



# Chairside Chatter

OUSBORNE & KELLER D.D.S., P.A.

SUMMER 2019

## OFFICE HOURS

**MONDAY-  
THURSDAY**  
7:50AM-4:50PM

**FRIDAY**  
(ADMINISTRATIVE )  
9:00AM- 1:00PM

### Please Note

*If you are a patient of record & are experiencing a dental emergency, please call (410) 828-1177 to reach the **Doctor on Call.***



**Dr. Pat  
Ousborne,  
wife, Esther,  
& son, Luke,  
at Disney World  
Orlando, FL**



**Dr. Tom Keller  
& wife, Linda,  
celebrating their  
45th wedding  
anniversary with  
granddaughter,  
Maggie.**



**OUSBORNE  
&  
KELLER,  
DDS, PA**

is proud to be a  
**PRIVATELY  
OWNED**  
(no corporate affiliations)  
**DENTAL  
PRACTICE.**  
Our office has  
proudly served the  
greater  
**Baltimore area**  
for over  
**50 YEARS.**





## AFTER ALL THESE YEARS...



For over 50 years, **Ousborne & Keller, D.D.D.S., P.A.** has remained dedicated to enriching the lives of those who choose and cherish excellence. We take tremendous pride in our longevity and our ability to provide a variety of prosthodontic, cosmetic, implant and comprehensive complex dental treatments, as well general dentistry and professional dental cleanings. We strive to provide the very finest patient service combined with ethical & innovative dentistry while building relationships based on mutual trust, respect and sincere appreciation.

**Ousborne & Keller** is a true concierge-style dental office. We offer a 'deskless' front desk where patients are greeted as they enter the office verses lining up at a window for 'check-in/check-out'. All treatment planning and financial discussions are completed in private conference areas. We will assist you with scheduling appointments with other dental specialists when necessary, and we always follow your treatment through to completion - insuring timely and accurate communication between specialists.

Along with our fully stocked nutrition bar, complete with fresh baked cookies and fruit, heated throws and comfortable pillows, phone charging stations and private conference rooms, **Ousborne & Keller** offers personalized treatment plans and payment options. Each of our highly skilled dental assistants, hygienists and administrators has been personally handpicked by us to represent the '**OK WAY**' and shares our strong commitment to exceeding expectations.

Surrounded by mediocrity resulting from large corporation buyouts of small, locally owned businesses, the private practice dentist is becoming a rarity. At **Ousborne & Keller**, we are thoroughly aware that both our existing and potential new patients have a broadening choice of dental providers. Nevertheless we stand committed to remaining one of the increasingly few privately owned (no corporate affiliations) dental practices in the Baltimore area.

We believe that it is our *private practice fee-for-service* philosophy that allows us to remain unburdened by insurance limitations and corporate dictated goals. We feel this philosophy makes it possible to exercise complete autonomy in recommending treatment which is truly in the best interest of each individual patient. Although **O.K.** is not a participating provider with any insurance company, **we will gladly submit all dental insurance claims, radiographs and required narratives to the respective insurance companies** in an effort to help maximize benefits. All claims are submitted the same day, most electronically, with reimbursement being sent directly to the policy holder.

**And YES**-we are accepting new patients!

However, unlike many offices, **Ousborne & Keller's** main focus has never been to have the most patients; instead we prefer to **focus on the patients we have.**

**When you focus  
on the good,  
the good gets better.**

*Abraham Hicks*



**KRISTEN & family in the Outer Banks**



**MICHELE & family in Ocean City, MD**

**LAURA**  
hanging  
out at  
Xpose,  
Parkville,  
MD



**KRISTI**  
at Narragansett, RI



**AMIE**  
Wake-  
boarding  
on  
Lake Anna,  
VA



**KIM & dogs camping  
in Levels, WV**



**SARAH & family in  
Cooperstown, NY**



**JENN at Annie's Canyon  
Trail in Solana Beach, CA**



## OUSBORNE & KELLER, D.D.S., P.A.

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We invite you to experience  
**'EXCELLENCE BY CHOICE'**.

**\*\*Please remember to bring your calendar with you so that we may reserve your preferred appointment time.\*\***

### WELCOME READERS!

We are pleased to provide this latest issue of **Chairside Chatter**. Feel free to pass this copy along to a friend and help 'save a tree'.

If you have a friend, family member or colleague who you feel would appreciate our unique commitment to fine dentistry and our exceptional customer service, please ask them to call (410) 828-1177 to schedule an appointment. We are always delighted to welcome **NEW PATIENTS** who are referred by **YOU**, our cherished dental family.

**DID YOU KNOW...** our practice was initially founded by **Dr. Albert Ousborne** over 50 years ago? In 1977, **Dr. Tom Keller** became a partner and in 1993 **Dr. Patrick Ousborne**, Dr. Al's son, joined the practice after completing his dental degree at the University of Maryland, Baltimore College of Dentistry. Dr. Pat Ousborne then went on to complete his specialized Prosthodontic training at the University of Florida, College of Dentistry before returning to **OK** in 1999.

**DID YOU KNOW...** **sugarless gum** might actually be good for you? According to a recent Australian Broadcasting Corporation article: Chewing sugarless gum may help prevent tooth decay. Chewing sugarless gum increases saliva production which helps to keep teeth clean. Of course, regularly brushing & flossing is still necessary to maintain optimal oral health, but, there may be some benefits to chewing sugarless gums- especially for those who suffer from dry mouth and have trouble producing enough saliva. You can find more information about possible benefits of chewing sugarless gum at **MouthHealthy.org**-an ADA oral health topics consumer website.

### Sugarless Chewing Gums with the ADA Seal of Acceptance

5 Sugarless Gum	Bazooka Sugarless Gum
Breathsavers Protect Sugarless gum	Eclipse Sugarless Gum
Extra Sugarless Gum	Orbit Sugarless Gum
Ice Breakers Ice Cubes Sugarless Gum	Trident Sugarless Gum

**OUSBORNE & KELLER**  
**D.D.S., P.A.**  
*-offering an ethical approach to innovative dentistry*

**DID YOU KNOW...** at Ousborne & Keller **FIVE STAR** stands for:

★ **QUALITY**  
★ **COMMUNICATION**  
★ **CONSTANT IMPROVEMENT**

★ **CONSIDERATION**  
★ **SERVICE**



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**D.D.S., P.A.**  
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