



Practice Portrait: Guided Biofilm Therapy at the fotzn'spanglerei dental practice

Core Values: within the team and during prevention efforts

When Dr. Petra Volz and her husband, business manager Alexander Volz, opened their first fotzn'spanglerei dental practice in Garmisch-Partenkirchen in 2019, it was clear from the outset that they were committed to values such as loyalty, transparency and honesty. These are reflected in modern staff management and open patient communication. When it comes to prevention – a central component of their range of services – they rely on a consistent prevention concept that's both transparent and high quality. This standard takes the form of Guided Biofilm Therapy (GBT).

Dr. Petra Volz used to be terrified of the dentist. Now she sees it as a twist of fate that she's a dentist in private practice with two surgeries in the districts of Garmisch and Partenkirchen. After a few career detours, the decisive turning point came with her training as a dental assistant. Because "I can do what they do on the other side of the chair", Petra thought to herself and began studying dentistry at the age of 27.

Entrepreneurial freedom

On the day she enrolled, it was clear to her that she would set up her own practice and that she wanted to set up and run the dental practice together with her husband Alexander Volz: she, the dentist, and he, the business manager with professional experience

in IT companies and HR management. "It's invaluable that we can now put into practice what we learned in our previous professions – and it's really enjoyable too," Alex sums up. This applies to both the entrepreneurial concept with HR management and the treatment concept. It was clear to Petra early on that her work would involve prevention based on the GBT concept.

In Bavaria, the "fotzn" is the mouth and the dentist is the "fotznspangler".

With the practice name "fotzn'spanglerei", they want to appeal to people in the region and – above all – take away the fear of visiting the dentist from anxious patients. It was also about

establishing a brand independent of any one person.

Today, "fotzn'spanglerei" has two practices with a total of four salaried dentists, two administrative staff, four prevention assistants, a dental technician with an assistant plus six dental assistants at the dental unit – and not to forget the practice dog Vincent ... In Garmisch there are five treatment rooms with an adjoined in-house laboratory.

"As an all-round concept, GBT is pretty well thought out."

Dr. Petra Volz, Garmisch-Partenkirchen

The treatment here focuses on oral surgery, implantology and prosthetics. The second practice in Partenkirchen with three treatment rooms specializes in tooth preservation, endodontology and aesthetics. Prevention treatments are available in both practices.

Recognizing and promoting potential

From her time as a dental assistant, Petra decided to change the way she managed staff in her own practice. Together with Alex, clear values such as loyalty, honesty and transparency were defined for working together. The atmosphere is relaxed, informal and friendly – the approach taken is one of mutual acceptance and esteem. People are on first-name terms and everyone in the team is equal. "I want to create a happy place here" is Petra's aspiration. Alex also describes the good teamwork as a daily source of strength, because: "Seeing how our team gets

involved here and is committed to our practice gives us a lot of energy." Patients also notice the good vibe. They repeatedly hear the feedback "everyone here's so friendly" and "it's never been so much fun at the dentist".

Petra thinks the job of a dental assistant is "simply great" because it offers many different opportunities for further training. They support anyone in the team who wants to further their education – while also organizing internal training courses themselves on topics ranging from prevention to communication training. Petra enjoys recognizing and promoting the potential of her employees and giving them the "wind beneath their wings".

Prevention for all

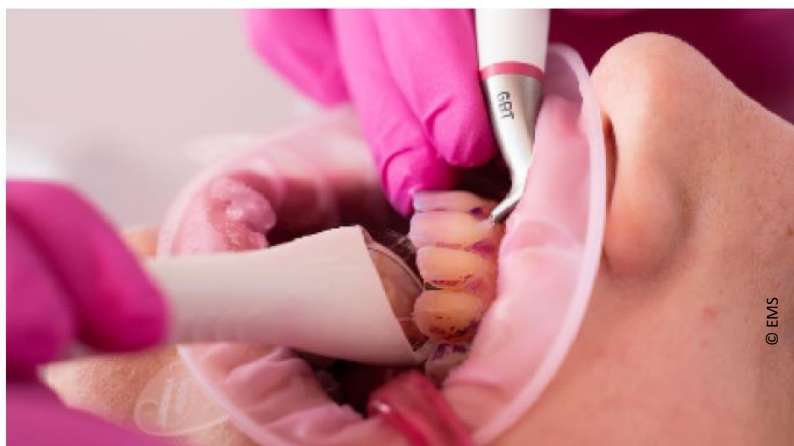
Prevention is a central focus of services at fotzn'spanglerei. When they took over the practice, they immediately told their patients about the benefits of regular

professional mechanical plaque removal for long-term oral health. In the long term, every patient should also be a prevention patient. This entails making sure that price doesn't act as a deterrent to professional mechanical plaque removal. Above all, such treatment needs to be a comfortable and painless experience for the patient.

Petra completed her first GBT master classes in 2007 – when she was still a specialist dental assistant herself – and got to know the GBT concept. She's been "EMS addicted" ever since. So it's no wonder that her fotzn'spanglerei has been using the GBT concept for prevention from day one.

What aspects of the GBT concept convinced you, Dr. Volz?

Dr. Petra Volz: As an all-round concept, GBT is pretty well thought out. As such, it provides a consistent guideline for professional mechanical plaque removal. This has enabled us to implement a standardized prevention procedure that everyone here remains committed to.



02/03 The GBT-certified fotzn'spanglerei dental practice uses three Airflow Prophyllaxis Master devices of the latest generation – these providing patients with a positive prevention experience.

"Implementation of the GBT concept has worked very well."

Alexander Volz, Practice Manager

With GBT, we also offer a uniform treatment standard to the outside world – making us clearly recognizable to our patients. So GBT is more than just a powder jet device.

... a good keyword. Which powder jet devices do you work with?

Dr. P. Volz: We now have three Airflow Prophylaxis Master devices of the latest generation in the practice. This gives our patients a very positive prevention experience, which also keeps them loyal to our practice. After all, people who've

received professional mechanical plaque removal at our practice usually come back again and again. That's a great response.

How have your employees accepted the GBT concept?

Alexander Volz: Implementation of the GBT concept has worked very well. As we've had a team change in recent months, we've organized further prevention training for our entire team again. Everyone's now committed to the GBT treatment concept again and has the same up-to-date knowledge.

The second of the eight steps in the GBT concept involves tooth disclosing before starting the teeth cleaning – how do new employees feel about this?

Dr. P. Volz: We've sometimes experienced that disclosing in particular is viewed somewhat critically. So far, though, the prevention staff have quickly realized that the entire biofilm only becomes visible after disclosing. During treatment, they realize that the biofilm is easier to remove when disclosed – and when the result of the tooth cleaning is also easier to see, everyone's even more enthusiastic.

The wow effect at the end of the treatment is also great for patients because they can clearly see the difference between before and after. This also gives them a better understanding of the treatment goal.

How do your patients react to GBT overall?

Dr. P. Volz: Both transparency of the work process and the actual results are clearly visible to them. The response is consistently very positive and this in turn is very motivating for our four prevention staff.

And how has prevention developed from a business perspective?

Alexander Volz: The success has been resounding – in fact we've grown from the original one full-time dental hygienist to 3.5 prevention staff in recent years. Our three prevention rooms are busy every day and our total turnover also shows that prevention is a pillar of our success – accounting for a good 20 percent of our business.



Dr. Petra Volz

is the owner of [fotzn'spanglerei] and is present on social media as a dentfluencer.

www.fotznspanglerei.de

Photo: private



Alexander Volz

is a graduate in business administration and commercial manager of [fotzn'spanglerei]. He also offers online courses for practice owners under the "menschundpraxis" ["people and practice"] website.

www.fotznspanglerei.de

www.menschundpraxis.de

Photo: private

Thanks to word of mouth from our satisfied patients, more new patients are now following our prevention-oriented treatment concept.

Yet establishing prevention should be seen as process that takes a few years. The option of private supplementary insurance is an important issue – and it's something we discuss with our patients when such an approach is advisable.

What are your next goals?

A. Volz: After the first few years of independence – during which the practices grew considerably – we're now focusing on our internal structures.

We're working towards boosting the role played by the prevention department. To take an example, we're planning a waiting list system so we can handle last-minute appointment cancellations. This is typically an issue during seasonal waves of illness – when more patients than usual have to cancel at short notice.

In actual fact, our prevention capacity is already very well developed. As a result, our future plans aim to focus more on supplementary, additional services in the field of dental aesthetics, such as bleaching.

Dr. P. Volz: And we want to further expand the projects we've started outside the practice. These typically include our lecture activities and the "Ladies Club Implants" – with structured further training in implantology for female colleagues only.

Thank you very much for the informative interview and the insight into your practice.

(emh)

Tip from the editors:

Dr. Petra Volz is one of the top-class speakers who will be attending this year's "GBT Summit" congress in Düsseldorf on 16 November 2024. The overriding topic there will be the GBT protocol for systematic professional mechanical plaque removal (PMPR) that is friendly to both patients and practitioners.