Advanced Bleaching Seminars & Hands-On Sessions

Advanced Bleaching Seminars & Hands-On Sessions are presented by Dr Linda Greenwall, who is a well known lecturer and an authority on tooth whitening and aesthetic dentistry. She has combined an innovative and award winning private practice in London, UK, with research in the field of tooth bleaching. She is a Fellowship Examiner for the Royal College of Surgeons of England and a specialist in Restorative Dentistry and Prosthodontics. She is also the Editor of the journal Aesthetic Dentistry Today.

Linda Greenwall’s book entitled ‘Bleaching Techniques in Restorative Dentistry’, (Martin Dunitz, 2001) won the award for Best New Dental Book 2001. Linda lectures extensively in the UK and internationally on the subjects of Tooth Bleaching, Aesthetic Dentistry, Practice Management as well as the Controversies Surrounding Tooth Whitening. She has written many papers for the dentistry magazines. More recently she has produced an extensive and thorough interactive CD e-learning programme entitled ‘The Business of Bleaching’ (Smile-on, 2007) which has been well received among the dental fraternity. In 2008 Dr Greenwall published a contribution with chapters to a book entitled Tooth Whitening in Esthetic Dentistry (So-Ran Kwon, Seok-Hoon Ko, L H Greenwall, Quintessence) and currently in preparation is a publication entitled Management Skills in Esthetic Dental Practice, (Dr L H Greenwall and Dr C Jameson). In 2008 she has launched the British Dental Bleaching Society (BDBS) which aims to lobby for changes in the controversial bleaching legislation and to educate dentists in tooth whitening. Dr Greenwall is a chairman of this organization.

She is an Associate Course Director for the Advanced Certificate in Aesthetic Dentistry for the Royal College of Surgeons Faculty of General Dental Practices. Linda is an associate member of BDA, FGDP, BGDS, BSRD, BASD, BDHF, BAAD, AO, Women in Dentistry, The Dental Journal Club of North West London and the Mike Wise Study Group.

In 2008 Dr Greenwall’s practice has renewed its listing as Investor in People standard.

Contact details: sarah.jewell@btconnect.com
Website: www.lindagreenwall.co.uk

REGISTRATION FORM

Please state which date you would like to attend below

Full dates are available from Sarah Jewell, sarah.jewell@btconnect.com or 020 7267 7070

Course dates selected

Applicant’s Details

Name: ___________________________ GDC No: ___________________________
Practice Name: ___________________________
Address: ___________________________
Tel No: ___________________________
Email Address: ___________________________

(Please note; it is essential that we have your email address for the registration process)

Payment Details

Credit Card No: ___________________________
Start Date: ___________________________ Expiry Date: ___________________________
Name on the Card: ___________________________
Security Code: ___________________________
Signature: ___________________________ Date: ___________________________

Cut along the line and send to Dr L Greenwall, 5 Elm Terrace, Constantine Road, London NW3 2LL
Day 1 Theory

1. Legal Aspects of Bleaching
   - GDC recommendations
   - DPS and DDU Recommendations and Advice
   - DCP’s Prescription – Importance and Content
   - Training Manuals for DCP’s
   - Obtaining Patient Consent

2. Patients and Clinicians Expectations of Bleaching
   - What patients can expect
   - What Clinicians can expect
   - Viable alternatives including discussion of various benefits and risks

3. Medical History’s
   - Contra-indications of bleaching, medical conditions and medications
   - Importance of up dated medical histories

4. Comprehensive Intra Oral Examinations prior to Bleaching
   - Intra –oral examination – Existing restorations, Treatment Required
   - Radiographs – What, When and Why
   - Photographs – What, When and Why
   - Gingival Conditions of significance
   - Diagnosis of Discolouration
   - Making patients aware of need for further treatment if required

5. The Scientific Basis of Modern Bleaching
   - The evidence from the literature of safety, efficacy and efficiency
   - A brief history of bleaching
   - Chemistry and how hydrogen peroxide works
   - The safety of carbamide peroxide
   - Predictors of sensitivity
   - Issues about tooth-coloured restorative materials
   - Bleaching and adhesive bonding

6. Home Bleaching
   - Development
   - Efficacy and effectiveness
   - Patient management
   - Pre-examination questionnaire (Smile Questionnaire JMI)
   - Protocol for home bleaching
   - Clinical Procedures for Home Bleaching
   - Tips on impression taking
   - Tray design - Trays with reservoirs, scalloped trays, straight line trays
   - Fitting the tray and dispensing the material
   - Instructions for patients in the use of carbamide peroxide
   - Dealing with Sensitivity
Continue Day 1 Theory

Continue – Home Bleaching
  o De-sensitizing products available
  o Evaluation of colour changes
  o What patients need to know about home bleaching

7. Power Bleaching
  o History
  o Patient assessment
  o Safety requirements
  o Isolation techniques
  o Dealing with Sensitivity
  o Problems with Power Bleaching
  o The use of chemical activators and heat in power bleaching
  o Concentration and efficacy
  o Effectiveness
  o Dehydration

8. Bleaching of Teeth Affected by Fluorosis
  o Protocols for bleaching
  o Treatment times
  o Bleaching and microabrasion

9. Bleaching of Tetracycline Discolouration
  o Discolouration with tetracycline
  o Diagnosing different tetracycline staining
  o Breakdown of tetracycline staining
  o Banded tetracycline discolouration
  o Treatment Protocols

10. Bleaching of Teeth Affected by Congenital Problems
    o Dentinogenesis imperfecta
    o Amelogenesis imperfecta
    o Treatment Protocols

11. Over-the-counter Bleaching Products
    o Bleaching strips
    o Paint-on gels
    o Problems with over-the-counter bleaching
    o Myths about whitening toothpastes

12. Building the Practice through Bleaching
    o Team training and Education
    o Patient Education
    o Patient referrals
    o Scheduling bleaching appointments effectively in the hygienist/therapists book
    o Increased daily production
    o Benefits to the Patients, Team and Practice
Day 2 Hands On

1. **Power Bleaching**
   Clinical Demonstration of
   - Tray Set Up
   - Isolation
   - Application of hydrogen peroxide
   - The light
   - Removal of hydrogen peroxide
   - Application of de-sensitizers
   - Verbal skills – instruction to the patient before, during and after the procedure, the benefits and risks of treatment

   *Each participant will have the opportunity to carry out all of the above.*

2. **Home Bleaching**
   Clinical Demonstration of
   - Taking impressions
   - Casting models
   - Making Bleaching Trays
   - Fitting trays
   - Providing Instruction to the patient
   - Dealing with Sensitivity
   - Taking Shades
   - Taking necessary photographs
   - Review appointment procedure
   - Tray set up for each procedure
   - Verbal Skills - explaining the benefits and risks of treatment, differences between home and power.

   *Each participant will have the opportunity to carry out all of the above.*

**Dr Linda Greenwall**
BDS, MGDS, RCS, MSc, MRD RCS, FFGDP, BDBS
Patient's Name: __________________________________________________________

Date: __________________________

I understand that you are interested in having your teeth bleached. Would you kindly complete the details below so that we can help you to achieve successful whitening of your teeth and a happy smile!

**Medical Section:**

1. Did you ever take Tetracycline antibiotics for any period of time? [Yes] [No]

2. Do you ever have any of the following medical conditions
   - Any Genetic Diseases
   - Cerebral palsy
   - Kidney damage
   - Severe allergies
   - Cystic Fibrosis
   - Rock Mountain Spotted Fever
   - Acne

3. As a child
   - Was there any RH incompatibility when you were born?
   - Did you ever receive a head or neurological injury?
   - Did you ever take fluoride tablets?
   - Did you ever live in a high fluoride area?
   - Did you ever have a vitamin deficiency?
   - Did you ever have any blood diseases?
   - Did you ever have erythoblastosis foetalis, porphyria, haemolytic anaemia?
   - Did you ever have infant jaundice?

4. Do you smoke?
   - If yes, how many per day? …………….. How long have you smoked? ……………..years
   - Have you ever smoked?

**Dental Section**

1. Did you ever receive a blow to the face or teeth?
2. Did you ever have any accidents involving the teeth?
3. Have you ever bought any over the counter bleaching kits?
4. Are any of your teeth sensitive?
5. Have you been told or are you aware of any gum recession?
6. Do you use any mouthwashes on a regular basis?
7. Have you noticed that your teeth have become more yellow over the last few years?

**Diet**

<table>
<thead>
<tr>
<th>Do you eat any of the following?</th>
<th>Yes</th>
<th>No</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Curry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Berries when in season</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Fried Foods</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Which oil do you use to fry your food?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you drink any of the following?</th>
<th>Yes</th>
<th>No</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Coffee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Regular tea</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Herbal tea</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Coca Cola or Diet Coke</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Red wine</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
What to Expect during Your Whitening Treatment

Your dentist has given you a bleaching kit to take home with you together with your bleaching trays. It is essential that you follow the instructions given by your dentist and the manufacturer’s instructions in wearing the trays and applying the bleaching agent. Below are answers to the most frequent questions.

How long should I wear the trays for?

This depends on the amount of lightening that you desire and the original shade of the teeth. If your teeth are quite dark or very yellow/grey/tetracycline stained it will take longer to bleach the teeth. If you are not experiencing any sensitivity you may wear the trays for at least 1 – 2 hours and even sleep with the trays in your mouth. It is very important to remove all the excess material around the gums or the palate prior to sleeping with the trays.

The darker your teeth, the longer your teeth will take to get lighter. Tetracycline stained teeth can take 6 months or up to one year to bleach the teeth. Some teeth can whiten after one month.

If you cannot wear the trays for a few days because of your hectic schedule, it does not matter. Bleach your teeth according to your own schedule. Some people put the trays in after dinner and wear them for the first hour while watching TV or doing the dishes. Then if everything is fine they replenish the trays and sleep with them in the mouth.

What do I do if I have any sensitivity?

Sensitivity of teeth is the most common side effect of home bleaching. In fact many patients suffer from sensitive teeth anyway. This occurs usually around the necks of the teeth where the gums have receded. If you are experiencing any sensitivity you should stop bleaching your teeth for a few days. You can resume after about 3-4 days. If the teeth become ultra sensitive you can place sensitive toothpaste into the bleaching trays for an hour a day. That will usually stop the sensitivity. Alternatively you can rub the desensitising toothpaste into the gum margins with your finger 5 times per day for a few days.

If you are at all concerned, please call your dentist.

What happens if the teeth do not bleach evenly?

If the teeth have white spots on them before bleaching, these spots will appear whiter during the first few days, however the contrast between the spots and the rest of the tooth will be less and eventually they will not be noticeable. Sometimes the dentist can do a special procedure called Microabrasion for you where the white spots can be more permanently removed. Ask your dentist about the procedure if you are concerned about this.

You may notice new white spots occurring on the teeth while you are undertaking the bleaching treatment. These white spots were already present on the teeth before bleaching. As the teeth become lighter they become more visible. Do not worry. As the whole tooth itself becomes lighter these spots will fade. You may notice these white spots immediately after a bleaching session or in the morning if you have been wearing the trays for the whole night.

Some teeth may appear banded with lighter/whiter areas. Again these banding are originally present on the tooth. As the tooth is dark these bandings are not obvious. As the tooth becomes lighter, the lighter parts of the tooth will lighten first followed by the darker banded area. After a week or so these will not be noticeable any more.
How will my teeth feel?

Normally the teeth feel very clean after the bleaching procedure. The bleaching materials also have an indirect effect on the gums in helping them to heal or improving the health of the gums. This is how the technique was invented as it was first used to heal gum irritation during orthodontic treatment.

What about my smile?

Your smile will appear brighter as a bonus. It is very rare, but sometimes the teeth do not lighten at all. If this happens and you are wearing the bleaching trays as recommended, you may need to try a different bleaching product or a slightly higher concentration of the bleaching material. The dentist can do a few “Power bleaching sessions” for you while you relax in the chair. Discuss this with your dentist.

If you have white fillings in the front teeth that match the existing shade of your teeth before you bleach your teeth, they may not match the teeth afterwards. This is because your teeth can lighten, but the fillings do not lighten. When the desired colour has been achieved, the dentist can replace these fillings with a lighter shade of filling material to match the new shade of your teeth. Normally the dentist will wait 2-3 weeks before changing the fillings.

How long does the bleaching last? Will I have to bleach my teeth again?

Normally the new white colour of your teeth keeps quite well. The effect is dependent on what has caused the teeth to discolour in the first place. If you drink lots of coffee, red wine, cola drinks the effect may darken slightly. Some patients do a top up treatment after 3-4 years. Some patients do not need to.

Does Bleaching harm the teeth or gums?

Safety studies have shown that bleaching teeth using the dentist prescribed home bleaching technique is perfectly safe on the teeth, cheeks, gum and tissue of the mouth. Bleaching the teeth with the dentist prescribed kits is equivalent to drinking one soda drink. The bleaching material has a ph, which is neutral.

There are problems with the bleaching kits that are purchased over the counter. Although they are inexpensive, they normally contain an acid rinse, which can damage the teeth or thin down the enamel of the teeth. This acid rinse can be extremely harmful to the teeth. There was a case where a patient purchased the kit over the counter, bleached the teeth. The teeth went darker and the patient continued using the treatment. The darkening of teeth occurred because the acid rinse had worn the enamel away and the darker shade was in fact the dentine that became exposed.

It is not, however, advisable to bleach your teeth if you smoke. It is best to stop smoking for at least 3 weeks before commencing the bleaching procedure. Smoking causes the teeth to become darker anyway and the effects will be diminished.

The technique of Bleaching Teeth is not for everybody. There are some situations where bleaching teeth is contraindicated such as when the front teeth are already crowned or when there are very large fillings on the front teeth or the teeth are already excessively worn and there is evidence of tooth surface loss.

**

Dr Linda Greenwall
BDS MGDS MSC MRD RCS FFGDP BDBS
Patient’s Name: 

Date: 

We are planning to whiten your teeth using carbamide peroxide solution. Please read the following instructions carefully.

The active ingredient is carbamide peroxide in a glycerine base. If you know of any allergy or are aware of an adverse reaction to this ingredient, please do not proceed with this treatment.

As with any treatment there are benefits and risks. The benefit is that teeth can be whitened fairly quickly in a simple manner. The risk involves the continued use of the peroxide solution for an extended period of time such as a few years. Research indicates that using peroxide to bleach teeth is safe. There is new research indicating the safety for use on the soft tissues (gingivae, cheek, tongue, throat). The long-term effects are as yet unknown. Although the extent of the risk is unknown, acceptance of treatment means acceptance of risk.

This type of whitening treatment has been done for some patients for over 40 years. During that time, nobody needed a root canal or damaged a tooth following home bleaching treatment.

The amount of whitening varies with the individual. Most patients achieve a change within 2 – 5 weeks. Try to reduce the amount of tea, coffee, red wine and refrain from eating berries or curries during or after treatment for at least 1 month. You may use the toothpaste supplied with the kit to clean your teeth during treatment.

It is advisable not to smoke during the course of bleaching treatment for at least 5 - 8 weeks.

Sensitivity may result after a few days. This is usually slight and temporary. If this should occur refrain from using the bleaching treatment for 1 day or apply the soothing gel into the tray that you will be given.

Do not use the bleaching treatment if you are pregnant. There have been no reports of adverse reactions, but long-term clinical effects are unknown.

Wear the tray overnight or for a minimum of two hours per day.

Some teeth do not bleach evenly particularly around gum recession on the lower premolar teeth. The enamel bleaches well but the exposed dentine does not bleach as well.

When the treatment is completed, please keep the trays so that they can be used for a top-up maintenance treatment. It may be necessary to do a top-up treatment in 18 - 24 months depending on the amount of staining.

I have read the above information and agree to return for examination after the treatment begins and at any recommended time afterwards. I have read and received a copy of this information sheet. I consent to the treatment and accept the risks described above.

I consent to photographs being taken. I understand that they may be used for documentation and for illustration of my treatment.

Signed ________________________ Patient ________________________ Date: __________
# Examination, Diagnosis & Prescription Sheet for Whitening

## Patient Details

<table>
<thead>
<tr>
<th>Title</th>
<th>Surname</th>
<th>First Names</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>Male/Female</th>
<th>Tel No Home</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel Mobile</th>
<th>Tel No Work</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Hopes & Aspirations for Tooth Whitening

## Medical History (Medication taken)

### Diagnosis of Discolouration:

<table>
<thead>
<tr>
<th>Type of discolouration:</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Severe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Shade:</td>
<td>Expected Shade:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White Spots</td>
<td>Fluorosis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brown Spots</td>
<td>Tetracycline</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dehydration Line</td>
<td>Dark Crack Lines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lasting Sensitivity</td>
<td>Yes</td>
<td>No</td>
<td>Treatment for Sensitivity</td>
</tr>
</tbody>
</table>

### Radiographs & Photographs:

<table>
<thead>
<tr>
<th>Radiographs Taken date:</th>
<th>Radiographs Checked date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Periapicals</td>
<td>Bite Wings</td>
</tr>
<tr>
<td>Photographs taken date: Extra-oral</td>
<td>Photographs taken date: Intra-oral</td>
</tr>
<tr>
<td>Vitality Testing</td>
<td></td>
</tr>
</tbody>
</table>

### Intra-orlal Examination:

<table>
<thead>
<tr>
<th>Recession</th>
<th>Treatment Required</th>
<th>Existing Restoration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lasting Sensitivity</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

| Significant Gingival Condition: | Yes | No |

## Patient will need further restorative treatment as follows:

<table>
<thead>
<tr>
<th>Dentist’s Signature</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Whitening Prescription:

Please provide whitening for the above patient.

<table>
<thead>
<tr>
<th>Type of Whitening Procedure</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical History Checked date</td>
<td></td>
<td>Medication review date:</td>
<td></td>
</tr>
</tbody>
</table>

Patient has existing:

Patient’s attention has been drawn to the following issues:

<table>
<thead>
<tr>
<th>Fillings (Anterior Composite)</th>
<th>Gingival condition</th>
<th>Gum recession</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crowns</td>
<td>White spots</td>
<td>Lichen Planus</td>
</tr>
<tr>
<td>Implant Crowns</td>
<td>Brown spots</td>
<td>Existing sensitivity</td>
</tr>
<tr>
<td>Veneers</td>
<td>Existing fillings</td>
<td>Dehydration line</td>
</tr>
<tr>
<td></td>
<td>Crowns</td>
<td>Fluorosis, Tetracycline line</td>
</tr>
</tbody>
</table>

Home Whitening | Power Whitening

Products provided for Whitening Procedure:

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Product Name</th>
<th>Concentration</th>
</tr>
</thead>
</table>

De-sensitising Products Prescribed:

Disclaimer discussed:

Date:

Patient’s Consent to Treatment:

<table>
<thead>
<tr>
<th>Patient’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parents’ Consent Given for under 16 year olds:</td>
<td>Date:</td>
</tr>
<tr>
<td>Parents’ Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

Completion of Treatment:

<table>
<thead>
<tr>
<th>How many appointments</th>
<th>Review Appt Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Appointment Date:</td>
<td></td>
</tr>
<tr>
<td>Final Photographs Taken date:</td>
<td>Final Shade Achieved:</td>
</tr>
</tbody>
</table>

Patient referred back to (dentist’s name):

date of referral:

Signature of referrer:
What Our Students Say ....

“... my thanks to Linda for a fantastic course, I learnt a lot from it, not just clinical, but also managing patients and their expectations. A lot of courses are purely didactic, or perhaps watching a demonstration, but being able to construct our own trays, and prepare one of our colleagues for power bleaching was invaluable. Could you also please thank your whole team who made the 2 days run very smoothly...” CW

“... Thank you so much for such an inspiring whitening course - informative and practical. I enjoyed meeting you and your delightful and enthusiastic team....” PT

“... Unbiased overview of bleaching—not product based...” SK

“... Just wanted to say I really enjoyed the theory & hands on bleaching sessions, and have already started applying what I’ve learnt. I found the session on photography both informative and enjoyable and can’t wait to start clicking away! Please pass on my gratitude to Dr Greenwall and the rest of the team....” AK

“... Thank you for a really excellent and worthwhile course. Much appreciated....” LK

“... Invaluable bleaching protocols...” JC

Main benefit of the course: “... Being able to do predictable tooth whitening with confidence...” RG

Organised by

aesthetic seminars

5 Elm Terrace, Constantine Road, London NW3 2LL
T: 020 7267 7070; E: sarah.jewell@btconnect.co.uk
W: www.lindagreenwall.co.uk

ADVANCED BLEACHING SEMINAR & HANDS-ON

Participants will learn practical techniques in detail about home bleaching, power bleaching, internal bleaching, over the counter bleaching treatments, the current controversies in bleaching teeth, the current legal situation. Learn about Microabrasion; indications and advantages. The course will demonstrate how bleaching treatments can be incorporated into simple aesthetic dentistry and advanced restorative dentistry.

Aim

To provide all participants with a comprehensive knowledge and necessary skills to carry out tooth whitening.

Objectives

By the end of the course the participants will have a theoretical knowledge of home and power whitening systems, reasons for carrying out treatment, how it works, benefits and risks, what to watch out for, contra-indications, will gain hands-on experience of home and power whitening systems, will be aware of the legal aspects of tooth whitening and be able and confident that they can implement all that they have learnt with greater confidence.

The courses are held at HAMPSTEAD HEALTHCARE
5 Elm Terrace, Constantine Road, London, NW3 2LL
Tel: 020 7267 7070, Email: sarah.jewell@btconnect.com.

The cost of the 2 Day Course: £750.00
Please note: BDBS members qualify for 25% off the course fee.

HALF COURSE OFFER - You may choose to join the course for just one day, either the theory or the practical hands-on session. Please contact the office on the above number for details and fees. Anyone attending the course is welcome to come for a refresher course FREE OF CHARGE, six months after taking the course. Just contact the Practice Manager or email heath-healthcare@btconnect.com indicating which dates you would like to take as a refresher.