

Dr. Robert Browne DDS



sponsor spotlight

By Lisa Tobin



While going to the dentist isn't on our list of fun things to do, there's a dentist right here in our midst that has changed that notion for his patients. Dr. Robert Browne's loyal followers comment that they actually enjoy coming to his office, whether it be their bi-annual check ups, work that is done for cosmetic purposes, or restorative work. You name it, Dr. Browne's office handles it all. Located at 7510 State Line Road, he focuses on general dentistry, restorative dentistry, endodontics, oral surgery, dental implantology, extractions, gum surgery, TMJ treatment, and cosmetic dentistry such as porcelain veneers, whitening, and orthodontic anterior tooth movement via clear a series of clear aligners placed over the teeth.

Having grown up here in Kansas City, Dr. Browne started college at UMKC after high school and was Mission Hills Living • October 2017

focusing on a business career. A couple years into college, he did some soul searching and thought about how he had originally wanted a career in the dental profession but wasn't certain eight years of school was really his cup of tea. "I've always been a planner, calculating my path or my next move with a lot of care and precision," he says.

Conveniently, his brother-in-law was in practice as a dentist in Hawaii, so the then 19-year-old Browne arranged to live in Hawaii and became employed by his brother-in-law so he could experience first hand what dentistry was all about. He observed the work at the practice, and actually handled a lot of tasks including assisting the dentist with patients. After that experience, his mind was made up, and he shifted his college focus to biology, eventually going on to the UMKC School of Dentistry.

"At 19 years of age, I had to ask myself whether the great experience was due to living in Hawaii, or if it was really the work I was doing," he laughs. "While there, I even stayed in school, and took an Oceanography course where I could



snorkel for class work!” But, he said, “Dentistry really became fascinating to me, I knew I was in the right field, and I graduated with my DDS 1987.”

After two years of working in other dental offices, he started his own practice, which was founded 27 years ago. Dr. Browne’s office at 75th and State Line employs six highly competent individuals: two dental hygienists; two dental assistants; and two office staff members.

As I entered the waiting room to speak with Dr. Browne for this interview, I was greeted with a smile, and “There’s Lisa!” What a nice greeting, so different from many offices (especially medical offices). No signing your name on a sheet of paper, they greet their patients (and even non-patients such as me) with a smile, and you’re called by name! How refreshing.

The courteous and extra-friendly service isn’t the only thing refreshing about this dental office. The warm, soothing décor instantly makes you feel at ease. As well, the focus on comfort placed on each and every patient is a rare trait that really makes Dr. Browne’s office stand out. “We use nitrous oxide when handling dental treatment, minimizing anything uncomfortable during a patient’s visit,” remarks Dr. Browne. “One patient even fell asleep during a root canal. He woke up and said he did not feel a thing!” Again, Dr. Browne and his staff are crushing generalizations about dentistry—even root canals!

“We try to earnestly get to know each and every patient on a personal level, become familiar with their family, and really listen to them attentively. No one wants to be a number, and as trite as it seems, I instill in my staff that we treat each other and our patients like they’re family.”

Many patients have four generations coming to Dr. Browne. He mentions that when children need their first dental exam, (usually around 2-years of age), he talks to the parents about how to frame up the experience with the child prior to their first visit. Yes, the proverbial treasure chest bulging with loot for good girls and boys is in plain sight, but other extra-special treatment is given to each and every child when they walk through the door. Dr. Browne laughs, and says, “the first visit is chiefly comprised of a ride in the chair, moving it up and down, and forward and backward,



and then showing them his flashlight and the ‘squirt gun’ used to put water into patients’ mouths.” He also explained that with the instrument used to examine teeth, he tells young children that he’s going to count their teeth, and he proceeds to start using the instrument to count the child’s fingernails before ever going into their mouth.

Other comfort measures besides the nitrous oxide for patients include digital radiography instead of traditional radiography (patient exposed to less radiation); warm neck rolls, blankets for patients who are chilled, and even a medical grade “anxiety blanket,” a 30-lb. blanket that helps reduce anxiety by simulating the feel of a big hug. “We found out about these anxiety blankets, and decided they’d be helpful to any patient experiencing anxiety about their visit, and the response has been exceptionally positive. We use the anxiety blanket a lot, and are happy to hear how comfortable it makes our patients.”

“We make post operative calls to check in on our patients who have had procedures, and we also have anesthetic reversal.” “Huh?” Dr. Browne explains, “No patient ever has to leave numb. We reverse the effects of the anesthetic.” Wow! Wouldn’t that be nice going back to work or heading off to your next appointment without the worry of drooling, smiling crooked, slurring your speech, or biting your tongue!

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Dr. Browne explains that his employees have a message board in their employee lounge where they can respond to this question on a daily basis, “Whose expectations did you exceed today?” He says that if each of his six employees can exceed expectations for one patient a day, he is happy. “It can even consist of something simple like helping someone out to their car,” he says. It’s that special patient care that sets businesses like Dr. Browne’s practice apart from the norm in this high tech world.

Dr. Browne has two children, a daughter who is a Registered Nurse in the KU Medical Center burn unit, and a 15-year old son attending high school who you just might see working in the office wearing a white coat just like Dad, something he has enjoyed doing since he was a 5-year old.

Dr. Browne’s hobby? It’s dentistry. He is truly living out the quote, “If you choose a job you love, you’ll never work a day in your life.”

Do you want to put your dental visits on your “fun list?” Call for an appointment or consultation today. You won’t be disappointed! 913-901-8585
<https://robertmbrownedds.com>