

Nurse Bits Schaedel
Registered Nurse, ACLS, PALS, CPR

I'm a registered nurse. I've been a nurse for 38 years. I spent the first 22 years in the emergency trauma room at a level-one facility, and the last 16 years in the recovery room at a level-one facility. I've been with Dr. Toal for about 20 years.

I actually met Dr. Toal about 23 years ago, when she tried to convince me to come see her. I'm a dental phobic, and it probably took her two or three years to convince me. I finally did come as a patient. That developed into our working relationship, which began on an as-needed basis.

I was so impressed with her facility, and what she did for her patients, that I've been with her for 20 years. It's probably one of the safest facilities I've worked in, and it's a joy to work for the staff here. And the treatment we give our patients is pretty amazing. For most of her patients it's really, really tough just to walk in here and get the dental care that they've needed for years and years.

Dr. Toal goes to great lengths to make sure that her facility is as safe as you would be in a hospital setting. All the staff here are CPR trained. Some of the dental assistants are ACLS (Advanced Cardiovascular Life Support). As an RN, I have PALS, which is Pediatric Advanced Life Support, ACLS, and CPR. We only use board certified medical anesthesiologists here.

We have all of the safety equipment that might be needed. Our patients are monitored continuously: their EKG, heart rhythm, oxygen level, blood pressure. We have resuscitative drugs here, if needed, but we've never needed them in the 20-plus years I've been here.

It's very safe. Our staff, we go through drills on a regular basis. Everybody knows their role if there is an emergency that may require the patient being transferred to the hospital. Everybody has their role, and everybody knows what they're doing. I couldn't work in a safer place than at Dr. Toal's Center.

What makes working here at Dr. Toal's office unique is her patient population. Our patients can be just dental phobics, to those with medical disabilities—they don't have the ability to lay in a chair, or they can't tolerate the duration that a restorative session would take. Our population is

quite diverse. The exciting thing is when they come back for repeat visits—you can see the trust that they've developed in Dr. Toal because she does what she says she's going to do.

So with each visit, it gets easier and easier. You see their stress go down. The patients who aren't able to communicate verbally, you see smiles on their faces, which you didn't see before, because their pain is gone, their dental care has been taken care of. And that's probably the best thing about working for her, is to see the difference in her patients over a period of time.

And because of the various needs of our patients, we can offer several different ways to make their visit comfortable, less stressful. We can do oral sedation, where our patients can get medication the night before and the morning of, to help them relax a little bit when they come in. We can do IV sedation, where we start an IV on the patient. They're hooked up to all the monitors; we continue to monitor them while they're sedated. They are aware, they can hear us, but they really don't care, and sometimes they may drift off to sleep.

The bottom line is they are no longer in pain, their stress is gone, their phobia is gone during that period, and they wake up, and they're happy.