

Dr. McCartin brings smile to woman who feared dentists.

For S. Juma, her first appointment with Dr. Joe McCartin, a longtime dentist in Mt. Greenwood, was the end of a long journey that ended with a beautiful smile.

When Juma was a child, a frightening dental experience caused her to have physical panic attacks whenever visiting the dentist. Even the thought of going to the dentist was distressing.

The fear of dentists is called dentophobia, and its effects can lead people to neglect their dental health; however, avoiding the dentist results in other problems.

“For years, I'd find a dentist, fix the immediate concern and never go back,” Juma said. “So, everything got worse and worse. It finally got to the point where it affected my health, self-esteem and so much more.”

Like many adults, years of neglect caught up to her, and Juma decided to take action and find the right dentist. She spent months calling dentists and doing research online, and fortunately, she contacted Dr. McCartin and his staff.

“I am truly blessed to have found them,” Juma said.

Before meeting Dr. McCartin, Juma didn't smile a lot, but that's not the case today. Juma's smile is bright, and her enthusiasm in recounting her journey would make anyone smile.

“When I finally got the courage to deal with it,” she said, “I started searching for a dentist and found that many dentists do not do everything I needed.

“I knew I needed more than general dentistry, and I was already feeling anxious about getting comfortable with a dentist and then having to go somewhere else for more specialized needs like implants or crowns.

“I didn't just want a skilled dentist; I needed someone to help me overcome my fear and anxiety and not only fix that one achy tooth, but also reconstruct my mouth to help me start fresh.

“I needed someone to help champion me and not shame me, a dentist who was able to adjust and have empathy for my anxiety, rather than dismiss what feels very real and scary to me.”

Dr. McCartin has served the community from his office at 10401 S. Kedzie Ave., in Mt. Greenwood, for over 38 years. Along with his wife, Office Manager Suzanne McCartin, they have put a smile on the face of thousands of local residents.

When Juma called Dr. McCartin’s office, she was greeted by Suzanne and quickly felt at ease.

“I explained my situation,” Juma said, “teeth are a mess, super afraid, physical responses that can make it difficult and challenging to complete any work, and basically ... ‘Ugh, can you help me?’”

Suzanne discussed the numerous services that are available on site as well as Dr. McCartin’s long list of credentials. They also talked about the options available to help Juma’s anxiety and fear.

“Sue was amazing,” Juma said. “She was empathetic, kind and very reassuring. I enjoyed our conversation so much that I made the appointment—that alone took a lot of courage.”

Juma started her dental journey in October 2021.

“Every appointment was quick and pain-free,” she said “Early-morning appointments work best for me so that I don't stress about it all day, and the team was very accommodating to my schedule.”

Juma said that managing her anxiety was crucial because the work required was extensive: root canals, extractions, implants, bridges and beautiful crowns on all her teeth.

In order for Juma to trust Dr. McCartin and commit to the work, she said, she needed to feel relaxed.

“We found a good combination of pain relief and anxiety management, and finally, my blood pressure wasn't shooting off the charts,” she said. “They were so responsive to my fear and stress that Sue bought me a weighted blanket to use during my tough appointments to help me feel safe.

“This effort from the team really made a big difference and showed me how much they really care about each of their patients.”

Although dental work can be expensive and time-consuming, Juma said, Dr. McCartin and his staff clearly explained the overall plan, the next steps and what to expect in terms of cost and pain.

“Dr. Joe was very thorough and quick during each procedure, making the experience pain-free and not unpleasant at all.

“I could not be happier with my teeth and smile, Juma said. “Deciding to visit his office is one of the best decisions I've made.”

As a general dentist, Dr. McCartin provides restorative dentistry, cosmetic dentistry, orthodontics, sedation dentistry, dental implants, periodontal treatment, sleep apnea treatment. He treats temporomandibular joint disorder and occlusal disorders, provides root-canal therapy using the state-of-the-art Buchanan endodontic system, treats obstructive sleep apnea and snoring, and also provides porcelain veneers, crowns, bridges, dentures, tooth-colored fillings, comprehensive dental hygiene and laser gum surgery.

Because Dr. McCartin uses state-of-the-art equipment such as laser therapy, his treatments are pain-free and deliver the best results.

Also serving patients with Dr. McCartin and Suzanne are their dedicated staff of Meagan Peterson and Yathzil Diaz.

Dr. McCartin was born and raised on the South Side. He is an alumnus of St. Margaret of Scotland Elementary School and Marist High School. He earned his bachelor of science degree from Marquette University and his doctor of dental surgery degree from the Marquette University School of Dentistry.

He has trained at the Dawson Center of Advanced Dental Studies and has studied “The Art of Endodontics” with Dr. Steven Buchanan. He has completed the curriculum and is an alumnus of the Kois Center for Advanced Dental Education in Seattle, Wash.

Dr. McCartin is currently affiliated with the American Academy of Implant Dentistry, American Dental Association, Illinois State Dental Society, Chicago Dental Society, American Equilibration Society, Academy of General Dentistry and the American Academy of Dental Sleep Medicine. He earned his fellowship in the Academy of General Dentistry and is an

associate fellow in the American Academy of Implant Dentistry. He is also a fellow in the International Congress of Oral Implantologists.

In 2021, the Illinois State Dental Society granted lifetime membership to Dr. McCartin.

Although he is proud of such recognition, Dr. McCartin believes that testimonials from patients such as Juma are the true measure of success.

“I am very lucky I found such a skilled and kind dentist and his amazing team,” she said. “I went from fearing the dentist—to such an extent that I stopped smiling—to looking forward to seeing each one of them.

“Dr. Joe and his team are like family. I smile a lot now!”

**For more information or an appointment,
call Dr. McCartin at (773) 238-2906.**

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