

## Making dentistry more comfortable for pediatric patients

Dr. Bill Waggoner on his experience with the ScanX Intraoral and ScanX Swift and the benefits these digital imaging systems bring to his pediatric patients and his practice—from increased comfort to faster processing times.

by RENEE KNIGHT, CONTRIBUTING WRITER



**DR. BILL F. WAGGONER** graduated from the West Virginia University College of Dentistry in 1980 and completed his master's degree in pediatric dentistry at the University of Iowa in 1982. He is a diplomate of the American Board of Pediatric Dentistry and a fellow of the American Academy of Pediatric Dentistry.

As a pediatric dentist, Dr. Bill Waggoner knows how important it is to teach children the value of maintaining their oral health from an early age—and to make visiting the dentist as stress-free and fun as possible. He wants his patients to enjoy their time at his practice and leave looking forward to their next visit.

That's why he's created a fun, kid-focused environment in all three of his Las Vegas-based practices, complete with video games in the waiting room and TVs in the operatory. His team members know how to engage with children and get them



### Total team effort

The team members at Dr. Waggoner's practices know how to engage with children and get them excited about dentistry.

excited about dentistry, and they even offer sedation to help make necessary restorative work as pleasant as possible for their young patients. They all love working with and treating children, and it shows in the top-notch care they provide.

"Kids are very honest. You always know where you stand with a child," Dr. Waggoner said of what he likes most about working with children. "And I love being able to engage with kids. Most kids will engage with you if you ask them questions. They're happy to tell you about everything they know so that can be fun. And it also can be challenging. On any single day, a child that was very good last time might be a challenge

this time. So you never quite know what you're going to get."

While Dr. Waggoner focuses on creating a fun, welcoming environment for his patients, he also knows the products he uses make a big difference in their overall experience.

Before he invests in a new product, he thinks about how it will benefit the children he treats. He always has their best interest at heart, he said, which is why he switched to the ScanX from Air Techniques nearly 10 years ago. This digital system not only makes the imaging process more comfortable for his patients, it also provides him with high quality images in a matter of seconds.

### An evolution

Dr. Waggoner spent about 15 years in academics before making the move to private practice nearly 20 years ago. He started out using film to take X-rays but after a few years decided he wanted to bring the benefits of digital radiography to his practice. The problem? Many of his patients couldn't tolerate the rigid, wired sensors, and after only a few months of hearing his patients complain about the sensors hurting their mouths, he went back to film.

A few years later, Dr. Waggoner found a phosphor plate scanner, and while the flexible, wireless sensors proved to be much more comfortable for his patients, the system was not only too big and cumbersome, but its processing speed was way



### Using today's technology

Dr. Waggoner has ScanX Systems in each of his three practices—two ScanX Intraoral Systems and the new, compact ScanX Swift.

too slow for a busy pediatric practice.

Finally, Dr. Waggoner found the ScanX from Air Techniques. Today, he has a ScanX System in each of his three practices—two ScanX Intraoral Systems and the new, compact ScanX Swift, a system Dr. Waggoner says is especially well suited for pediatric offices because of its small size and fast processing speed.

“If a child can tolerate a regular X-ray film, he or she can tolerate the ScanX flexible sensors,” Dr. Waggoner said. “That’s a big difference between the ScanX flexible, wireless sensors and the wired sensors. You also have less radiation when using digital X-rays, and any time you can minimize radiation exposure—especially in children—that’s a good thing. There are no chemicals or processor to clean, and the processing time is very short.”

**Other benefits**

While the fact that most children can tolerate the thin, flexible ScanX sensors without any pain or discomfort is the biggest benefit Dr. Waggoner says this system offers, there are other features that help make his practices more efficient, including the fact the flexible, wireless sensors can be re-used hundreds of times and require no yearly maintenance.

The thin, cordless, phosphor, flexible, wireless sensors also capture 17 to 38 percent more image area than wired sensors—and

that provides more information for improved diagnosis. It also means fewer retakes, saving Dr. Waggoner’s team time and frustration.

The system is easy to use and integrates seamlessly with their Eaglesoft practice management software, Dr. Waggoner said. It also eliminates the chemical smells, storage and costs that come with film processors. The ScanX processes high quality images in seconds—images that help educate both his patients and their parents.

“With the ScanX, you can put an X-ray image on the monitor and show parents exactly where the caries is or you can show them an erupting tooth or a pathology,” Dr. Waggoner said. “It’s right there on the monitor in front of them, and a lot of parents tell us how much they like that.”

Dr. Waggoner’s team also loves the ScanX, and he realized just how much when he opened his third pediatric practice about six months ago. To save costs, he initially opted to use the film processor he already had rather than investing in another ScanX. It didn’t take long for Dr. Waggoner to change his mind.

“After less than a month, with staff complaints and the processor going down a few times, I said, OK, we’re getting a ScanX like the other practices,” Dr. Waggoner said. “My staff was very, very happy to hear that. My lead assistant literally hugged me and said, ‘Thank you so much, you’ve made our lives easier.’”

**Investing in new products**

When Dr. Waggoner adds new products to his practices, not only does he think about what’s best for his patients, he also has to think about what makes the

**FEATURED PRODUCTS**



**ScanX Swift** airtechniques.com

Described as fast and easy-to-use, the ScanX Swift is a chairside digital X-ray system that offers better value and greater patient comfort. The system’s flexible cordless sensors provide diagnostic clarity, while its compact design fits in any operator. Able to produce sharp images in nine seconds or less, the ScanX Swift reduces the need for multiple retakes by providing a larger image area.



**ScanX Intraoral Digital Radiography System**

airtechniques.com

ScanX Intraoral Digital Radiography System is the centralized intraoral workhorse capable of reading images simultaneously from PSP flexible sensors, sizes 0 – 4. A full-mouth series takes less than two minutes with ScanX compared to eight minutes with film.



most sense financially. He typically turns to products that will make him more efficient as well as put him on the leading edge of dentistry—two things ScanX does for his practices.

“Every minute you have a child in the chair is a precious minute. You have to be as efficient as possible,” he said. “I also look at cost and ROI, and I look at the ‘gee whiz’ factor. Like with the ScanX, I’m able to put

digital X-rays on the monitor and show parents what’s going on in their child’s mouth. That makes them feel like you’re closer to the leading edge, and it helps educate them as well.”

Over the nearly 10 years Dr. Waggoner has used the ScanX systems, he’s been happy with their performance and with the team at Air Techniques. He wouldn’t hesitate to

purchase another product from the company and would recommend the new ScanX Swift to any pediatric dentist who’s ready to go digital.

“ScanX Swift really delivers an outstanding return on your investment,” Dr. Waggoner said. “Based on my personal experience, ScanX Swift is an ideal digital radiography solution for pediatric practices.” ●

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