



Motivational Mondays:

The Best Misunderstanding



It was a modest advertisement in the local newspaper that caught the eye of Vietnam veteran Tom Byrne. The ad sought veterans for Aspen Dental's free day of service in the pursuit of candidates for the, "A Smile for your Service" program. Seeing the ad, Tom had initial reservations that the State College, PA office was simply trying to drum up business.

Tom, 67, formerly a rifleman in the Ninth Infantry and recon baton, was proud to have served his country. He did not feel the same pride when it came to his teeth. It turns out, only veterans who are considered 100 percent disabled reap the benefits of good dental insurance. Tom decided to schedule the appointment anyway.

Tom needed a lot of work including a tooth extraction and both upper and lower dentures. The office went forward with the much needed tooth extraction, however, Tom knew the financial burden the dentures would carry. The Byrne's medical bills had been piling up due to

Mrs. Byrne's cancer treatments. Going home that night, his outlook on the State College practice had switched from reluctance to hope.

The next day, knowing Tom was a deserving candidate, the office called to let him know he would be receiving his treatments free of charge to thank him for his service. Tom thought he had misunderstood. Turns out, some misunderstandings are better than we can hope for.

Tom says taking a chance and visiting the office was the best thing that's happened to him since his active duty. "I'm thankful. Whoever started the program, it's fantastic," Tom said. From the dental assistants to the doctors, Tom wanted each and every team member to get the recognition he felt they deserved for the outpouring of respect and sincerity they showed him.

