long-term dentistry rather than quick, short-term fixes that may cause you trouble, cost you more in the long run and may ultimately lead to tooth loss.

We have found that one of the major reasons that teeth are lost is that they break because they have been weakened by decay and drilling. Each time a filling is replaced, it becomes bigger as more of your tooth is cut away.

The average life of a silver filling is under 9 years, and a white filling, five years, so in your lifetime you can expect one filling to be replaced many times, and to gradually get bigger.

After the filling has been replaced two or three times, the tooth often dies, and this causes more problems.

So, for all but small cavities, it is often better to have a long-term solution such as a ceramic onlay/crown, to stop the continual treatment and damage to your tooth.

### ***Crowns are Often the Answer***

We use a newer kind of ceramic crown, which fits over the tooth and only requires that the outer worn layer of enamel and decay be removed. These crowns can be completed in just one visit utilizing CAD/CAM technology.

After they are prepared for crowns, the teeth do not end up looking like little “pegs”, as they used to with the thicker, old fashioned kind of caps.

On front teeth we use tooth colored ceramic to veneer your teeth. **Ceramic** looks wonderful and it works very well on front teeth



Cerec 1-Day Crowns

We often utilize Zirconia on posterior teeth, which is an extremely hard ceramic that will withstand most biting forces.

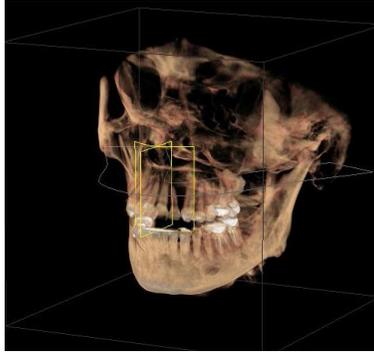
Our ultimate objective is to have a natural appearing dentition and provide strength and stability for many years.

### *3D Digital Imaging*



Low Radiation Panoramic/3D CT Scanner

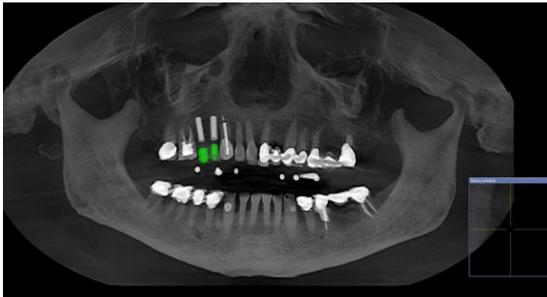
Wow! Our new 3D/CT scanner reveals so much valuable information. We are now able to view areas of the oral cavity and jaws with clarity and access images from all vantage points.



We enjoy the confidence that we can provide you with much greater information about your health.

### ***Guided Implant Placement***

Utilizing our state of the art 3D/CT scanner we are able to, “virtually,” precisely align implant locations and positions.



3D Implant Plan

Dr. Del can now integrate the scan with his CEREC CAD/CAM technology and produce an implant surgical guide.



Implant Surgical Guide

Combining these technologies reduces surgical procedures and streamlines implant placement resulting in faster and more comfortable outcomes.

## *Preventive Dentistry*

It is much better to prevent problems than to try to cure them; I think you will agree.

We will be happy to show you how to prevent decay and gum disease by helping you learn how to care for your teeth as well as you can.



Preventive Laser Gum Treatments Available

If you wish, we can help you identify the things that you eat, which are especially damaging.

## *Our Facility*

We are proud to provide a state-of-the-art facility for the highest quality dental care available.

It is one of our top priorities to protect the well-being of our valued patients. For this reason, our office practices good faith compliance and strives to meet and surpass all OSHA (Occupational Safety and Health Administration) and CDC (Center for Disease Control) standards.

We are confident that you will feel right at home in our office, as we offer an environment of warm colors, a fireplace in our waiting area, and modern/sleek décor to appeal to many.

## *How Do our Fees Compare*

We pride ourselves in providing responsible, quality dentistry utilizing the latest technology, efficient procedures with long term esthetic materials. We provide our services in a comfortable, trusting environment at a fair fee.

We do not provide “discount dentistry” and do not compete with the milieu of advertising offices. Often these offices promise low fees, free services,

and must “up sell” in order to survive in the dental business model.

### ***Guarantee***

Provided you see us for regular maintenance, we warranty all ceramic crowns for three (3) years against breakage and tooth colored fillings for a period of (2) years.

### ***Payment***

We accept Visa, Discover, Master Card, American Express, check, or cash. We also offer *CareCredit*, which provides interest free patient payment financing. *CareCredit* allows you to begin your treatment immediately- then pay for it over time with monthly payments that fit easily into your monthly budget. However you chose to pay, you will receive written arrangements and treatment plans, in advance.

### ***Insurance***

We accept all PPO dental plans and are in network with many of the major insurance companies. The amount of benefits varies from 0% to 100% depending on what procedures you have done. Our staff will file your insurance claims for you and help you recover the most from your benefits. Please be aware that you, our patient, are ultimately responsible for the fees related to your treatment.

We can submit a pre-authorization of coverage per procedure, if requested.

“In dentistry—I care for people, not insurance companies! When I treat insurance companies—I am in chaos.” Dr. Omar Read, Famous Educator/Dentist

### ***The Hours We Work***

We are in the office Monday thru Wednesday from 8:00am until 5:00pm. Thursday we work 7:30am until 3:00pm. Friday we are in the office from 8:00am until 12:00pm. Other appointment times are available as needed.

### ***Emergencies***

It is important to me that you can reach me when a dire need arises and it is after office hours. We will be glad to provide you with my personal cell phone number: **(760) 716-4017**. Keep the number in a safe place and call me if you need urgent help.

### ***We are Connected***

We feel that it is important to stay connected to you through the World Wide Web and social media as well.

We enjoy interacting with our patients on *Facebook* and often provide special offers and post important dental health information on our site. Feel free to add us on Facebook! [www.facebook.com/drdeidds](http://www.facebook.com/drdeidds).

You can also find more information about us on our website. [www.drdeidds.com](http://www.drdeidds.com).

# **A Bargain We Would Like to Make With You**

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Here is what we feel we owe to each other.

It is what we would like our relationship with you to be built upon.

If you have any concerns at all with us, we are happy to discuss, with you, what you feel would be fair.

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**We** must tell you in advance, the cost of any major treatment.

**We** must do our very best treatment for you.

**We** must listen to you when you speak.

**We** must apologize and make amends if we don't perform as we promise, and you can be the judge of our performance.

**We** will do our absolute best to keep to schedule because we know everyone hates to be kept waiting.

**You** will you notify us if there is something that upsets you. That way we have a chance to make it right, apologize and regain our relationship.

**You** should pay your bills on time. 😊

If we ask (We don't ask everyone) we would appreciate and be honored for you to refer at least one person whom you feel would like the things we offer. In this way, we can continue to have a flow of new people, and be here for you when you need us next time. We work hard to exceed your expectations in every way possible. **We are accepting new patients.**

## **Special Information**

*Here you may put any  
information you are given  
about your future treatments.*

## ***On Your First Visit...***

The first step in our office is to listen to you. We want to get to know you and make sure you are comfortable before we treat you.

On your first visit, we offer you a complete examination, which is designed to minimize treatment for you. Common repair dentistry focuses on just that: repair. It's reactive. Complete dentistry is proactive. Complete dentistry offers you the opportunity to regain your oral health to its optimum.

During your complete periodontal examination we will examine your teeth, surrounding gums, cheeks, lips, throat, tongue, lymph nodes, TMJ, and muscles of your jaw area. We will take intraoral video photographs and incorporate an oral cancer examination.

*“Without diagnosis there can be no treatment”  
-Hippocrates*

## ***To Prepare for your First Visit...***

1. Please fill out our New Patient Questionnaire or you may fill out our form online by visiting our website: [www.drdeidds.com](http://www.drdeidds.com) and clicking on “New Patient Online Forms” on our home page
2. Bring a list of Medications that you are taking
3. Bring your Insurance Information
4. Bring a smile!

# ***Notes***

*Kind Regards From:*

*Dr. Del*

*Beckie*

*Jennette*

*Joanne*

*Mercedes*

*Kris*

***We Cannot Wait to Meet You!***