

## 2016 CONTINUING EDUCATION

### BORID PACKAGE

Pain Management for the Dentist  
(Complimentary for MDS Members),  
American Heart Association:  
BLS for Healthcare Providers, and  
Infection Prevention and Control: 2016

**24th Annual Dr. Steve Stone  
Breakfast and Learn Seminar**

**Human Resource Program**

**Dentures & Implants**

**Sleep Apnea**

**Lasers**

**AND MORE INSIDE...**

**Register Early [www.massdental.org](http://www.massdental.org)**

**ADA CERP®** | Continuing Education  
Recognition Program

The Massachusetts Dental Society is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at [www.ada.org/goto/cerp](http://www.ada.org/goto/cerp).

# SATISFY THE BORID AND STATUTORY BIENNIAL REQUIREMENTS ALL IN ONE DAY AND SAVE

<b>304</b>	\$120	MDS Dentist/Auxiliary Member (CPR/IC Package)
<b>304A</b>	\$225	Non-MDS Member (CPR/IC Package)
<b>304B</b>	\$120	MDS Dentist/Auxiliary Member (CPR/IC/Pain Management Package)
<b>304C</b>	\$245	Non-MDS Member (CPR/IC/Pain Management Package)

## AMERICAN HEART ASSOCIATION: BLS FOR HEALTHCARE PROVIDERS

**Friday, March 4, 2016**

**Registration:** 8:00 am, **Seminar:** 8:30 - 11:30 am

<b>304D</b>	\$95	MDS Dentist/Auxiliary Member
<b>304E</b>	\$195	Non-MDS Member

### AUDIENCE

- Assistant
- Dentist
- Hygienist
- Office Staff



**Kelly Hartman, MEd**, certified CPR/AED/first aid instructor, trained BLS instructor

- Become BLS (Basic Life Support) for Healthcare Provider certified or re-certified

**WORKSHOP • 3 CE Hours**

**Certification:** American Heart Association two-year BLS Healthcare Provider card

*Workbook will be available for purchase*

## INFECTION CONTROL, CDC & OSHA: 2016

**Friday, March 4, 2016**

**Registration:** 11:30 am, **Seminar:** 12:00 - 2:00 pm

<b>304F</b>	\$50	MDS Dentist/Auxiliary Member
<b>304G</b>	\$100	Non-MDS Member

### AUDIENCE

- Assistant
- Dentist
- Hygienist



**Steve Marble**, national sales and infection control trainer, SciCan

- Understand dental unit water line safety
- Discover common infection control violations
- Gain a better working knowledge of the CDC Dental Guidelines and the OSHA Bloodborne Pathogens Standard
- Identify common pathogens and how to break the chain of infection in a dental health care setting
- Learn ways to reprocess dental instruments and manage infectious waste

**LECTURE • 2 CE Hours**

*The SciCan grant has been applied to this program.*

**SciCan Dental**  
Your Infection Control Specialist™

## PAIN MANAGEMENT FOR THE DENTIST

**Friday, March 4, 2016**

**Registration:** 2:00 pm, **Seminar:** 2:30 - 4:30 pm

<b>304H</b>	Complimentary	MDS Dentist/Auxiliary Member
<b>304I</b>	\$100	Non-MDS Member

### AUDIENCE

- Dentist



**David A Keith, BDS, DMD**, professor, oral and maxillofacial surgery, Harvard School of Dental Medicine

- Explore the diagnosis of orofacial pain conditions
- Understand appropriate pharmacological management of acute and chronic pain
- Learn the principles of an individual pain management program
- Identify patients at high risk for substance abuse

**LECTURE • 2 CE Hours**



# HUMAN RESOURCE MANAGEMENT PROGRAM

Mondays, March 7, 14, 21, and 28, 2016 • Registration: 5:00 pm, Seminars: 5:30 - 8:30 pm

<b>307</b>	\$399	MDS Dentist/Auxiliary Member	4 Session Package
<b>307A</b>	\$699	Non-MDS Member	4 Session Package
<b>307B</b>	\$199	MDS Dentist/Auxiliary Member	Sessions 1 & 2 Package
<b>307C</b>	\$499	Non-MDS Member	Sessions 1 & 2 Package
<b>307D</b>	\$199	MDS Dentist/Auxiliary Member	Sessions 3 & 4 Package
<b>307E</b>	\$499	Non-MDS Member	Sessions 3 & 4 Package

Choose the Entire  
4-Session Program  
or Register for  
Package 1 & 2  
or 3 & 4



**Laurie LaBrie**, president,  
Integrated Human  
Resources, Inc.



**Kathy Pauze**, founder of  
Pauze Systems Development;  
office and office administrator,  
The Center for Pediatric  
Dental Care, Brookline

## AUDIENCE

- Assistant
- Dentist
- Hygienist
- Office Staff

12 CE Hours, 4-session package • 6 CE Hours, 2-session package

## MARCH 7 | SESSION 1

### EMPLOYMENT LAWS AND RISK MANAGEMENT

- Review BORID regulations and uncover requirements to follow when hiring employees
- Identify potential business and employment risks within your practice
- Target areas where risk can be eliminated or minimized
- Establish best human resources practices throughout your practice

## MARCH 14 | SESSION 2

### EMPLOYEE POLICIES AND DOCUMENTATION

- Review a variety of employee manual and office policies
- Establish performance and behavior metrics within your practice
- Develop a written information security policy
- Achieve a general understanding of the recent Massachusetts privacy laws

## MARCH 21 | SESSION 3

### RECRUITING AND RETENTION

- Design effective job descriptions
- Create compelling ads to recruit qualified team members
- Understand the hiring and interview system
- Be familiar with compensation and reward

## MARCH 28 | SESSION 4

### PERFORMANCE MANAGEMENT AND TERMINATION

- Appraise performance
- Increase your coaching and discipline skills
- Implement team accountability
- Develop termination proficiency

## SPECIAL YANKEE FOLLOW-UP SEMINAR WITH HENRY SCHEIN

### BUILDING A TOTAL HEALTH DENTAL PRACTICE AND TRANSFORMING ORAL-SYSTEMIC KNOWLEDGE INTO ACTION

Friday, March 18, 2016 and Saturday, March 19, 2016

**TWO-DAY PROGRAM** 8:00 am - 5:00 pm Each Day

**318** \$5,499 \*per office (includes up to 5 attendees)

**318A** \$499 per additional team member



**Susan Maples, DDS**, founder of Hands On Learning Lab and maintains a private practice in Michigan

#### AUDIENCE

- Assistant
- Dentist
- Hygienist

- Understand implications of periodontal inflammation and the traveling oral micro biome
- Practice communication/facilitation skills to engage patients and team members
- Discover how to network with physicians (Customized Networking Tools included)
- Address diet and nutrition to reduce caries, diabetes, and obesity risks
- Build profitable infant, children, teen, and geriatric programs
- Partner with sleep diagnostics and sleep doctors

**LECTURE • 14 CE Hours**

**LIMITED ENROLLMENT**

*\*program fee includes customized screening sheet set and web page, a \$1,495 value*

*The Henry Schein Dental Business Solutions grant has been applied to this program.*

**HENRY SCHEIN**  
Dental Business Solutions

**To register and for more information, go to  
[www.henryscheindental.com/TotalHealth](http://www.henryscheindental.com/TotalHealth)**

### EATING DISORDERS AND DENTAL HEALTH

Friday, April 1, 2016

**Registration:** 8:30 am, **Seminar:** 9:00 - 12:00 am

**401** \$70 MDS Dentist/Auxiliary Member

**401A** \$100 Non-MDS Member



**Kate Sweeney, RD, LDN**, manager, Nutrition and Wellness Center, Brigham and Women's Hospital and specializes in nutrition counseling for obstetrics and eating disorders

#### AUDIENCE

- Assistant
- Dentist
- Hygienist
- Office Staff

- Learn the clinical definitions and prevalence of eating disorders and their medical complications
- Understand how dental health is directly affected by behaviors such as self-induced vomiting, bingeing and restriction of food
- Cite ways to identify patients who may have an eating disorder
- Learn how to approach patients with an eating disorder in an empathetic way and help prevent or decrease rate of dental erosion
- Understand the role of the dental professional in the treatment team of a patient with an eating disorder

**LECTURE • 3 CE Hours**



## INTRODUCTORY HANDS-ON COMPREHENSIVE CAD/CAM TRAINING

Friday, April 8, 2016

Registration: 8:30 am, Seminar: 9:00 am - 3:00 pm

408	\$150	MDS Dentist/Auxiliary Member
408A	\$199	MDS Dentist and One Auxiliary Member
408B	\$250	Non-MDS Member

### AUDIENCE

- Assistant
- Dentist



**Carl Boschetti, DMD**, basic and advanced certified Patterson trainer and has placed over 12,000 restorations in his office over the past 14 years

Complimentary continental breakfast and light lunch provided by Patterson Dental

### HANDS-ON • 5 CE Hours

- Become familiar with digital design of full contour crowns
- Understand and experience the milling process
- Be aware of the financial impact of single-visit dentistry
- Learn digital dentistry, imaging, design, lab integration, milling, and finishing
- Practice stain, glaze, and other finishing options
- Understand the practice/lab collaboration

### LIMITED ENROLLMENT

Dentists are Encouraged to Register a Dental Assistant.

*The Patterson Dental grant has been applied to this program.*



## UPDATE ON ORAL CANCER: THE GOOD, THE BAD, AND THE UGLY

Wednesday, April 13, 2016

Registration: 1:30 pm, Seminar: 2:00 - 5:00 pm

413	\$140	MDS Dentist/Auxiliary Member
413A	\$225	Non-MDS Member

### AUDIENCE

- Assistant
- Dentist
- Hygienist



**Nathaniel S. Treister, DMD**, chief of the divisions of oral medicine and dentistry, Brigham and Women's Hospital and Dana-Farber Cancer Institute

### HANDS-ON • 3 CE Hours

- Understand the concept of potentially malignant oral lesions
- Recognize late complications of oral cancer treatment
- Review the epidemiology, diagnosis, and management of oral cancer
- Learn approaches to prevention and management

## RADIOLOGY CERTIFICATION PROGRAM

Thursday, April 28, 2016 Registration: 8:00 am, Lecture: 8:30 am - 4:30 pm

Lecture Session: MDS Headquarters

Saturday, April 30, 2016 (Choose a Clinical Session Option from Below)

Clinical Session: Boston University Henry M. Goldman School of Dental Medicine

430A	\$220	Lecture 4/28	Clinic 4/30	7:30 - 11:30 am
430B	\$220	Lecture 4/28	Clinic 4/30	10:30 am - 2:30 pm

### AUDIENCE

- Assistant
- Hygienist



**Mary Ellen Sholes, AAS**, dental radiology technologist, Boston University Goldman School of Dental Medicine

Lunch is included the day of the lecture session only.

### LEARNING OBJECTIVES

- Review the principles of X-ray generation and image formation and intraoral anatomy
- Learn to provide infection control and quality assurance
- Understand intraoral radiographic techniques
- Learn film processing and duplication and digital and panoramic radiography
- Determine how to mount and analyze radiographs
- Provide radiation protection and safety
- Become familiar with ALARA guidelines and state regulations

### LECTURE + HANDS-ON • 11 CE Hours

### CLINICAL OBJECTIVES

- Take and pass a written examination
- Perform satisfactory periapical and bitewing radiographs using the paralleling technique
- Demonstrate how to properly process film and how to mount and label radiographs
- Become familiar with dental occlusal, panoramic, and cephalometric radiographs
- Be able to self-analyze and rectify radiographic technical and processing errors

# ACCOUNTS RECEIVABLE PROGRAM

## CREATING A PROACTIVE ACCOUNTS RECEIVABLE SYSTEM THAT WORKS!

Thursdays, April 28, May 5, May 12, and May 19, 2016

Registration: 5:00 pm, Seminars: 5:30 - 8:30 pm

Choose the Entire  
4-Session Program  
or Register for  
Package 1 & 2  
or 3 & 4

<b>428</b>	\$399	MDS Dentist/Auxiliary Member (4-Session Package)
<b>428A</b>	\$699	Non-MDS Member Registration (4-Session Package)
<b>428B</b>	\$199	MDS Dentist/Auxiliary Member (Sessions 1 & 2 Package)
<b>428C</b>	\$499	Non-MDS Member (Sessions 1 & 2 Package)
<b>428D</b>	\$199	MDS Dentist/Auxiliary Member (Sessions 3 & 4 Package)
<b>428E</b>	\$499	Non-MDS Member (Sessions 3 & 4 Package)

### AUDIENCE

- Assistant
- Dentist
- Hygienist
- Office Staff



**Nancy Blumenthal-Kagan, RDH,**  
founder, Summit Dental Partners, LLC



**Marissa Thompson, RDH, BSDH,**  
practice management consultant,  
Summit Dental Partners, LLC

LECTURE • 12 CE Hours, 4-session package • 6 CE Hours, 2-session package

April 28 | **SESSION 1**

## CREATING A FINANCIAL POLICY THAT WORKS

- Develop a financial style for your practice
- Understand the different types of insurance plans
- Determine the insurance plans and participation that are right for you and your patients
- Understand how dental insurance impacts your practice
- Establish a written financial policy for your practice
- Learn effective verbal skills to present your financial policy to your patients

May 5 | **SESSION 2**

## UNDERSTANDING PROPER BILLING TECHNIQUES FOR INSURANCE AND PATIENT REIMBURSEMENT

- Understand your patients' insurance benefits and maximize their coverage
- Determine proper data collection for efficient claim submission
- Know how to calculate accurate co-payments
- Learn how to monitor unpaid claims
- Be able to post payments correctly

May 12 | **SESSION 3**

## CREATING A PROACTIVE ACCOUNTS RECEIVABLE SYSTEM

- Learn which reports you should be running and how often
- Understand accounts receivable reports
- Create and monitor the accounts receivable protocol
- Measure your results for success

MAY 19 | **SESSION 4**

## CHECKS AND BALANCES THAT YOU MUST HAVE IN PLACE

- Learn effective verbal skills for improved patient communication
- Create systems to monitor your financials
- Understand how to read reports to monitor your practice
- Learn which reports you need to review daily, weekly, monthly
- Establish accountability measures for everyone
- Protect yourself and your financials

## DON'T MAKE WALLS, BUILD BRIDGES! DENTISTRY AND PATIENTS ON THE AUTISM SPECTRUM

**Sunday, May 1, 2016**

**Registration:** 8:00 am, **Seminar:** 9:00 am - 12:00 pm

**Location:** The Verve Crowne Plaza Hotel, 1360 Worcester Street, Natick, MA 01760

<b>501</b>	\$47	MDS Dentist/Auxiliary Member (includes breakfast)
<b>502</b>	\$25	Student (includes breakfast)

### AUDIENCE

- Assistant
- Dentist
- Hygienist



**Kristi Seibel, DMD**, diplomate of the American Board of Pediatric Dentistry and maintains a private practice in Sudbury

- Define Autism Spectrum Disorder (ASD)
- Increase understanding of ASD and the accompanying behavior
- Implement basic behavior modification techniques to help a patient with ASD tolerate treatment in a clinical setting
- Develop an office plan for treating individuals with ASD

**LECTURE • 3 CE Hours**

*The following grants have been applied to this program:*



## PREPARE TO TAKE THE DANB CDA EXAM

**Wednesday, May 4, 2016**

**Registration:** 4:30 pm, **Seminar:** 5:00 - 8:00 pm

<b>504</b>	\$70	MDS Dentist/Auxiliary Member
<b>504A</b>	\$100	Non-MDS Member

### AUDIENCE

- Assistant
- Hygienist



**Pamela Donovan, CDA, RDH**, dental assistant instructor, Blackstone Valley Technical High School



**Luann Ellsesser, RDH**, practicing clinical hygienist and instructor, Quinsigamond Community College

- Learn methods for improving test scores
- Understand various study tools available to enhance learning
- Know the fundamentals of each component and their relation to the exam
- Review sample test questions and correct answers after completion of each topic

**LECTURE • 3 CE Hours**

DANB and CDA are registered certification marks of the Dental Assisting National Board, Inc (DANB). This course is not reviewed or endorsed by DANB.

## DENTURES AND IMPLANTS: BALANCING THE ART, SCIENCE, AND BUSINESS OF DENTISTRY

**Friday, May 6, 2016**

**Registration:** 8:00 am, **Seminar:** 8:30 am - 3:30 pm

<b>506</b>	\$199	MDS Dentist/Auxiliary Member
<b>506A</b>	\$299	Non-MDS Member

### AUDIENCE

- Dentist



**Jeffrey C. Hoos, DMD**, maintains a private practice in Stratford, CT, and lectures nationally

Complimentary light lunch provided

- Understand the psychology of the denture patient
- Pick the right denture occlusions and setup
- Learn a new foolproof method for taking denture impressions
- Decide if you want to place dental implants
- Change how you do bite rims and tooth selection
- Understand the role of dental implants and how to fit them into your practice
- Experience hands-on model work with dental implants

**HANDS-ON • 6 CE Hours**

*The Hiossen Implant Company grant has been applied to this program.*



## SELLING OR PURCHASING AN EXISTING DENTAL PRACTICE

Friday, May 13, 2016

Registration: 9:30 am, Seminar: 10:00 am - 2:00 pm

513	\$30	MDS Dentist/Auxiliary Member
513A	\$100	Non-MDS Member

### AUDIENCE

- Dentist



**Caitlin O'Rourke**, development officer, Bank of America Practice Solutions™



**Andrew D. Schwartz, CPA**, founder and managing partner of Schwartz & Schwartz, PC, in Woburn



**Tyler Russell**, practice transition consultant, Henry Schein Dental

Complimentary continental breakfast and light lunch provided by Bank of America Practice Solutions™

- Determine how to calculate the equity in your practice
- Learn how to invest in your practice to increase its value
- Develop a plan for an exit strategy and organize financials for the sale
- Know how to avoid the pitfalls of buying or selling a practice in today's market
- Investigate tax issues and planning tied to buying or selling

### LECTURE • 3 CE Hours

The Bank of America Practice Solutions™ grant has been applied to this program.



## SIGNIFICANT EFFICIENCY GAINS FROM IMPLEMENTING AN ALL-TISSUE LASER INTO YOUR PRACTICE, WITH A SPECIAL FOCUS ON CO<sup>2</sup> AT 9.3 μm

Friday, May 20, 2016

Registration: 8:30 am, Seminar: 9:00 am - 4:00 pm

520	\$150	MDS Dentist/Auxiliary Member
520A	\$250	Non-MDS Member

### AUDIENCE

- Dentist



**David Fantarella, DMD**, maintains a private practice in Hamden and North Haven, CT

Complimentary continental breakfast and lunch provided by Convergent Dental, Inc.

- Understand the science behind various dental laser technologies and how these lasers interact with hard and soft tissue
- Explore how computer controls affect cutting speed, precision, and patient sensation
- Discuss how reliably anesthesia-free and virtually blood-free dentistry enables increased efficiency and practice growth
- Review the advantages of using a 9.3 μm CO<sup>2</sup> laser in the practice and understand the breadth of procedures possible with this new wavelength

### HANDS-ON • 6 CE Hours

The Convergent Dental, Inc. grant has been applied to this program.



## ETHICS, OBLIGATIONS AND EXPOSURES FOR THE DENTAL PROFESSIONAL

Wednesday, June 1, 2016

Registration: 4:30 pm, Seminar: 5:00 - 8:00 pm

601	\$70	MDS Dentist/Auxiliary Member
601A	\$100	Non-MDS Member

### AUDIENCE

- Assistant
- Dentist
- Hygienist



**Vincent P. Dunn, Esq.**, partner, Hamel, Marcin, Dunn, Reardon and Shea, P.C. with nearly 30 years of trial experience advocating for healthcare professionals

- Review the ADA Principles of Ethics and Code of Professional Conduct
- Understand the ethical obligations of owners, associates, hygienists, and auxiliaries
- Be familiar with common ethical challenges among personnel in the dental office
- Discuss common ethical challenges relating to practice management
- Identify common ethical challenges endemic to billing and reimbursement practices
- Recognize noncompliance in the workplace and impacts on personnel and office environment
- Understand the depth and breadth of your personal exposure for noncompliance

### LECTURE • 3 CE Hours



# THE RELATIONSHIP BETWEEN HUMAN PAPILLOMA VIRUS (HPV) AND ORAL AND OTHER HPV-RELATED CANCERS

Friday, June 3, 2016

Registration: 9:00 am, Seminar: 9:30 am - 12:30 pm

603 \$70 MDS Dentist/Auxiliary Member  
603A \$100 Non-MDS Member

## AUDIENCE

- Assistant
- Dentist
- Hygienist



**Aidee Herman, DMD**, assistant clinical professor, Tufts University School of Dental Medicine and founder and coordinator of the mentoring program, Promoting Dentistry as a Career for Minorities



**Katie-Rose Wagner, DDS**, maintains a private practice in Somerville



**Eileen Catherine Duffey Lind, RN, MSN, CPNP**, pediatric oncology nurse practitioner, Jimmy Fund Clinic, Dana-Farber Cancer Institute, and founder of Team Maureen

- Understand the HPV cancer connection
- Learn the risk factors for HPV and related cancers
- Discuss HPV cancer screening and prevention
- Become familiar with HPV vaccine safety and effectiveness of the HPV vaccine
- Be aware of HPV status and vaccination in taking medical histories in dental patients
- Develop skills to discuss vaccination with patients and parents of dental patients
- Provide tips on referring dental patients to obtain HPV vaccination

LECTURE • 3 CE Hours

## RISK MANAGEMENT: A BROAD-BASED APPROACH

Wednesday, June 8, 2015

Registration: 8:30 am, Seminar: 9:00 am - 3:30 pm

608 \$90 MDS Dentist/Auxiliary Member  
608A \$150 Non-MDS Member

## AUDIENCE

- Dentist



**Vincent P. Dunn, Esq.**, partner, Hamel, Marcin, Dunn, Reardon and Shea, P.C., with nearly 30 years of trial experience advocating for healthcare professionals



**Debra K. Udey**, risk manager, Eastern Dentists Insurance Company



**Raymond K. Martin, DDS**, president-elect, Massachusetts Dental Society; trustee, the Academy of General Dentistry; maintains a private practice in Mansfield

Complimentary light lunch provided

- Learn what constitutes proper informed consent
- Understand the importance of proper recordkeeping
- Discuss potential liability issues with websites, blogs, EMRs, and social networking sites
- Describe the differences between administrative and tort law
- Identify common errors that lead to licensing board disciplinary actions

LECTURE • 6 CE Hours

Attendance at this seminar can count toward a 5% discount on your EDIC professional liability insurance.

## CDT CODING AND REIMBURSEMENT UPDATE

Wednesday, July 20, 2016

Registration: 12:30 pm, Seminar: 1:00 - 4:00 pm

720 \$70 MDS Dentist/Auxiliary Member  
720A \$100 Non-MDS Member

## AUDIENCE

- Assistant
- Dentist
- Hygienist



**Paul B. Bornstein, DMD**, co-founder of Dental Office Consultants, a firm focused on risk management and proper insurance code usage

- Review CDT 16 changes
- Learn helpful tips for risk management and perio billing
- Understand the latest changes and implement the correct uses of the most common insurance codes
- Know what the law requires for the most common codes and X-ray submission
- Be aware of codes that will improve your profit
- Discuss the best narratives and documentation for the most troubling codes

LECTURE • 3 CE Hours

# FRONT OFFICE MANAGEMENT PROGRAM



Thursdays, September 1, 8, 15, and 22, 2016 5:30 - 8:30 pm

**901** \$399 MDS Dentist/Auxiliary Member  
**901A** \$699 Non-MDS Member Registration

## AUDIENCE

- Dentist
- Office Staff



**Nancy Blumenthal-Kagan, RDH,** founder, Summit Dental Partners, LLC



**Kathy Pauze,** founder of Pauze Systems Development; office and office administrator, The Center for Pediatric Dental Care, Brookline



**Pamela Dembski Hart,** principal, Healthcare Accreditation Resources



**Marissa Thompson, RDH, BSDH,** practice management consultant, Summit Dental Partners, LLC

## LECTURE • 12 CE Hours

### September 1 | SESSION 1, PART 1

#### DENTAL TERMINOLOGY AND DENTAL CODING

- Understand dental procedures and their respective ADA codes
- Learn how dental charting enhances your ability to properly post services and submit claims
- Implement coordination between the clinical staff and administrative team to make this process seamless

### September 1 | SESSION 1, PART 2

#### HIPAA

- Define the privacy officer's responsibilities
- Review security standards and administrative overview
- Be familiar with key HIPAA requirements

### September 8 | SESSION 2

#### DENTAL INSURANCE

- Review various plans and how to coordinate benefits
- Understand the claim submissions and payment process
- Learn about pretreatment estimates
- Discuss case presentations

### September 15 | SESSION 3

#### SCHEDULING AND BILLING

- Discover how to create systems for re-care, finance, time management, marketing, and sales
- Understand principles of scheduling for maximum productivity
- Develop a clearly stated financial policy
- Discuss re-care and prebooking

### September 22 | SESSION 4

#### TELEPHONE SKILLS, COMMUNICATION, AND CUSTOMER SERVICE

- Improve communication and customer service
- Discuss verbal skills
- Review new patient management
- Learn exceptional service techniques and service recovery

## RADIOLOGY CERTIFICATION PROGRAM

**Thursday, September 8, 2016** Registration: 8:00 am, Lecture: 8:30 am - 4:30 pm

Lecture Session: MDS Headquarters

**Saturday, September 10, 2016 (Choose a Clinical Session Option from Below)**

Clinical Session: Boston University Henry M. Goldman School of Dental Medicine

<b>908A</b>	\$220	Lecture 9/8	Clinic 9/10	7:30 - 11:30 am
<b>908B</b>	\$220	Lecture 9/8	Clinic 9/10	10:30 am - 2:30 pm

### AUDIENCE

- Assistant
- Hygienist



**Mary Ellen Sholes, AAS**, dental radiology technologist, Boston University Goldman School of Dental Medicine

Lunch is included the day of the lecture session only.

### LEARNING OBJECTIVES

- Review the principles of X-ray generation and image formation and intraoral anatomy
- Learn to provide infection control and quality assurance
- Understand intraoral radiographic techniques
- Learn film processing and duplication and digital and panoramic radiography
- Determine how to mount and analyze radiographs
- Provide radiation protection and safety
- Become familiar with ALARA guidelines and state regulations

### LECTURE + HANDS-ON • 11 CE Hours

### CLINICAL OBJECTIVES

- Take and pass a written examination
- Perform satisfactory periapical and bitewing radiographs using the paralleling technique
- Demonstrate how to properly process film and how to mount and label radiographs
- Become familiar with dental occlusal, panoramic, and cephalometric radiographs
- Be able to self-analyze and rectify radiographic technical and processing errors

## SIGNIFICANT EFFICIENCY GAINS FROM IMPLEMENTING AN ALL-TISSUE LASER INTO YOUR PRACTICE, WITH A SPECIAL FOCUS ON CO<sup>2</sup> AT 9.3 μm

**Friday, September 16, 2016** Registration: 8:30 am, Seminar: 9:00 am - 4:00 pm

<b>916</b>	\$150	MDS Dentist/Auxiliary Member
<b>916A</b>	\$250	Non-MDS Member

### AUDIENCE

- Dentist



**David Fantarella, DMD**, maintains a private practice in Hamden and North Haven, CT

Complimentary continental breakfast provided by Convergent Dental, Inc.

- Understand the science behind various dental laser technologies and how these lasers interact with hard and soft tissue
- Explore how computer controls affect cutting speed, precision, and patient sensation
- Discuss how reliably anesthesia-free and virtually blood-free dentistry enables increased efficiency and practice growth
- Review the advantages of using a 9.3 μm CO<sup>2</sup> laser in the practice and understand the breadth of procedures possible with this new wavelength

### HANDS-ON • 6 CE Hours

*The Convergent Dental, Inc. grant has been applied to this program.*



## RESTORATIVE MATERIALS THAT PROMOTE EXCELLENCE AND PROFIT

**Friday, September 23, 2016** Registration: 8:30 am, Seminar: 9:00 am - 12:00 pm

<b>923</b>	\$70	MDS Dentist/Auxiliary Member
<b>923A</b>	\$100	Non-MDS Member

### AUDIENCE

- Dentist



**Donald Antonson, DDS**, professor and associate chair, department of restorative dentistry, and associate dean for Academic Affairs at the College of Dental Medicine, University at Buffalo, NY

### LECTURE • 3 CE Hours

- Review the current status of nonmetal restorations
- Discuss the success and failures of ceramic restorations
- Understand today's dental economics and how products and efficient techniques relate
- Learn which cementation techniques make sense and are durable
- Receive best tips for better adhesive restorations
- Understand how glass ionomer materials and varnishes fit into your treatment plans

*The GC America grant has been applied to this program.*



## OBSTRUCTIVE SLEEP APNEA

Friday, September 30, 2016 Registration: 8:30 am, Seminar: 9:00 am - 12:00 pm

930 \$70 MDS Dentist/Auxiliary Member  
930A \$100 Non-MDS Member



**Leopoldo P. Correa, BDS**, associate professor and program director, dental sleep medicine fellowship, Tufts University School of Dental Medicine

### AUDIENCE

- Assistant
- Dentist
- Hygienist

### LECTURE • 3 CE Hours

- Gain an overview of normal sleep physiology
- Learn the consequences of sleep deprivation
- Discuss the pathophysiology of obstructive sleep apnea
- Understand the medical consequences of untreated obstructive sleep apnea
- Understand the treatment options, including oral appliance therapy
- Learn the different screening questionnaires to identify sleep apnea patients

## SUCCESS AND PREPARATION FOR PATIENTS WITH SPECIAL NEEDS

Wednesday, October 19, 2016 Registration: 4:30 pm, Seminar: 5:00 - 8:00 pm

1019 \$70 MDS Dentist/Auxiliary Member  
1019A \$100 Non-MDS Member



**Karen A. Raposa, RDH**, clinical education manager for Hu-Friedy Manufacturing Co. and has taught at Boston University Henry M. Goldman School of Dental Medicine

### AUDIENCE

- Assistant
- Dentist
- Hygienist

### LECTURE • 3 CE Hours

- Offer steps that can be taken to help families prepare for dental visits
- Establish and review techniques for treatment that encompass creativity and the latest in technology
- Explore a comprehensive home care guidelines document for patient caretakers
- Generate a basic understanding of Autism Spectrum Disorder (ASD)
- Provide guidelines on how to easily incorporate patients with special needs into a typical practice in the field of dental care



**Register Today at**  
**[www.massdental.org](http://www.massdental.org)**

- Complete course descriptions
- Directions to the MDS

## Become an ADHP Member at MDS

If you are employed in the office of an MDS member dentist, then **membership is FREE!**

Please contact the  
**Membership Department**  
at **(800) 342-8747**.



# THE PATIENT EXPERIENCE



## A WELL-TRAINED STAFF IS THE KEY TO SUCCESS

Thursdays, October 20, 27, November 3, 10

5:30 - 8:30 pm

Choose the Entire  
4-Session Program  
or Register for  
Package 1 & 2  
or 3 & 4

<b>1020</b>	\$399	MDS Dentist/Auxiliary Member (4-Session Package)
<b>1020A</b>	\$699	Non-MDS Member (4-Session Package)
<b>1020B</b>	\$199	MDS Dentist/Auxiliary Member (Sessions 1 & 2 Package)
<b>1020C</b>	\$499	Non-MDS Member (Sessions 1 & 2 Package)
<b>1020D</b>	\$199	MDS Dentist/Auxiliary Member (Sessions 3 & 4 Package)
<b>1020E</b>	\$499	Non-MDS Member (Sessions 3 & 4 Package)

### AUDIENCE

- Dentist
- Trusted Practice Managers



**Laurie LaBrie**, president,  
Integrated Human  
Resources, Inc.



**Nancy Blumenthal-Kagan, RDH**,  
founder, Summit Dental Partners, LLC

LECTURE • 12 CE Hours, 4-session package • 6 CE Hours, 2-session package

### October 20 | SESSION 1

## LAYING A FOUNDATION OF STRONG BUSINESS SYSTEMS THAT CAN BE MANAGED BY A WELL-TRAINED STAFF

- Review global philosophies for any dental practice
- Learn how to introduce the patient to your practice
- Develop operational systems that create the best patient experience
- Review human resources systems for the foundation of employee management
- Know overall practice expectations and considerations

### October 27 | SESSION 2

## PROTECTING THE FIRST HANDOFF WITH COMMUNICATION

- Develop processes, policies, and metrics for patient arrival
- Be able to transition your patient from the waiting room to the clinical area
- Learn communication skills to improve the patient, employee, and owner experience
- Understand management metrics that indicate how well your practice is running
- Discuss how to communicate lack of performance to team members and reward them for success

### November 3 | SESSION 3

## EVERYONE WORKING TOGETHER TO MAKE SURE THAT GOOD DENTISTRY BECOMES GOOD BUSINESS

- Learn key processes, policies and metrics for patient transition to treatment
- Be able to help your team understand great medicine is good business
- Improve case acceptance and understanding the symbiotic relationship between staff
- Discover how to complete the visit with the patient's return to the front desk and the handoff from the clinical team to the administrative team

### November 10 | SESSION 4

## ALIGNING YOUR DATA, METRICS, AND TEAM FOR SUCCESS

- Understand the metrics to determine the health of your business
- Be able to engage staff in the processes necessary to improve metrics
- Develop communication throughout the overall patient experience
- Learn scripts and role-playing to ensure best practices

# SATISFY THE BORID AND STATUTORY BIENNIAL REQUIREMENTS ALL IN ONE DAY AND SAVE

1021	\$120	MDS Dentist/Auxiliary Member (CPR/IC Package)
1021A	\$225	Non-MDS Member (CPR/IC Package)
1021B	\$120	MDS Dentist/Auxiliary Member (CPR/IC/Pain Management Package)
1021C	\$245	Non-MDS Member (CPR/IC/Pain Management Package)

## AMERICAN HEART ASSOCIATION: BLS FOR HEALTHCARE PROVIDERS

Friday, October 21, 2016      Registration: 8:00 am, Seminar: 8:30 - 11:30 am

1021D	\$95	MDS Dentist/Auxiliary Member (CPR/IC Package)	<b>AUDIENCE</b> <ul style="list-style-type: none"><li>• Assistant</li><li>• Dentist</li><li>• Hygienist</li></ul>
1021E	\$195	Non-MDS Members (CPR/IC Package)	



**Kelly Hartman, MEd**, certified CPR/AED/first aid instructor, trained BLS instructor

- Become BLS (Basic Life Support) for Healthcare Provider certified or re-certified
- Certification:** American Heart Association two-year BLS Healthcare Provider card
- Workbook will be available for purchase*

WORKSHOP • 3 CE Hours

## INFECTION PREVENTION AND CONTROL: 2016

Friday, October 21, 2016      Registration: 11:30 am, Seminar: 12:00 - 2:00 pm

1021F	\$50	MDS Dentist/Auxiliary Member	<b>AUDIENCE</b> <ul style="list-style-type: none"><li>• Assistant</li><li>• Dentist</li><li>• Hygienist</li></ul>
1021G	\$100	Non-MDS Member	



**Steve Marble**, national sales and infection control trainer, SciCan

- Understand dental unit water line safety
- Discover common infection control violations
- Gain a better working knowledge of the CDC Dental Guidelines and the OSHA Bloodborne Pathogens Standard
- Identify common pathogens and how to break the chain of infection in a dental health care setting
- Learn ways to reprocess dental instruments and manage infectious waste

LECTURE • 2 CE Hours

*The SciCan grant has been applied to this program.*

**SciCan** Dental  
Your Infection Control Specialist™

## PAIN MANAGEMENT FOR THE DENTIST

Friday, October 21, 2016      Registration: 2:00 pm, Seminar: 2:30 - 4:30 pm

1021H	Complimentary	MDS Dentist/Auxiliary Member	<b>AUDIENCE</b> <ul style="list-style-type: none"><li>• Dentist</li></ul>
1021I	\$100	Non-MDS Member	



**David A Keith, BDS, DMD**, professor, oral and maxillofacial surgery, Harvard School of Dental Medicine

- Explore the diagnosis of orofacial pain conditions
- Understand appropriate pharmacological management of acute and chronic pain
- Learn the principles of an individual pain management program
- Identify patients at high risk for substance abuse

LECTURE • 2 CE Hours

## BUILDING A NEW DENTAL PRACTICE

Friday, October 28, 2016

Registration: 9:30 am Seminar: 10:00 am - 2:00 pm

1028 \$30 MDS Dentist/Auxiliary Member  
1028A \$100 Non-MDS Member

Complimentary continental  
breakfast and light lunch provided by  
Bank of America Practice Solutions™

**AUDIENCE**  
• Dentist



**Greg Whitmer**, regional business development officer, Practice Solutions division, Bank of America Practice Solutions™



**Jimmie Hammon**, over 14 years of experience as an architect, 6 years as a general contractor/developer building dental offices, and 13 years as a dental equipment consultant



**Randy Fine**, Robert Fine & Associates, an insurance and financial services firm



**Dave Miller**, licensed real estate agent for CARR Healthcare Realty

- Discover what a lender looks for when qualifying a practice loan
- Identify the right time to become a business owner
- Understand how to use space effectively while gaining efficiencies through the use of technology
- Avoid first practice pitfalls and learn how planning early can lead to a successful practice
- Discuss practice financing options, develop a business plan, and identify the best location for your practice
- Understand how to identify and negotiate the right space for your new dental practice

**LECTURE • 3 CE Hours**

The Bank of America Practice Solutions™ grant has been applied to this program.

**Bank of America**

## YANKEE INSTITUTE 2016 CLASS REGISTRATION FORM

**REGISTER AT [WWW.MASSDENTAL.ORG](http://WWW.MASSDENTAL.ORG)**

or fill in form and mail to: Massachusetts Dental Society  
Continuing Education  
Two Willow Street, Suite 200,  
Southborough, MA 01745-1027

Call **(800) 342-8747, ext. 250**,  
for information on cancellations due to  
inclement weather.

Name \_\_\_\_\_

Dental Office Name \_\_\_\_\_ ☐ DMD ☐ DDS ☐ Auxiliary

Address \_\_\_\_\_ ☐ Home ☐ Office

City, State, Zip \_\_\_\_\_

Dentist's ADA # \_\_\_\_\_ Email \_\_\_\_\_

Office # \_\_\_\_\_ Home # \_\_\_\_\_ Fax # \_\_\_\_\_

Additional Attendee: \_\_\_\_\_

Additional Attendee: \_\_\_\_\_

Additional Attendee: \_\_\_\_\_

Course # \_\_\_\_\_ Title \_\_\_\_\_ Cost \_\_\_\_\_

Course # \_\_\_\_\_ Title \_\_\_\_\_ Cost \_\_\_\_\_

Course # \_\_\_\_\_ Title \_\_\_\_\_ Cost \_\_\_\_\_

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Register Early [www.massdental.org](http://www.massdental.org)

SATISFY THE BORID AND STATUTORY BIENNIAL  
REQUIREMENTS ALL IN ONE DAY AND SAVE

BORID PACKAGE .....	2, 14
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- Pain Management for the Dentist (Complimentary for MDS Members)
- American Heart Association: BLS for Healthcare Providers
- Infection Prevention and Control: 2016

Dental Auxiliaries, Take advantage  
of the MDS member rate!  
If you are employed in the office  
of a MDS member dentist, then  
membership is FREE!

For questions concerning  
ADHP membership, contact the  
**Membership Department** at  
**800-342-8747**