



It is hard to believe that our Seekonk office has now been open for just about a year. For those of you that know me, you know that I have a reputation for really telling it like it is. So here goes!

First, the great news: We couldn't be happier to have the new facility and be able to do things that were previously impossible. We love our Seekonk coworkers and are quite honestly thrilled to have them in our practice family. Patients who utilize the location seem very pleased.

Now, the bad news: We were unprepared for the challenges in the transition. I had attempted to get everyone ready, but did not lead the transition as smoothly as what was (probably) possible. As a result, we struggled on the customer service side in Westport as we labored to get staff support to the level that it needs to be. To those of you who had been accustomed to the principles we abide by- friendly, personal, on-time service- we lost points in 2010.

But I promise you we have not forgotten our mission. I'm confident that you will be proud of what we will do in 2011...there, now I've said it!

### Our Website

We believe that well-informed patients are comfortable patients. In the past month, we've made some changes to our websites to benefit you, by providing more information about our doctors, our services and the answers to some of your most frequently asked questions. We've also added an easy scheduler for your convenience. Should you have a preferred appointment time, it is now possible to request these directly on our website. Once you've requested an appointment, you will receive either an e-mail or phone call from our office, to confirm your requested time or to reschedule.

In addition to the easy scheduler, we've also uploaded our new patient forms for download for the convenience of those you may refer to the practice. We will continue to update our website in the coming year to better assist you and provide you with the health information you need.

### MetLife in Seekonk

When new patients call our office, one of the most-asked questions is whether we accept their particular insurance. Historically, we accepted many, but not all insurance plans.



Sue-Ann and Eva-Lynn

One of the benefits of the Seekonk location is that it permits us to expand our insurance participation for you. We are happy to announce yet another insurance we are now in network with. Dr. Kuchar recently became a provider for MetLife in our Seekonk office. Most MetLife plans qualify. If you or someone you know has MetLife, we would encourage a visit to Dr. Kuchar. She has hours from 7:30 AM to 7:30 PM by appointment, as well as available Saturdays. Give us a call at 508-336-3655 to find out more details or to schedule an appointment.

### New Addition to the Family

These past few weeks, many of you have been asking about one of our assistants, Sue-Ann, who was pregnant with her first child. We are happy to tell you that little Ava-Lynn made her debut on February 23, and since then has proven to be a wonderful addition to the family. Although she does miss work, Sue-Ann has been enjoying every minute of being a mom. Of her daughter, Sue-Ann said, "Having her was truly a blessing. I thank God for her every day."

Though she loves spending her time with her daughter, we are happy to report that Sue-Ann will be back in the office the first week of May. Congratulations, Sue-Ann!

Sincerely,

David J. Ahearn DDS

## Giving Life

One of the greatest things about being a dentist is the opportunity to get to know and appreciate the wonderful people that we serve.

A few months ago, Carol Sunderland was in for her routine cleaning and while she was here, she shared with us that she had recently donated part of her liver to her nephew, Joe. He had been diagnosed with end-stage liver disease in the Fall, which shocked everyone, as he didn't fit into any of the risk categories for the disease. When she heard the diagnosis, Carol offered to help in any way that she could. After a barrage of tests, both physical and psychiatric, Carol underwent surgery on June 29, to donate a lobe of her liver to Joe.

I think that we all believe that we'd do the right thing when the time comes to be a hero, but there are times when that commitment is shown to you and you simply have to stand back, admire, and hope that, if the need ever arose, we would be as kind and as brave as Carol!



Carol Sunderland and her nephew, Joe

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**SPRING GREETINGS**

