

SECTION 12

PEER REVIEW

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What is Peer Review

One of the most valuable risk management tactics is dispute resolution. The MDS Peer Review Program is the process by which the MDS Peer Review Committee reviews and resolves patient complaints regarding the quality of dental care or the appropriateness of rendered dental treatment. The program is available exclusively to member dentists, patients, and third-party payers. The volunteer members of the committee are impartial and follow the principles and policies outlined in the Peer Review Handbook.

After a thorough review of a submitted case, the committee may recommend one or a combination of four outcomes:

1. A partial refund to the patient.
2. A full refund to the patient.
3. Performance of corrective treatment on the patient.
4. Affirmation that the treatment in question was appropriate and meets the community standards of care.

The Committee cannot recommend reimbursements beyond the actual cost of the original treatment.

The MDS *Bylaws* indicate that the District Peer Review Committee shall be composed of a minimum of seven (7) members from each District. The district chair shall appoint a district peer review chair. One of the members shall be designated as the mediator. Members of the District Peer Review Committee may serve for multiple years to become familiar with the process.

After the society receives and accepts a complaint for Peer Review, it is forwarded to the local district dental society. The process is the same in all districts.

- First, a District Peer Review Committee member will attempt to mediate the problem before it is brought before the entire committee for a hearing.
- If mediation is successful, all parties are notified of the resolution, and the process ends.
- If mediation is unsuccessful, the local committee will meet to examine and evaluate the clinical records, talk to the patient, the dentist, and, if necessary, examine the patient.
- All parties involved are informed of the committee's decision within 15 days of the hearing.
- A means of appeal for all parties is available.
- The decision of an Appeal Review Committee is final within the context of Peer Review.

During this process, volunteer members may contact the MDS with any questions at 508.449.6012.

Additionally, Peer Review training sessions are held annually for district chairs and mediators. Peer Review Handbooks are available at these training courses or throughout the year for those serving for the first time.

For more information on the Peer Review process, visit <https://www.massdental.org/professional-resources/peer-review/> or contact Sarah Pilling at spilling@massdental.org.

Peer Review Committee - District Chairs July 2026-June 2027

District	Dentist Name	Email
Berkshire	Dr. Edwin Helitzer	edwinhelitzer@yahoo.com
Boston	Dr. Nicholas Della Russo	nickdellorusso@gmail.com
Cape Cod	Dr. Michael Buckley	mandsbuck@aol.com
East Middlesex	Dr. Devon Ptak	devonptak@gmail.com
Merrimack Valley	Dr. John Boss	jhbmd@yahoo.com
Metropolitan	Dr. Robert Javer	rjaver10@gmail.com
Middlesex	Dr. Rosie Wagner	drwagner@smilesbyrosie.com
North Metropolitan	Dr. David Becker	belfbecker@comcast.net
North Shore	Dr. Hitesh Vij	hiteshvij@gmail.com
South Shore	Dr. Eric Weinstock	ericweinstock123@gmail.com
Southeastern	Dr. Sabina Malla	mallasabina@gmail.com
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