

Mint Hill dentists make patients feel at home



Photo courtesy of Mint Hill Dentistry | Dr. Anastasi Roupus (left), Dr. John Burd (middle) and Dr. Earle Sullivan and their staff say they take pride in educating patients.

Mint Hill Dentistry's people-focused approach continues to impress Concord member Susie Howell, a patient of Dr. John Burd, and she believes it starts with the staff. "To me, it's all about having those oriented people in the front office," Howell says. That homey feel has kept Howell going back for 12 years, she adds.

Dr. Earle Sullivan, the practice founder, attributes their success to giving each patient respect. "We try to treat everyone as special as we can," he says. "We want to respect their time and provide the best care possible. If you do those things, you just about can't go wrong."

Sullivan believes it's better to teach his patients about properly

caring for their teeth rather than scold them. "We let them know the more things they do right, the less we have to fix," he says.

Member Alvin Cohar moved to North Carolina from New York more than three years ago. While Cohar says he and his wife have seen many dentists, none have risen to the level of Mint Hill, which has received multiple Angie's List Page of Happiness nominations. "My wife is very finicky," Cohar says. "She's walked out on well-known dentists where we used to live, but she just loves it at Mint Hill Dentistry."

Mint Hill Dentistry

Mint Hill • 704-568-8010

minthilldentistry.com

Total overall reviews: 50



with their practices. We confirmed that individual providers and those in small practices (fewer than four) had a current state medical or dental license and no disciplinary actions on their record. Thanks to a new tool we developed, you can now do these same checks by visiting www.angieslist.com/medical-licensing.

The American Board of Medical Specialties also stresses checking your primary care provider at abms.org to confirm he or she is board certified. Although voluntary, approximately 85 percent of all doctors have this certification, which means they've successfully completed accredited training and are engaged in continuing education. The American Dental Association recognizes nine board certifications in specialties ranging from orthodontics to periodontology, and roughly 20 percent of dentists earn

one of these while less than 1 percent are certified by the American Board of General Dentistry. You can learn who has board certification via the ADA or by contacting the ABGD at support@abgd.org.

Unlike other Top Doc lists, which tend to rely on proprietary algorithms and/or peer endorsements, our list is a direct result of your glowing reviews. We encourage you to continue to honestly evaluate your experiences, as they are instrumental in helping other members choose their providers. What's more, they just might help your favorite providers make the list of Top Dentists and Doctors next year!

Use this **color key** for the following pages to understand who's at the Top!

-  Top dental or primary care practice
-  Top general dentist or primary care doctor

Before you review

In evaluating your health care experience, there is so much more to consider than simply grading providers. We want to know all the details you believe are pertinent. For example, tell us:

- Was the staff helpful and courteous?
- Were the exam rooms clean and comfortable?
- Did the appointment allow enough time to address your concerns?
- Did the doctor explain things in a way you could understand?
- Did the dentist or physician (or their staff) follow up with you to determine if treatment was effective?
- How does the provider utilize technology such as electronic medical records or text/email appointment reminders to benefit patients?
- What advice would you give to other members considering this provider?