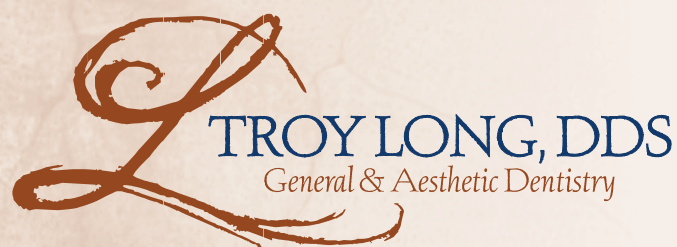


September 24, 2026



Dear Patients and Friends,

There are moments in life when words do not quite seem enough, and writing this letter to you is one of those moments. After more than three decades practicing dentistry, I have made the decision to retire from the profession I have loved and from the extraordinary privilege of caring for you and your families.

When I graduated from the University of Tennessee School of Dentistry in 1991, beginning a career that would include longstanding membership in the American, Tennessee and Nashville Dental Associations, I knew I had chosen a profession that would allow me to help people. What I could not have known then was how deeply the people I would meet along the way would shape my own life. When I opened my practice in Lebanon in 2000, I could never have imagined the relationships that would grow within these walls or the wonderful memories we would create together. You allowed me to care for generations of families, celebrate milestones, watch children grow up and, in many cases, welcome their children into the practice. Over the years, many of you became more than patients. you became friends, and that is something I will cherish for the rest of my life.

I have always believed dentistry can improve lives — restoring a smile, rebuilding confidence or simply being a trusted person who cares about your health. You came to me for dental care, but over the years you gave me something in return: the privilege of becoming part of your lives. That trust has been one of the greatest honors of my career.

As I make this transition, nothing has been more important to me than knowing you will continue to be well cared for. I am pleased to share that Dr. Spencer Bierlein and Dr. Joshua Gunnels with Providence Dental Care will assume ownership of the practice and continue caring for our patients here in Lebanon and surrounding areas. I chose Dr. Bierlein and Dr. Gunnels along with their associate Dr. Evan Lomax who will be leading the practice with great care and confidence because we have a shared commitment to gentle, high-quality and personalized care and to using techniques that make the dental experience comfortable. It means a great deal to me to know you will be well cared for.

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Our goal is to make this transition as seamless as possible. Providence Dental Care and their support staff are actively scheduling appointments now, and any scheduled appointments will remain uninterrupted. They and Providence Dental Care will have and keep your records; they are the owner's and custodians of your PHI (protected health information). If you prefer to have your PHI transferred to an alternate dentist, you must give them authority by your consent — either in writing, by calling the office at 615.444.2782 or going by the office and they will accommodate your request.

Looking back over more than three decades, I realize that what began as a career in dentistry became something much bigger: a lifetime of relationships with people who allowed me to care for them and their families.

To every patient who walked through our doors, thank you. Thank you for your devotion, your friendship, and most of all your trust.

It has been an extraordinary privilege to be your dentist, and I hope you know how much you have meant to me along the way. I leave for retirement with a full heart and tremendous gratitude. Thank you for allowing me to spend my career doing work I loved, with people I came to care about so deeply.

With sincere gratitude,

Troy L. Long III, DDS

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