

Word of Mouth

A quarterly magazine highlighting how Smile Brands is delivering *Smiles for Everyone!*



Frank Baynham Begins His Smile Brands Journey ...page 4

Smile Brands' new Chief Operating Officer Frank Baynham, right, has already visited dozens of affiliated dental offices since he joined the company in September. Welcoming him to the Castle Dental-Clear Lake office in Webster, Texas, are, l - r: Darla Guarisco, Hygienist; Dr. Hiba El-Halabi, MDD for Houston-District 1; and Bernadette Flores, Office Manager.



Provider Profiles

Dr. Sandra Horner, MDD Dentistry is about Family

Whether it's enjoying the outlying areas of her native East Texas on a camping trip or working with patients to ensure they get the treatment they need, a sense of family is central in Dr. Sandra Horner's practice and her life. In fact, it's difficult to find any aspect of Dr. Horner's life in which family doesn't play a central role.

Dr. Horner serves as a Market Dental Director in both the DFW South and West Markets and is the Lead Dentist at the North Richland Hills-Davis Blvd. office. She lives with her husband William and their two daughters in the same town – indeed on the same street in Grand Prairie, Texas – where her parents still live, in the house where she was raised.

"Growing up, I couldn't imagine a career in which someone would voluntarily work in people's mouths every day," muses Dr. Horner. It was her sister's excitement about what she was learning to become a dental hygienist that

motivated Sandra to explore the field

herself. "I was fascinated by the science, the tools of the trade, and the idea of helping people," she observes. Once she began working as a hygienist, she reflects, "Having friends from hygiene school who went on to dental school gave me the courage to try it as well. I thought my experience as a hygienist would be helpful." Then, when deciding where to pursue pre-requisites for dental school, her family was influential once again. Explains Dr. Horner, "I chose Texas Tech because my brother went there."

During Dr. Horner's tenure at Baylor College of Dentistry, family once again took center stage. "One of the most useful things I learned in dental school was time management. My entire first

year I planned my wedding along with taking anatomy classes," she relates. "I got married at the end of my first year, and was pregnant at the beginning of my third, giving birth one week before midterms. I had my second child two weeks after graduation."

As a Market Director of Dental Hygiene in 2009 and Market Dental Director since 2010, Dr. Horner values the opportunity to work with the other professionals in the 17 offices in her metroplex area, adding, "I think mentorship is a two-way street; I can share my knowledge but also hear other people's solutions to challenges we all face."

Describing one especially meaningful experience, Dr. Horner recounts, "I recently had a patient who had suffered a stroke and needed some critical work; she had just lost her husband to cancer and their insurance was about to expire. Because we were able to jump through some hoops to get medical clearances and perform the work in time to help her, she thinks of us as a part of her family." For Dr. Horner, that role certainly would be the most gratifying aspect of her work.



Dr. Sandra Horner, MDD,
Lead Dentist, North Richland Hills, TX
MDD in Dallas-Fort Worth South and West Markets since 2010
MDDH in DFW 2009 – 2010

Education: Baylor College of Dentistry, Dallas, TX
Bachelor of Science in Dental Hygiene – 2001
Doctor of Dental Surgery – 2006

Born: Grand Prairie, TX

Residence: Grand Prairie, TX

Family: Husband, William, and children
Whitney and Samantha