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Drs.
Lauren Wolf
and Rande
Kaminsky

ROYAL

Treatment

AT **KAMINSKY-WOLF DENTAL ASSOCIATES**, PATIENTS HAVE COME TO EXPECT TOP-NOTCH DENTISTRY AND THE KIND OF PERSONALIZED SERVICE THAT IS RARE IN TODAY'S HEALTH CARE ENVIRONMENT.

In an age when customer service seems to be a lost art, positive experiences for consumers can be few and far between.

Kaminsky-Wolf Dental Associates is proof that such rarities still exist. Established by Rande Kaminsky, D.M.D., in 1986, Kaminsky-Wolf Dental Associates has deep roots in the community and a storied history. The practice has managed to thrive not only because of the compassionate care and expertise of its clinical staff, but also due to the friendly demeanor of all team members.

Their dental office has staff members promptly answering telephone calls without the annoying prompts that people usually encounter when trying to speak with someone. They also deliver warm and courteous greetings to all who walk through the front door as well as provide personalized attention to all of their patients. This type of service may be an endangered species, but it's not yet extinct.

"Customer service is lacking in many businesses we encounter nowadays," Dr. Kaminsky says. "It's not only lacking in the medical and dental professions; it's also lacking in restaurants and businesses in general. Finding staff members like ours, that share our core values and goals, is not easy."

"For people who arrive at their dental appointment already feeling anxious, a warm, sincere greeting by the receptionists when they walk in the door goes a long way," he continues. "Our hygienists focus on patients' comfort, and our doctors address all of their concerns patiently and compassionately."

"One of the benefits of working in this way is that patients can sense how much time we are willing to spend with them, and therefore they don't feel rushed," adds Lauren Wolf, D.M.D. "They know that we also check in with them after the treatment that we perform. Additionally, when patients call and ask to speak with one of us, we return their call personally that same day."

According to Dr. Kaminsky, “We have a meeting every morning before we see our first patients. We review the schedule to make sure that our schedule flows smoothly, and we go over emergencies, concerns, or procedures that need to be addressed. We also have a full staff meeting every two weeks to review in detail what we need to work on to constantly try to improve our ability to meet our patient’s needs.

“Those practices allow us to provide the kind of treatment we feel confident in and comfortable providing,” he continues. “When patients know that we feel confident and genuine in the work we do, they feel comfortable trusting us with their care.”

Kaminsky-Wolf Dental Associates specializes in putting nervous patients at ease by getting to know each and every patient on a personal level. Most of the staff have been part of the team for at least 10 years, many even 20 or 30 years.

“When patients come in for their appointments, we always take an interest in whatever they want to share with us about their personal life before starting their dental work,” Dr. Kaminsky says. “That helps patients feel cared for and important to us as individuals. Consequently, our patients have the ability to establish longstanding relationships with not only the doctors, but also with the support staff and others in the office who have been with us for a very long time.”

“Patients who have a dental emergency are seen within the same day because that’s part of our business model and because we care,” adds Dr. Wolf. “Nothing is more frustrating than calling an office and being told it may be weeks or months before being able to address whatever concerns one may have.

“Many times we’ll get patients from other practices who say, ‘I tried contacting my dentist and no one called me back,’” she continues. “Dr. Rande Kaminsky and I take calls every weekend to manage emergencies. With our practice, patients feel like they have a safety net in the healthcare system that they might not find anywhere else.”

Kaminsky-Wolf Dental Associates sees patients of all ages. Families in Philadelphia and the surrounding suburbs have entrusted the practice with their care for multiple generations. The practice also includes periodontist Rebekka Gerson, D.M.D., and endodontist Richard Titlebaum, D.M.D. Patients rarely have to be referred outside of the practice’s office.

“Having two specialists who work in our office allows all of us the ability to easily and quickly collaborate,” Dr. Wolf adds. “It makes for better communication and more seamless transitions from one procedure to the next. Many times we’ll have consultations with three doctors in the same room, allowing patients to ask questions without having to bounce back and forth between different offices. It’s more efficient that way, and it makes it easier for all of us to complete

our treatment without any hiccups.”

For all members of Kaminsky-Wolf Dental Associates team, the most rewarding aspect of their shared connection with each other remains working together on a daily basis to benefit their patients.

“We have a great team that really works well together,” Dr. Kaminsky says. “It comes across in the way that patients are treated, and in the way we treat each other within the office itself. Our patients tell us they can feel the warmth and respect we have for each other.

“If we weren’t top notch in dentistry, we wouldn’t be able to stay in business as long as we have. Being one of the few remaining individually-owned practices has

allowed us to continue focusing on our patients as individuals and performing treatment that is tailored to them, not just what is best for our business. When our patients leave their dental appointment with a smile on their face, we feel gratified that we have successfully done our job and achieved our goal as a team.” ■

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