

The MDS Mourns Passing of Executive Director Conor McNulty

Massachusetts Dental Society (MDS) Executive Director Conor McNulty passed away unexpectedly on Monday, July 6, 2020, at his home in Framingham. He was 41. Conor joined the MDS as Executive Director on March 9, 2020, after an extensive nationwide search. Prior to his appointment with the MDS, he served as Executive Director of the Oregon Dental Association (ODA) since 2014 and held various management roles with the California Dental Association from 2005–2014. In an email to members, MDS leadership stated that “even though Conor’s time with the MDS was brief, his impact will be long lasting and cannot be overstated.”

Conor was born and raised in Portland, Oregon, and studied marketing and played soccer at the University of Wisconsin Green Bay and the University of San Francisco, where he received a Bachelor’s degree in marketing. A lifelong athlete, Conor continued to play semi-pro soccer after college and enjoyed coaching youth soccer clubs in California and Oregon.

Conor is survived by his wife, Genevieve McNulty, and four children, Russell, Ally, Molly, and Libby; his parents, Jon and Deb McNulty; his sister, Erin McNulty; his grandmother, Dolores Schmidt; and uncles, Mike McNulty and David Schmidt. The McNulty family asks those wishing to honor Conor to consider donating to The Bald Faced Truth Foundation (<https://baldfacedtruth.org/>), an Oregon-based charity that supports children in art, music, education, and athletics. If you would like to make a donation to the McNulty children’s 529 college savings accounts, you can do so at www.ugift529.com/ and enter code C5W-R8J. Members who

wish to send cards to Conor’s wife and children can mail them to: The McNulty Family, c/o Massachusetts Dental Society, Two Willow Street, Suite 200, Southborough, MA 01745. Cards for Conor’s parents and sister should be sent to: Mr. and Mrs. Jon McNulty, c/o Massachusetts Dental Society, Two Willow Street, Suite 200, Southborough, MA 01745.

In February, Conor expressed his excitement at taking on the Executive Director role at the MDS. “I am honored and thrilled to join such a dynamic and respected organization as the Massachusetts Dental Society,” he said. “I look forward to supporting MDS members and am excited to work closely with the leadership and talented staff to continue advancing the strategic vision of the organization each day.”

He assumed the role from Dr. Robert Boose, EdD, who retired after serving as MDS Executive Director for 18 years, and who was familiar with Conor’s work. “I was thrilled for Conor, personally and professionally, when he accepted the position as Executive Director, after having watched and worked with him over the last 5 to 6 years as a colleague when he was at the ODA,” says Dr. Boose.



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Dr. MaryJane Hanlon Takes Office as President

The MDS is pleased to welcome MaryJane Hanlon, DMD, as President for the 2020-2021 governance year. Dr. Hanlon, who is associate dean for clinical affairs and assistant professor in the department of comprehensive care at the Tufts University School of Dental Medicine, was ceremonially sworn in as the 157th president of the MDS during the MDS House of Delegates Annual Session held January 29 in Boston. She most recently served on the MDS Board of Trustees as President-Elect and was previously Trustee of the Middlesex District

Hanlon’s Presidency. “In her roles within the MDS and organized dentistry to date, Dr. Hanlon brings unique experience, valuable perspectives, and a passion for dentistry that is contagious,” he said. “We are excited and honored to have her lead the organization at such a pivotal time in dentistry and health care for the coming year.”

Read Dr. Hanlon’s address to the 2020 House of Delegates at massdental.org/hod.

The 2020-2021 Officers/Trustees are:

- Dr. MaryJane Hanlon, President
- Dr. Meredith Bailey, Vice President
- Dr. Raymond Martin, Speaker of the House
- Dr. Richard Marchand, Secretary
- Dr. Philip Howells, Treasurer
- Dr. Janis Moriarty, Immediate Past President

MDS Begins Transition to Regional Trustees

The 2020-2021 governance year that commenced on July 1, 2020, includes not only a new President (Dr. Hanlon) but also the first phase of Regional Trustees, per the MDS’s governance reform. At the 2019 Annual Session, the House of Delegates approved a new governance plan for the Society to make the MDS more responsive to the emerging needs of members. This governance reform calls for all 14 Districts to transition to become part of six Regions over a two-year phase-in, which when

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Dental Society. Only the fourth woman to serve as President in the Society’s history, Dr. Hanlon succeeds Janis Moriarty, DMD, who will continue to serve on the Board as Immediate Past President.

Before his passing, Executive Director Conor McNulty commented on Dr.

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How Do We Navigate Rocky Waters?

Happy summer to all of you. As the official start of summer approached with the 4th of July holiday, I think we were all looking forward to creating a “new normal” to our holiday traditions so that in some way we would be able to spend time with our family and friends. I do hope yours

was enjoyable and that you were able to spend the time creating the memories you had hoped to. As I was thinking about what to write for this column, I realized I just could not remember what I did over the holiday weekend as our world at the MDS quickly exploded with the news of our new Executive Director Conor McNulty’s death. That week and the following were a blur, complicated by various emotions: deep sadness over such a young life lost, the lost potential of improvement offered to the organization, and the loss of overall potential to the profession. Sprinkled in there were moments of anger and questioning. These moments, I have learned, are completely normal and expected when you experience grief and loss. Not all of us experience this to the same level, nor do all of us experience all stages of grief one can go through. It is as individual as each one of us are.

What I do remember the most during that time was consistent with what I always see in our profession: When something happens, we all rally together to get things done. Never was that more apparent than during the COVID-19 crisis that hit four days after Conor arrived in Massachusetts. With his leadership, the tremendous leadership of Immediate Past President Dr. Janis Moriarty, and the unbelievable staff of the MDS, we rallied together as a profession and as a team to navigate these rocky waters. Hours were spent organizing the collection of PPE for our medical colleagues and we worked as teams to ensure that

we would get back to work together and safely.

The outpouring of sadness over Conor’s death was nationwide, not just in Massachusetts, Oregon, and California, where Conor had worked previously. It shook many people who had worked with him and known him all the way back to grammar school. People from across the country reached out, offering to do anything we needed to support us during this tragedy. Many people wanted to contribute to a fund for his children. Quickly, the Oregon Dental Association set up a 529 plan so that we could get those contributions going where they are necessary. (To donate, visit www.ugift529.com/ and enter code C5W-R8J.) For all these steps, we are extremely grateful to our dental community.

As we move forward, please know that the succession plan includes our very capable management team, made up of Kathy Boyce, Ellen Factor, Kevin Monteiro, Shannon McCarthy, and Colleen Chase, who will work with the Board of Trustees to ensure the continuity in our programs and that we continue to work on the plan that Conor had started for our organization to move us forward toward the next level.

As we move through the summer, please take time to raise your glass to Conor and the life lost way too early, and to how fortunate we are, not only to have the teams and processes in place to ensure the stability of our organization, but also to the magnanimous profession that we all belong to.

To Conor.

Dr. MJ Hanlon

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Active and recognized as a leader within association management circles prior to joining the Society, Conor held a Certified Association Executive (CAE) designation from the American Society of Association Executives and in 2017 was honored as a Forty Under 40 Association Leader by Association Forum of Chicago and *USAE News*. Before pursuing a career in association management, Conor worked in corporate marketing, publishing, and business development.

During his brief tenure at the MDS, Conor impressed Society leaders with his management skills and knowledge of organized dentistry. “In the short amount of time I spent with Conor, I was overly impressed with his insights into dentistry, his keen business-minded approach, and his use of metrics and gauging of success,” says MDS President Dr. MaryJane Hanlon. “I have no doubt he would have attained the highest level of leadership as an Executive Director and knew we might not have him long due to his impressive talents. I am saddened the most by the loss of leadership to the MDS and the potential that we had to bring the organization to the next level under his leadership ability.”

Immediate Past President Dr. Janis Moriarty worked very closely with Conor throughout her recent Presidency. “The loss of Conor is palpable, which speaks to his presence,” she says. “Having been on the Search Committee that selected him, we knew right away that he was something special. Upon hearing of his passing, fellow Search Committee member Dr. Andrea Fallon shared with me her reflection that ‘Conor lit up the room and commanded it with a humbleness I have never experienced in an executive before.’”

Dr. Moriarty praises Conor’s leadership skills managing the Society during the COVID-19 pandemic. “Even though we were forging through the most challenging times of the pandemic, Conor’s leadership was steadfast and unflappable,” she says. “Long Zoom [call] days always had a few minutes of personal conversation or humor. Due to the virtual nature of the last three months, Conor was actually able to meet an appreciable number of MDS members, as well as be present at all of our personal protective equipment [PPE] distribution days to meet many members and Board members face to face, while masked of course.

“There is no doubt he had already started to take MDS to the next level,” she continues. “We deeply regret that we had so little time with him to sail to those levels.”

The MDS Board of Trustees met on July 7 to ensure that the Society will continue to operate seamlessly and without disruption. The Board will work with the MDS management team (Kathleen Boyce, CPA, chief financial officer/chief operating officer; Ellen Factor, managing director of membership and dental practice services; Kevin Monteiro, CAE, managing director of strategy and external affairs; Shannon McCarthy, managing director of business development and Yankee Dental Congress; and Colleen Chase, senior manager of governance and Board relations) to follow through on organizational commitments.

To learn more about Conor’s impact on the MDS, read President Dr. MaryJane Hanlon’s message, above, and the tribute “Conor McNulty Made a Deep Impression During a Short Tenure” on page 3.

MDS CONNECTION

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Conor McNulty Made a Deep Impression During a Short Tenure

Melissa Carman, MDS director of publications

Conor McNulty, CAE, could not have started his career as Executive Director of the Massachusetts Dental Society (MDS) at a more challenging time. Conor's first day at the MDS was Monday, March 9, 2020—just as the United States began facing the threat of the COVID-19 pandemic. Before the end of that week, he had moved to close the MDS offices, directing staff to work remotely to slow the spread and protect MDS staff, our families, and the public from the virus. This was 10 days before Governor Charlie Baker would order all non-essential businesses in the state to cease in-person operations and the Department of Public Health would issue its stay-at-home advisory. Subsequently on March 15, the MDS Board of Trustees issued guidance that all dental practices in the Commonwealth close their offices to elective and non-urgent care. The ADA would follow suit the next day. In his first week on the job, Conor had already positioned the MDS ahead of the curve and showed himself more than capable of shepherding the Society—including 39 staff members, the Board of Trustees, and 5,000-plus members—through the onset of a global pandemic.

That first day in the office, Conor showed up early at 2 Willow Street in a dark suit, with a wide, easy smile, and walked into my office, greeting me with a social-distancing-friendly “elbow bump” and a boisterous “Good morning! How’s it going?”—spoken with an admirable optimism that instilled confidence. Sadly, that was the last time we actually met in person. When the leadership in a company turns over, it’s normal for employees to feel some trepidation at having a new, unknown person taking charge. And while Conor was indeed new, in a sense we were all starting new jobs at the MDS—and not just due to some shifting of roles as a result of coronavirus. With a new Executive Director at the helm, you can’t help but feel like you’re starting from scratch with the need to prove yourself.

But in those first few weeks, with his calming presence and genuine and friendly demeanor, Conor quickly allayed our fears. The entire staff swiftly transitioned to utilizing Microsoft Teams for collaboration and to Zoom virtual meetings, working to determine the information and resources our members needed most to help them navigate the pandemic. For the next three months, we worked closer than ever over long days to understand and communicate the rapidly changing information and guidance on COVID-19. We were all working at warp speed and under a stress level that we’d never before encountered in our professional or personal lives, but at the center, keeping us from spinning out, was Conor: cool, calm, collected.

Obviously, it was strange to have our interactions with the Executive Director conducted only online over a Teams or Zoom call, and it would’ve been easy, at a time of tremendous stress and confusion

as the pandemic worsened both locally and nationally and with staff scattered to makeshift desks in home offices miles and miles apart from each other, to feel isolated and overwhelmed. But Conor made the effort to keep the staff unified and heading in the same direction. He led weekly all-staff Zoom meetings where he and the management team updated us on important information and made us feel like a team. I’m sure it must have been incredibly challenging for him, especially in those earlier days, to be on a Zoom call and see 30-plus faces staring back at him, sometimes with a mix of exhaustion, stress, and anxiety. I remember him joking a couple of times, “Remind me not to play poker with any of you, because those are some serious poker faces.” That sense of humor, along with his disarming knowledge of pop culture and sports references (even going so far as to don a Red Sox hat, making him a true good sport), went a long way to easing our tensions and making us feel connected, not just to him but to one another. He’d gently pull us out of our shells, asking if we had watched “Tiger King,” taking note of open hiking trails (and breweries), or talking about running (he was an avid runner). Conor knew what he was doing, and these seemingly small efforts and gestures made a huge difference in keeping us together and connected during these unprecedented times.

Without a doubt, working at the MDS is more than just a job for us. Like any other office staff—such as a dental practice team—we spend a majority of our waking hours together, and our coworkers become friends and family. In addition to the dozens of calls Conor participated in each day with the management team, the Board, Task Force members, member dentists, the ADA, and colleagues from other state dental societies, he still made it his goal to reach out to staff members one-on-one, via Teams video calls, to see how we were holding up and to get to know us better. He would ask about our families, how we were doing, what Netflix or TV shows we were bingeing. And I think he did that because he knew we needed that.

Conor repeatedly encouraged us to take care of ourselves physically and emotionally during these stressful times, urging us to take a break and walk around the house or get some fresh air if necessary. These were unprecedented times with unprecedented stressors, and he wanted to keep us from burning out or feeling isolated. I remember on a couple of occasions I’d respond to Crisis Communications Team emails late in the evening and he’d reply with an answer or comment and then say, “Now step away from the computer and get some rest!”

Conor’s unabashed enthusiasm and excitement for his MDS role were contagious. He acknowledged our efforts and made us feel proud of what we were doing. He guided us to collaborate across depart-

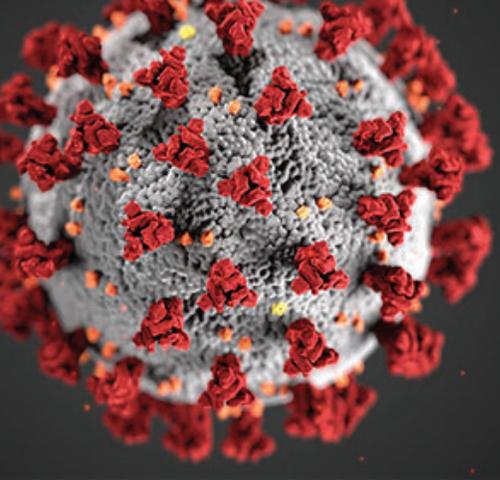
ments, fostering a true sense of team unity, and resulting in a newfound respect for one another and ourselves. He energized us to expand on our skills and overcome the unprecedented challenges we faced. He helped bring us closer together at a time when we couldn’t be more physically apart.



After months of providing resources and informing all Massachusetts dentists—members and non-members alike—on the guidelines they needed to follow to ready their return to practice, the state launched the two-pronged Phase 2 of its reopening on June 6 and 25, respectively, and this helped the MDS staff start to slow to a more manageable pace. Things were starting to get back to normal. The need to send daily (often multiple times daily) emails began to dial back to two or three a week, and only when we had new or critical information to share. The breakneck pace we’d been working at since March started to ease, and we all looked forward to resuming some normalcy in our work and personal lives. We went into the 4th of July holiday weekend ready for some much-needed relaxation.

On the morning of Tuesday, July 7, we learned that Conor had unexpectedly died the previous day in his Framingham home. Resolutely, the management team set about the difficult task of notifying the Board members and staff of the tragedy. To say that the MDS staff and Board were shaken by this news is an understatement. We are still trying to process our loss. The loss of a decisive, insightful, and confident leader. The loss of a kind and witty colleague and friend we were only just beginning to get to know.

Although the timing of Conor’s start at the MDS was less than ideal, he left us as things may have begun returning to some sense of normalcy. And Conor was instrumental in this. He helped guide us through this unprecedented series of events to a place of stability and hope. Just as his predecessor Dr. Bob Boose had done for nearly 20 years, Conor—in these few months—took the helm and quietly set us, his staff, on a course to continue pursuing new and better ways to do our jobs, to provide value to our members, and to truly collaborate as a team. That last part might just be his true legacy at the MDS . . . a legacy we will honor him for in the days, weeks, months, and years ahead.



COVID-19

The COVID-19 Pandemic: Where Are We Now?

When the COVID-19 global pandemic began to take hold in Massachusetts in March, dental professionals in the Bay State faced unprecedented challenges. With so much initially unknown about the novel coronavirus at the

time and concern about the extent to which it could potentially spread in the region, all health care providers were forced to adapt to constantly changing policies and regulations as they developed. And the Massachusetts Dental Society (MDS) was there every step of the way, providing guidance, updates, and resources to members and their staff. What's more, the MDS shared all COVID-19-related information with every dentist in Massachusetts to make sure everyone was informed about this rapidly changing environment. While this content is usually exclusive to MDS members, during these unprecedented times we felt it was important to keep all dental professionals aware of updates.

On Sunday, March 15, following Governor Charlie Baker's State of Emergency Declaration, the MDS Executive Committee and Board of Trustees issued guidance strongly recommending that all dental practices in the Commonwealth close their offices to elective and non-urgent care, with the expectation that dentists would continue to be available as needed for emergency management. The Board did not issue this guidance lightly; the recommendation was made out of an abundance of caution during unprecedented and turbulent times. In the email notification, the Board stressed that "as health care professionals, we all have a role to play in slowing the spread of the coronavirus and 'flattening the curve' in order to follow sound scientific, public health advice, to help limit infections and slow the spread of the virus." Additionally, this would help dentists make a difference in preserving the limited supply of personal protective equipment (PPE) critical for emergency dental care and frontline health care personnel responding to the pandemic. Ten days later, Governor Baker ordered all non-essential businesses in the state to cease in-person operations and the Department of Public Health (DPH) issued a stay-at-home advisory.

As dentists across the state began to close their practices to all but emergency patients, the MDS stepped up to provide much-needed resources and information to help dental practice owners. The MDS, led by the MDS management team, began to sort through and disseminate information from the Centers for Disease Control and Prevention (CDC), the DPH, and government agencies to ensure dental professionals were receiving the latest and most accurate information available at any given time, even as the information changed day to day and week to week. This included information on interim guidance for emergency and urgent care; sample notification and social media templates; financial resources—including information on Small Business Administration loan programs and comprehensive Q&As for small businesses and individuals; information on staffing concerns related to office closures, unemployment insurance, paid sick leave, and family medical leave; teledentistry procedures and coding/billing resources; PPE; and health and wellness, to name a few.

The MDS also strove to address members' concerns about the shortage of PPE, first by working with the Massachusetts Emergency Management Agency to obtain and distribute masks and other PPE supplies to nearly 4,000 dentists to use for emergency care and then by launching the MDS Foundation COVID-19 Recovery Fund (see page 5), which provided a PPE supply kit and Henry Schein account credit to eligible members.

MDS staff truly embraced an all-hands-on-deck approach to the crisis. For example, a multitude of staff members was tapped to assume new temporary roles helping the Member Assistance Center (MAC) field calls and answer hundreds of members' questions. The MDS also produced a variety of live

and on-demand webinars on important COVID-19 topics such as infection control, communicating with patients, teledentistry, the CARES Act, health and wellness, dental respiratory PPE, steam sterilizing N95 masks, and preparing to reopen the practice. All MDS-produced COVID-19 webinars are available to watch on demand at massdental.org/MDS-Webinars.

Phase 1

In early May, as the state began to nudge closer to reopening, the MDS developed the Return to Practice Roadmap, which provided updated information to help dentists prepare for practice reopening. This included answers to frequently asked questions from members about COVID-19 concerns and reopening, PPE, COVID-19 testing, staffing and HR, patient management, finance, and equipment. (Read the Q&As at massdental.org/coronavirus.)

On May 18, Governor Baker announced the details for Phase 1 of the state's four-phase reopening plan, set to launch on May 25. Phase 1 was developed by the state's Reopening Advisory Board, along with guidelines and criteria developed through input from the Provider Advisory Committee, which included representatives from the MDS (then-MDS President Dr. Janis Moriarty and former Treasurer Dr. Thomas Trowbridge). In Phase 1, dental offices were eligible to expand services to include emergent and likely to become emergent if deferred treatment. In preparation for this expansion of dental treatment, the MDS, in collaboration with leaders from each of the Massachusetts dental specialty organizations, created a resource document to assist providers in identifying situations that are likely to fall into Phase 1 treatment. (The resource can be found at massdental.org/Coronavirus/Phase-1.) Prior to expanding dental services for Phase 1, individual providers were required to meet the following criteria:

- Have current adequate supply of PPE and maintain adequate supply on an ongoing basis without support from the state stockpile
- Meet public health and safety standards in the domains of workforce safety, patient safety, and infection control
- Designate a compliance leader at the highest level of the organization
- Attest to and maintain the attestation form acknowledging that they meet all of the requirements in PPE, health and safety standards, and compliance standards (practices must retain this attestation for inspection upon request by the Department of Public Health)

The launch of Phase 1 hinged on the state's overall management of the COVID-19 pandemic, and to move into Phase 1, it was critical that the state maintain greater than 30% capacity of ICUs. Governor Baker noted that if at any point during Phase 1, the data began to show a backwards trend, it was possible that care would again become limited to emergencies only.

The MDS urged dentists to use their professional judgment to provide emergent and likely to become emergent if deferred care within parameters set forth by the state, and provided general guidance to dentists with answers to questions regarding Phase 1. Learn more about Phase 1 and read the Q&As at massdental.org/Coronavirus/Phase-1.

Phase 2

On June 8, Phase 2 reopening in the Commonwealth launched. Referred to as the Cautious Phase, Phase 2 allowed dental providers to cautiously and incrementally resume all elective, non-urgent procedures and services, including routine hygiene appointments. Phase 2 allowed dentists to apply their professional judgment to determine what care should be provided for their patients. (Note: Phase 2 initially excluded elective cosmetic services, but those procedures were allowed effective June 24.)

To move forward into Phase 2, dental providers must maintain ongoing compliance with all public health and safety standards identified in Phase 1. Phase 2 was also contingent on Massachusetts' ability to maintain sufficient

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MDS Foundation

Nearly 70% of Eligible Members Are Benefiting from the MDS Foundation COVID-19 Recovery Fund

On June 29, leaders from the MDS and MDS Foundation invited eligible members to participate in the MDS Foundation COVID-19 Recovery Fund Program, and as of the program's July 20 deadline, nearly 70% of eligible members had opted in to the program. The COVID-19 Recovery Fund was launched by the MDS Foundation in April to aid member dentists impacted by COVID-19-related office closures and ensure that communities in the Commonwealth wouldn't lose access to the availability of critical oral health care services during the pandemic.

At that time, the Foundation announced its initial donation of \$300,000. After receiving a \$2 million grant from Delta Dental of Massachusetts, donations from Blue Cross Blue Shield of Massachusetts, Eastern Dentists Insurance Company (EDIC), and District Dental Societies, and additional funds from the MDS Foundation endowment, the COVID-19 Recovery Fund grew to \$3.5 million available to support practicing MDS member dentists.

Since the inception of the COVID-19 Recovery Fund, MDS leaders worked thoughtfully and diligently to find the most meaningful way to support highly impacted members during this time of great financial need. Through numerous surveys, the MDS heard about financial struggles and PPE supply chain disruption, factors that have made it difficult for members to reopen and sustain services for their patients in a safe manner.



Every eligible MDS member who opted-in by July 20, is receiving the following:

- PPE supply kit (an estimated \$250 value) containing:
 - o 10 N95 masks (supplied by Gerson Co.)
 - o 1 fit test kit (supplied by Gerson Co.)
 - o 5 face shields (donated by P&G and Gillette)
- \$1,000 Henry Schein account credit, which may be applied to new purchases or an existing balance with Schein, or may be preassigned to another eligible member or dental practice.

Distribution of the PPE supply kits began the week of July 20, with fulfillment expected to be completed by September 1. The Henry Schein account credit will appear in participants' accounts within the next 30 days. Eligible members who opted-in for the program can check their status in the Member Portal at <https://hub.massdental.org/covid-recovery>. The status will change to "Processing" when the PPE supply kit is mailed. If you have any questions about your status, please contact the MDS Member Assistance Center at 800.342.8747, option 5.

Learn more about the COVID-19 Recovery Fund Program at massdental.org/Foundation/Grants/COVID19-Recovery-Fund.

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statewide hospital bed capacity, which was also included in Phase 1 requirements. Governor Baker noted that if the data began to show a backward trend, it was possible that care would again become limited to Phase 1 services.

The MDS urged dentists to expand services cautiously, using their clinical judgment to prioritize urgent services, emerging services, and preventive care. Prioritization criteria should promote equitable access to care for all populations. Dentists should continue to defer elective cosmetic procedures to future phases. Phase 2 also included an increase in allowable dental procedures for those providers who are able to meet key public health criteria as set by the DPH.

Building from the requirements of Phase I, in Phase 2 dentists need to attest to public health standards and specific guidelines:

- Have current adequate supply of PPE and maintain adequate supply on an ongoing basis without support from the state stockpile
- Meet public health and safety standards in the domains of workforce safety, patient safety, and infection control
- Designate a compliance leader at the highest level of the organization
- Attest to and maintain the attestation form acknowledging that they meet all of the requirements in PPE, health and safety standards, and compliance standards. Practices must retain this attestation for inspection upon request by the DPH.

In addition to the safety standards outlined in Phase I, Phase 2 requires dentists to create an addendum to their Phase 1 attestation form that documents the practice's prioritization policy for providing and scheduling Phase 2 care. The prioritization plan should focus on the high-priority services (emergency/urgent, emerging needs, and preventive services) that if left untreated could lead to high risk or significant worsening of the patient's condition if deferred. Dentists should prioritize care for patients as follows:

1. Emergency or urgent
2. Previously in the middle of treatment or treated during emergency care

3. Disease management, trauma, compromised function, and frequently cared for patients
4. At-risk patients to prevent potential dental emergent and urgent care situations
5. Continuity of care
6. Recall preventive and routine comprehensive dental care

The prioritization plan should identify patients and services that, based on the provider's clinical judgment, are most critical and time sensitive. Elective cosmetic services should be deferred until a future phase. The addendum should be kept with the attestation form and maintained and updated as needed. Learn more about Phase 2 and read the Q&As at massdental.org/Member-Resources/Practice-Management/Coronavirus/Phase-2.

Phase 3

On July 6, Governor Baker announced that Massachusetts was entering Phase 3, the Vigilant Phase. Phase 3 offers no change for dental practices, which can continue to see patients for all procedures. Dentists must still attest to and maintain the attestation form acknowledging that they meet all the requirements in PPE, health and safety standards, and compliance standards. Practices must retain this attestation for inspection upon request by the DPH. Phase 3 is also contingent on the state's ability to maintain sufficient statewide hospital bed capacity. Governor Baker again noted that if the data begin to show a backward trend, it is possible that care will again become restricted.

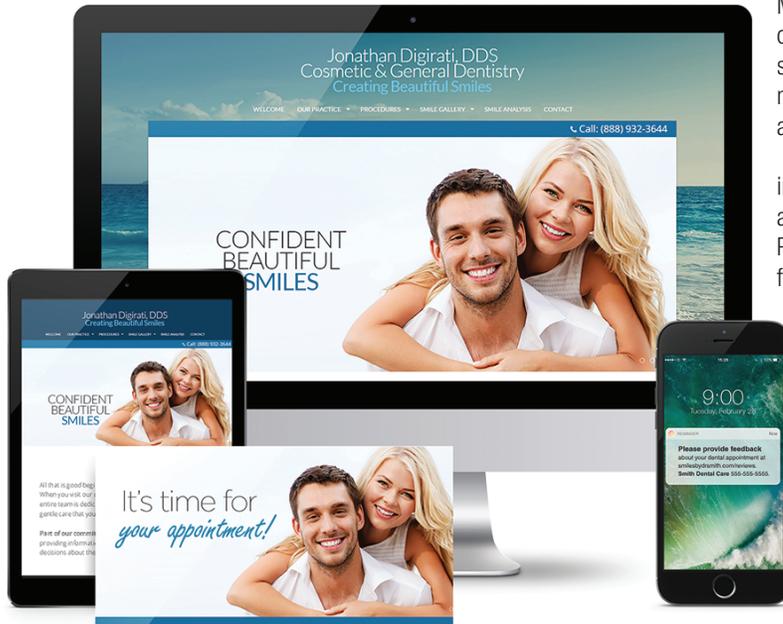
As of July 29, Massachusetts was still in Phase 3. While the number of COVID-19 cases has surged in other parts of the country, namely Arizona, Florida, Georgia, and Texas, with California rolling back its reopening of indoor settings such as restaurants, religious services, gyms, and salons following a steep resurgence of cases and hospitalizations, the Commonwealth has thus far remained stable. The MDS continues to cautiously monitor the situation and if the numbers change, will update members on any new recommendations. Please keep opening your MDS emails and checking massdental.org/coronavirus for any updates.

See all of the MDS's COVID-19 resources at massdental.org/coronavirus.

Member Savings Program COVID-19 Resources

The Massachusetts Dental Society (MDS) is here to support you in these challenging times, as are our Member Savings Program partners (see massdental.org/member-savings). In light of the COVID-19 pandemic, we understand that having access to the supplies and services you need and confidence in their quality and value has never been more important. Here's what some of our Member Savings Program partners have been doing to serve dentists during the pandemic.

ProSites' PracticeMojo Enhances Dental Patient Engagement



MDS Member Savings Program partner ProSites just released a new version of its PracticeMojo communications service, which includes online forms, smart caller ID, and an optional VOIP. The PracticeMojo Managed Plan has new integrated features to help dentists better communicate with patients and improve office efficiency.

The new version comes at a pivotal time for dental practices, which must incorporate digital solutions to care for patients and protect both patients and staff throughout the COVID-19 pandemic. The PracticeMojo Managed Plan allows dentists to provide patients with HIPAA-compliant online patient forms and a COVID-19 questionnaire that eliminates the need for patients to complete these forms in the waiting room. Additionally, the Practice Mojo Managed Plan includes smart caller ID integration so dental staff can see important information about a patient when he or she calls. This saves time for the office staff and improves the patient experience.

The new PracticeMojo Managed solution provides the ultimate in automated patient communication. Patients can receive appointment reminders and recalls in a variety of channels, including emails, text messages, automated phone reminders, and even postcards.

This solution provides benefits for both dental patients and office staff alike. Patients will enjoy a more personalized experience and dental staff will be able to save time by streamlining communications without sacrificing customer service. To learn more about PracticeMojo and the new PracticeMojo Managed Plan, visit massdental.org/Prosites.

PureLife Responds to COVID-19

Throughout the COVID-19 pandemic, PureLife has played a crucial role providing essential personal protective equipment (PPE) to the dental community. As early as January, PureLife directed most of its financial and management resources toward the stocking up of PPE, as it seemed the crisis would inevitably hit our shores. PureLife immediately tripled its glove orders and bought 12 months of mask inventory. Like every other company, it got caught up in supply disruptions, price hikes, and order cancellations. But PureLife was fortunate enough to have its own brands for most major PPE items, which put it at a significant advantage in terms of having the right inventory for its customers. PureLife also took a very active role in sourcing new products for its customers, such as high-volume oral suction devices and KN95s. PureLife spent at least 45 days reviewing over 100 leads for KN95s and finally settled on an EUA FDA-approved KN95 for which it obtained independent CDC testing data rating it at 99% (PureLife is now selling these at cost to its dentists).

Since day one, PureLife has focused on its dental customers at the detriment of maximizing profits or pursuing any opportunistic financial rewards. PureLife never shut down operations on either coast, it never laid off or furloughed a single employee, and has remained 100% focused and more energized than ever on taking care of its customers in the dental community. If this



epidemic has taught PureLife anything, it is how important infection control is and how important their jobs matter in helping to stop the spread of infection. PureLife's motto is to "Make a Difference." This ordeal has really etched this mission into the hearts of everyone at PureLife and has given them a renewed respect and admiration for all health care workers.

In addition, MDS members can order directly from PureLife and get:

- 10% discount on all waste disposal solutions
- Access to a dedicated support line to answer compliance-related questions
- A complimentary online compliance portal that dramatically simplifies all administrative tasks, such as recycling certificate issuance and order tracking, and offers other tools such as quick re-order from history

Learn more at massdental.org/purelife.

Member Savings Program COVID-19 Resources

OnPay Provides Assistance with PPP Loans

It's MDS Member Savings Program partner OnPay's goal to give dentists and dental practice managers everything you need to take care of employees and keep your practice running. Whether you're trying to find guidance on tricky payroll or HR issues, get governmental relief, or determine safe ways to return to your office, OnPay has pulled together useful resources to help.

The Most Important Things

OnPay has seen that small businesses have been most concerned about Payroll Protection Program (PPP) loans—and how OnPay can help. So it developed the following resources:

- PPP loan overview
- PPP loan forgiveness guide
- Loan forgiveness calculator

(Please note that the new deadline for PPP loan applications is August 8.)

Within the OnPay app, it's also launched reports and features that make it easier to calculate payroll costs for a PPP loan, apply for loan forgiveness, and track paid leave and eligibility for tax credits under the FFCRA. OnPay will set everything up for you, and as an MDS member, dentists get one month free. Learn more at massdental.org/onpay.

Additional COVID-19 Resources

OnPay also created (and continues to update) a comprehensive COVID-19 Resource Center with information about new legislation, paid leave requirements, and returning to work safely.



Moving Dental Practices Forward

And as always, OnPay helps dentists save more than 15 hours a month on payroll and HR with tools that make payroll and HR management easy from anywhere:

- Cloud-based, so clients can run payroll anywhere, on any device
- Pay employees with direct deposit, checks, or debit cards
- Integrate with accounting and time tracking software to speed everything up
- Employee self-service and onboarding
- Approve and manage PTO in app
- Pay and track FFCRA sick or medical leave
- Track and process FFCRA tax credits
- Integrated HR, benefits, and workers' comp
- Integrate with Quickbooks and Xero
- Run reports for PPP loan applications and forgiveness

Member Testimonial on the Value of EDIC's Risk Management

MDS Member Savings Program partner Eastern Dentists Insurance Company (EDIC) shares the following testimonial received from an MDS member dentist regarding how EDIC Risk Manager Katie Panikian provided assistance to her during the peak of COVID-19. This example shows the extra attention and extent to which EDIC goes for its insured customers. Learn about how EDIC can help you at massdental.org/EDIC.

"I have always had great support from the EDIC risk management department. The team is always ready, available, thorough, and compassionate. It puts my mind at ease when having to make a difficult decision. The pandemic has affected all of us and made us question every single thing we do. EDIC, and Katie Panikian in particular, was very helpful in the first few weeks of the pandemic when we had to deal with dental work in progress, questions regarding COVID-19, and how to manage what type of dental treatment was necessary during quarantine. Katie was always available and helped me make the best decisions for myself, my staff, and my patients."

Shahnaz Gharib, DMD
North Andover
EDIC Insured



How Is Bento Supporting Dentists During COVID-19?

Unlike many traditional companies during the pandemic, MDS Business Enhancement partner Bento has maintained zero disruption in payment/claims processing and has enabled dentists to provide digital estimates for emergency care and receive touch-free payments directly from employers. Bento has enabled patients without access to a traditional dental benefit to access emergency care from providers and is now enabling practices to offer in-office plans to patients with a modern, app-based experience. What you can expect from Bento:

- No claims process—Bento dentists process appointments and get paid using the Bento dentist portal
- Direct, touch-less, digital payments from employers within 7 business days
- Reduced administration time and cost with the ability to check patient eligibility and provide care estimates in real-time
- Bento enables dentists to provide care for patients who do not have access or who have lost access to dental insurance with in-office plans powered by Bento

Join the Bento network at no cost and Bento will waive the administration fee and manage benefits for one year for MDS member dentists when you use Bento to provide a dental benefit to your staff. Learn more at massdental.org/Bento.

Member Savings Program COVID-19 Resources

JJ Keller COVID-19 Business Response Pack

MDS member Savings Program partner JJ Keller offers numerous COVID-19 resources, including the COVID-19 Business Response Pack. The COVID-19 Business Response Pack provides ongoing access to a wide range of expert pandemic management resources to help ensure the health and well-being of both your business and employees. And since it is online, materials get updated by JJ Keller's regulatory experts and are available in real-time, which is so important because information regarding the pandemic is changing constantly. The COVID-19 Business Response Pack includes the following:

- Infectious Disease Preparedness and Response Plan: COVID 19 & Beyond (with 27 plan elements, including business continuation)
- Policy: Remote Workers
- COVID-19 Checklist: Pandemic Planning
- COVID-19 Checklist: Is Your Workplace Prepared for a Pandemic?
- Home Office Safety Checklist
- FAQs on Employee Leave in Response to the COVID-19 Outbreak
- At a Glance: Tips to Share with Employees Working from Home for the First Time
- In-Depth: Guidance for Managing Remote Workers
- Infographic: COVID-19 Recordability Decision Tree
- Articles on COVID-19 and Remote Work
- Three Digital Posters

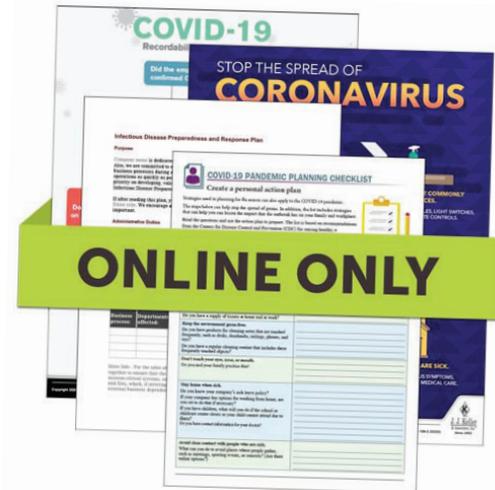
The cost is just \$99 for a one-year subscription, but MDS members can receive an additional 5% savings. Learn more at massdental.org/JJ-Keller.

On-the-Go Sanitizing Kit

JJ Keller is also offering an On-the-Go Sanitizing kit for \$29.99. Ideal for personal use and for small office environments, as well as to help drivers protect themselves when getting in and out of different vehicles. The sanitizing kit includes:

- Two 3-ply masks (disposable)
- Cloth mask (washable/reusable)
- Five pairs of black nitrile gloves (latex-free, powder-free)
- 3.3 oz bottle of hand sanitizer
- 5.75" x 8.75" cotton twill bag

The kit is sold in packs of 10 and must be purchased in increments of 10. Learn more at massdental.org/JJ-Keller.



HealthFirst Offers PPE for Members

MDS Member Savings Program partner HealthFirst can help equip you with necessary PPE, including the NIOSH-approved Makrite 9500-N95 Surgical Respirator, which provides protection against particulates at an N95 filtering level. HealthFirst also offers the following PPE:

- Procedure face mask: Blue latex-free, non-woven polypropylene face mask. BFE \geq 95% and PFE \geq 98%. Sold in cases of 1,000.
- Face shields: Made of lightweight polycarbonate or polyester. Soft foam headband and adjustable strap. Sold in boxes of 100.
- Non-contact infrared thermometer: Non-contact, instant reading suitable for infants, children, and adults.

Visit massdental.org/HealthFirst to learn more.

HR2fit Helps Dentists Navigate Workplace Issues

During the COVID-19 pandemic, dental practices have been forced to navigate some difficult situations in the workplace. MDS Member Savings Program partner HR2fit has been helping dentists with employee relations, recruiting to fill positions if a current employee refuses to return to work, updating current handbooks, and providing training. HR2fit will be conducting COVID-19 training sessions in the near future, with more details to follow. HR2fit is here to help dentists with their HR concerns at an affordable price. Through the MDS Member Savings Program, members receive a 20% discount on all service packages. Visit massdental.org/hr2fit for more information on how HR2fit can help you at this critical time.



Improve Revenue Collection

Amid the challenges of the COVID-19 pandemic, RTR has continued its dedication to help its clients improve revenue collections and help make their communities better for everyone.

RTR offers a variety of programs that members can choose from, including Collection Program, Collection Program with Litigation, and/or Insurance Follow-Up. This allows you to create a plan based on your practice's needs in these uncertain times.

MDS members receive 6% off of these programs and are waived the start-up fee. Contracts can also be canceled at any time with no penalties. Learn more at massdental.org/RTR.

Membership

MDS Issues Statement on Racial Injustice, Forms Task Force

On Wednesday, June 3, then-MDS President Dr. Janis Moriarty and then-President-Elect Dr. Mary-Jane Hanlon sent an email to members regarding the protests against racial injustice and inequality in the wake of the killing of George Floyd in Minneapolis by police officers and the MDS's admitted diversity and inclusivity shortcomings (see below). The MDS has formed the Diversity and Inclusion Task Force, whose members include Chair Dr. Nicole Holland and Drs. Jasmine Khedkar, Anne Koch, Mahesh Sadhnani, Tyler Sanslow, Ancy Verdier, and Miguel Vidal. The Task Force will help develop a diversity and inclusion policy for the MDS and District Dental Societies, plan and coordinate conversations around race and social justice for members, and pursue opportunities for diversity and inclusion training for MDS and District leaders. For more information on the Task Force, contact staff liaisons Ellen Factor at efactor@massdental.org or Marwa Alnaal at malnaal@massdental.org.



Dear Colleagues,

As a profession and an organization, we sometimes shy away from societal conversations happening around us. As dentists, we are often viewed as community leaders due to our frequent interaction with local residents. The recent death of George Floyd and the ensuing peaceful protests across the country and here in Massachusetts have shown that silence on the topic of racial justice only allows the status quo to continue. Leadership is needed on this issue from all walks of life, including dentistry, if we as a society are going to achieve the change that we need.

The Massachusetts Dental Society (MDS) stands with members of our communities, including our dentists and patients, who face injustice and racism in their day-to-day lives. Unfortunately, racism continues to be pervasive throughout all levels of society. Social media posts and thoughts and prayers alone will not solve these problems. We must stand up and act.

To this date, the MDS admits that it has not done enough within our own organization and profession to ensure diversity and inclusivity. This failure does not go unrecognized, and that is why today, we are announcing a Task Force to develop a robust policy in this area and to assist with ongoing conversations with members regarding equity and racial justice. The Task Force will be charged with:

- Developing a diversity and inclusion policy for the MDS and for District Dental Societies
- Planning and coordinating conversations around race and social justice for members
- Pursuing opportunities for diversity and inclusion training for MDS and District leaders

To quote ADA President Dr. Chad Gehani:

“This is the moment to unravel from whatever personal biases we may harbor. To become allies. To have the hard conversations. To listen to voices that have long gone unheard. To speak up for those who have been disenfranchised. To commit to empathy and understanding. To be forces for change. To be agents of harmony. To call out wrong when we see it. And to do what's right when we can.”

We hope wounds from past injustices can be healed and change can prevent future pain.

Silence isn't an option anymore.

Asking a Question Is the Best Way to Maximize Your Membership

Call **800.342.8747** for the Member Assistance Center



The Massachusetts Dental Society created the MDS Member Assistance Center (MAC), a member-only service, to help you get the most out of your membership. The MDS's state-of-the-art call center enables members to speak directly with a MAC advisor who can help answer your questions.

The MDS Member Assistance Center is available Monday–Friday from 8 am to 4 pm

Governance

MDS House of Delegates Passes Two Resolutions at June Special Session

On Wednesday, June 17, the MDS House of Delegates passed two resolutions at a first-of-its-kind virtual Special Session—the 2020-2021 budget and a resolution waiving all stipends for the Board of Trustees for the 2020-2021 governance year.

At the January 29, 2020, Annual Session, 70 Delegates approved a resolution providing stipend amounts totaling approximately \$109,000 for the 2020-2021 governance year for members of the MDS Board of Trustees. In its review of the proposed 2020-2021 budget and in consideration of the

post-pandemic financial health of the MDS, the Board of Trustees voted in May to submit a resolution to the House of Delegates asking it to reconsider the approved stipend amount.

Delegates were required to attend two Zoom meetings: the June 17 Special Session and a June 10 webinar, where Treasurer Dr. Philip Howells and Chief Financial Officer/Chief Operating Officer Kathleen Boyce reviewed the budget and stipend resolution and answered any questions. Read the resolutions and learn more at massdental.org/hod.

Dr. MaryJane Hanlon Takes Office as President, continued from page 1

completed in 2021 will result in a Board of Trustees consisting of six Regional Trustees, one At-Large Trustee, President, Vice President, Immediate Past President, Secretary, Treasurer, Speaker of the House, and Executive Director. It is important to note that this change does not in any way modify the current composition of Districts.

The following Regional Trustees were elected at the 2020 House of Delegates and took office on July 1, 2020:

- Dr. John Gusha—Region 2 (Wachusett and Worcester)
- Dr. Paul McGrath—Region 3 (Cape Cod, South Shore, and Southeastern)
- Dr. Michael Mayr—Region 5 (Boston and North Metropolitan)
- Dr. Jennifer Korzeb—At-Large Trustee

In addition, the following District Trustees will serve in the 2020-2021 year:

- Dr. Paul J.R. Gamache—Berkshire District
- Dr. James Lee—East Middlesex District
- Dr. Moritza Morell—Merrimack Valley District
- Dr. Paul Aswad—Metropolitan District
- Dr. Sathish Palayam—Middlesex District
- Dr. Linda Massod—North Shore District
- Dr. James Maslowski—Valley District

The Board also welcomes four new Guest Board Members for the 2020-2021 governance year:

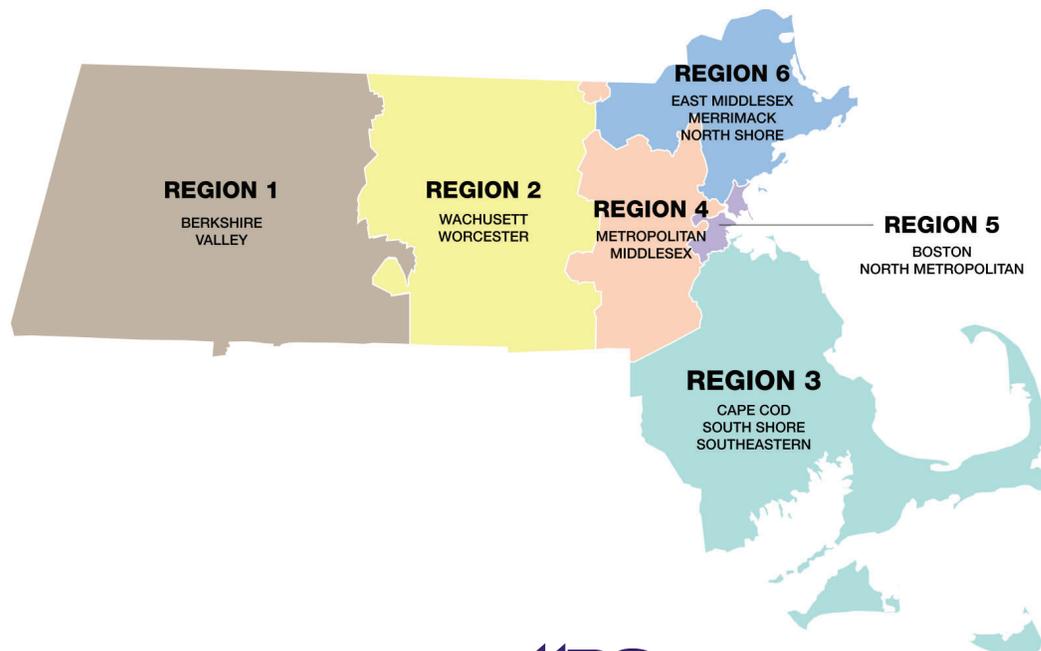
- Daniel Gonzalez, DMD, a pediatric dentist from Cambridge
- Jasmine Khedkar, DMD, a general dentist from Quincy
- Anisha Pandya, DMD, a general dentist from Boston
- Tyler Sanslow, DMD, a general dentist from Boston

The following Districts are scheduled to submit Regional Trustee candidates at the House of Delegates in January 2021:

- Berkshire (Region 1)
- East Middlesex (Region 6)
- Merrimack Valley (Region 6)
- Metropolitan (Region 4)
- Middlesex (Region 4)
- North Shore (Region 6)
- Valley (Region 1)

The remaining three Regional Trustees, who will be selected by the Trustee Selection and Nominations Committee, will take office on July 1, 2021.

All Districts must submit an At-Large candidate by September 30, 2020. If you are interested, contact your District Secretary. Learn more about MDS governance reform at massdental.org/Governance-Information.





English poet Robert Browning once said, “my sun sets to rise again.” Although the sun set in March, it was a certainty that it would rise again. Now, we are seeing the darkness created by the pandemic begin to lift as we return to work awash in the new sunlight. It is not the same world it was before COVID-19 arrived, and there is clearly much more work and challenge that lay before us. But as dentists, we can and will adjust, adapt, and move forward with the latest information to help us go about our task of caring for our patients.

First Period

Like most epidemics and pandemics, the most difficult challenge for epidemiologists and researchers has been getting ahead of the COVID-19 virus—how it is transmitted and how its rapid spread may be halted. At first, dentists made the wise decision to close our doors to all but emergency patients. This short-term policy helped us, as dentists, slow the spread of the disease, avoid overwhelming hospitals, and, at the same time, prepare us for a return to care. The result is clear: dental offices are, according to the data, safe for patients and staff alike.

The key is the development and implementation of science-based guidelines and toolkits produced by the American Dental Association (ADA). The ADA’s guidelines on personal protective equipment (PPE), the Return to Work Interim Guidance Toolkit, and the COVID-19 Hazard Assessment and Checklist are proving critical to the sustained safety of reopened dental practices. Of course, it is essential that every dentist ensure that his or her staff is fully versed on the protocols contained in these documents. It is also important that dentists and staff continue to monitor the information posted on the ADA’s COVID-19 website at ada.org/virus. The science on COVID-19 continues to evolve and we must remain ahead of it.

Second Period

The pandemic has had a profound impact on the ADA and every state component society within it. Massachusetts, like the rest of the Tripartite, is assessing the long-term financial impact of this crisis. The ADA, meanwhile, is undergoing a similarly careful review of its current and projected budget, analyzing areas in which austerity is warranted and others in which investment is necessary. You have no doubt seen some of the fruits of these reviews: the Annual Meeting and House of Delegates in Orlando have been canceled in their physical forms (with the House moving to an online platform), while the ADA’s Health Policy Institute and Science and Research Institute continually invest their resources to ensure the safety and long-term financial health of dental

practices. Undoubtedly, the ADA will be conducting further assessments in the coming months to adapt to the new realities created by the last few months.

Meanwhile, the Board and the ADA’s staff and many Councils and Committees (including the Council on Membership and the Council on Government Affairs) are working together to ensure that members are getting a return on investment from their annual dues. Some of the results of this constant assessment of member value includes the nationwide distribution of 3M KN95s (Massachusetts members are in the process of receiving this donation), a vast array of free online CE programs, and the passage of several Congressional bills that avail to dental offices billions of economic recovery funds. These efforts are helping relieve the stress on dentists across the country. Their work is not over yet, however—keep monitoring your email for updates and new opportunities.

Third Period

One of the biggest challenges of being a volunteer leader in organized dentistry—whether a Council/Committee Chair, Board member, Officer, or District Officer—is hitting the ground running. The 2020-2021 leadership year has thus far proven far more of a challenge in this arena, with increased demands, politics, and uncertainty associated with the pandemic. I could not be more encouraged that volunteer leaders like the MDS’s Dr. Janis Moriarty, Rhode Island’s Dr. Marty Elson, New Hampshire’s Dr. Lindsey Jackson, Connecticut’s Dr. Al Natelli, Vermont’s Dr. Tom Opsahl, and Maine’s Dr. Brad Rand not only rose to meet the crisis—they excelled at managing it. Each state can take solace in the fact that their leaders were successful in helping dentists flatten the curve, obtain PPE, and get back to work despite an extremely difficult environment.

The next round of New England’s organized dentistry leaders is starting to take the reins from their inspiring predecessors. Dr. MaryJane Hanlon of Massachusetts, Dr. David Kerr of Maine, Dr. Tam Le of Connecticut, Dr. Joshua Osofsky of New Hampshire, Dr. Loren Peck of Vermont, and Dr. Karyn Ward of Rhode Island, have been, in light of the crisis, among the most engaged Presidents-Elect with whom I’ve worked over the years. I have every confidence that each of these dynamic and high-energy dentists will prove successful as both state Officers and part of the ADA’s national leadership.

I hope each of you has a wonderful summer. As always, it is a great honor to serve as your Trustee!



In 2016, MDS Past President Dr. Edward Swiderski (left) presented Dr. Charles Mahoney with the MDS Dentist Health and Wellness Award.

MDS Member and CDAD Supporter Dr. Charles Mahoney Passes Away

MDS member Charles F. Mahoney, DMD, of Falmouth, passed away on May 15, 2020, at the age of 92 from complications of COVID-19. Dr. Mahoney served for many years with the MDS CDAD Health and Wellness Committee (now named Dentists Concerned for Dentists), which supports dentists with substance use issues. In 2016, the MDS presented Dr. Mahoney with the MDS Dentist Health and Wellness Award for his years of dedication to the well-being of fellow dentists at the House of Delegates 152nd Annual Session in Burlington. Prior to retiring to Falmouth, Dr. Mahoney maintained a dental practice in Winchester and was a member of the Middlesex District Dental Society.

EQUIPMENT TO BUY OR SELL

INTRAOURAL X-RAY SENSOR REPAIR/SALES: We repair broken sensors. Save thousands in replacement costs. Specializing in Kodak/Carestream, Dexis, and major brands. We also buy/sell sensors. American SensorTech: www.repairsensor.com. Contact 919.229.0483.

JOB OPPORTUNITIES AVAILABLE

ASSOCIATE GENERAL DENTIST: Well-established, private group dental practice is looking for an experienced and enthusiastic associate dentist for a part-time/full-time position, with the possibility of a full partnership for the right candidate. Candidate must be a caring individual who is committed to providing quality patient care. Residency training (GPR or AEGD) or 1–2 years of practice experience would be helpful. Knowledge of CEREC or other digital systems would be a plus. We use the CEREC scanner and milling system, digital sensors, IO cameras, and rotary endo system. We have a great working atmosphere and relationship with our dedicated staff. We have three full-time and three part-time dental hygienists. Western Massachusetts is a great area to live and work in. If you're interested, please send a resume, including a cover letter, to Dr. Frank J. Mitera & Dr. Timothy J. Young, Ludlow Family Dentistry, 257 Kendall St., Ludlow, MA 01056. Email dr.mitera@ludlowfamilydentistry.net. Phone 413.583.6574. Fax 413.547.8909.

SEEKING AN ENDODONTIST TUESDAY OR THURSDAY MORNINGS for a high-end multispecialty practice located in North Andover. Must be able to perform retreats and apicoectomies. Office has a microscope and cone beam scanner. Email resumes to doctors@northandoverdentist.com or fax to 978.685.7687.

ENDODONTIST NEEDED (SOUTH END/BACK BAY, BOSTON). A high-end, boutique multispecialty practice in the South End/Back Bay of Boston is seeking an endodontist for every other Wednesday (negotiable). A patient-focused, caring, and ethical dentist with MA license (at least two years of clinical experience) is preferred. Please send your CV/ resume to info@tremontdentalcare.com. Thank you.

CHIEF OF DENTAL SERVICES: Cambridge Health Alliance (CHA) is currently recruiting for a chief of dental services. This senior-level position has an appointment to Harvard School of Dental Medicine. Cambridge Health Alliance (CHA) is an award-winning public health system that receives national recognition for innovation and community excellence. In our system of care, we have over 20 well-established primary and specialty practices and our dental clinics have over 12,000 visits annually. At CHA, we provide high-quality dental services to an underserved, multicultural patient population in the Cambridge, Somerville, and Everett communities. The chief of dentistry will have both

clinical and administrative responsibilities and oversight of our dental clinics, several community outreach programs, and CHA's General Practice Residency Program. The ideal candidate will be full time and have 3–5 years of progressive leadership experience. This position requires strong clinical, problem solving, and organizational skills, and candidates must demonstrate a strong commitment to public health. This position will be responsible for developing quality improvement initiatives and enhancing practice operations throughout our dental clinic. Interest and/or experience in pediatrics, geriatrics, and clinical research/grants is a plus. Excellent communication skills and at least three years of clinical experience required, MPH preferred. At CHA, we have state-of-the-art dental facilities, an astute administrative staff, and have dedicated colleagues committed to providing a diverse patient population with excellent, high-quality care. We are affiliated with Harvard Medical and Dental Schools and our own residency program. The oral physician concept of integrating primary care with oral health is the basis for our hospital-based clinic. We are the innovators of oral health group models including diabetes, removable prosthesis, infant-toddlers, prenatal, and new patients. The support staff includes a practice manager and a clinical and General Practice Residency director. To learn more and confidentially apply, please visit www.CHAproviders.org. CV and cover letter may also be confidentially submitted by emailing ProviderRecruitment@challiance.org. CHA's Department of Provider Recruitment may be reached by phone at 617.665.3555 or by fax at 617.665.3553. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

GP WANTED DOWNTOWN BOSTON. Seeking full-/part-time general dentist in busy and productive practice. Office is located near Chinatown/Leather District in Boston. Large practice with seven operatories, CBCT, and pano. Must be conversant in Mandarin or Cantonese due to patient population. Email alexyeedds@gmail.com with resume for more information.

SEEKING PERIODONTIST & ENDODONTIST. High-end, multi-office practice needs an endodontist for our Worcester office and a periodontist in the Lexington/Concord area. Endodontist will practice Tuesdays, Wednesdays, and alternate Thursdays; periodontist four days/week. Numerous benefits including path to equity partnership. Call Rod Watkins at 603.562.6138 or email recruiting@bedidentalgroup.com.

How to Reply to an Ad with a Private MDS Box Number

Reply to an MDS Box classified ad by emailing advertising@massdental.org (include the Box Number as your subject line) or mail your response to: MDS CONNECTION Classified Box _____, Two Willow St., Suite 200, Southborough, MA 01745. All responses will be promptly forwarded to the advertiser.

PEDIATRIC DENTIST WANTED. A well-established, 30-plus years old pediatric dental office in Worcester County is looking for a highly motivated pediatric dentist. Three days a week. Excellent benefits, guaranteed minimum per diem. Office offers in-office nitrous oxide sedation and hospital-based dentistry. Contact 857.234.0454 or reema1231@icloud.com.

GENERAL DENTIST—Busy, well-established family dental practice in Lawrence is looking for a general dentist for a full-time position in group practice. Please contact 1Lawrencedentalcenter@comcast.net.

PRACTICES FOR SALE OR RENT

BEDFORD PRACTICE: This practice of 50-plus years is located in a well-maintained handicapped-accessible professional building with ample parking. The recently remodeled office space is 1,400 sq. ft., has four fully equipped modern ops with X-ray units, lab, and a digital pan X-ray unit. Please email advertising@massdental.org and put MDS Box 1484 in the subject line.

SOUTHERN WORCESTER COUNTY: General family practice 40+ years. Doctor retiring. Twenty minutes Worcester/Providence. Three+ ops, updated tech, electronic records, hard- and soft-tissue lasers, CEREC, pan, mini implant system. Professional office building. Great town. Motivated seller. Schein will list soon. Please email advertising@massdental.org and put MDS Box 1490 in the subject line.

NORTH WALTHAM—UNIQUE HOME/OFFICE OPPORTUNITY. 1,000-sq-ft. dental office with two functioning operatories and third plumbed for hygienist room. Reception area, business office, bathroom, lab, and back office/break room. Occupancy permit from 1986 (grandfathered in) is transferable to new buyer provided that 1) owner occupied and 2) no more than three employees. Off-street parking for five cars. Upstairs 1,300-sq-ft. 3 BR 2 bath suite with new deck off kitchen. Loyal patient base who refer frequently; 143 active recalls and about 490 patients. Potential to grow with 5,000 potential patients in walking distance. Preview practice at www.valsmile.com. Property inquiries to: gaylewinthers24@gmail.com. Photos and practice financials available from this realtor. Practice inquiries to my email: valsmile@verizon.net.

GENERAL PRACTICE FOR SALE IN BERKSHIRES OF WESTERN MA. New to the market in spring of 2020 is an idyllic practice in Western MA. The practice is located in a retail center with ample parking for patients and over 3,500 square feet. The current doctor has practiced in the community for 40 years and is interested in a straight buy-out or partnership for continued growth. For an overview of this attractive practice in the Berkshires: six operatories with expansion opportunity for a seventh op; real estate for sale; collections of \$1.6M; adjusted EBITDA \$265K; over 1,700 active patients and 15 new patients per month. Contact Kaile Vierstra with Professional Transition Strategies via email at kaile@professionalttransition.com.

DENTAL PRACTICE FOR SALE 10 MINUTES FROM BOSTON. Long-established dental practice on main road in nice location. Four ops with room to expand, digital. Building is also available. Please contact dentalservices105@gmail.com.

PROVIDENCE PRACTICE FOR SALE—PRICED TO SELL. Beautiful state-of-the-art dental practice for sale in Providence. Best offer. Please email southshoredentistma@gmail.com.

BROOKLINE RENTAL: THREE EQUIPPED OPS ON BEACON ST/TAPPEN ST GREEN LINE STOP. Rent 1,200-sq.-ft., three fully equipped ops, room for fourth in an elegant brownstone, ground floor. Will consider selling equipment separately. Available May 1. Please email advertising@massdental.org and put MDS Box 1489 in subject line.

PRIVATE PRACTICE FOR SALE IN NORFOLK COUNTY—\$350K. Strong family practice that has been in existence for 30 years in Norfolk County, with convenient access to US-95 and US-1. Practice occupies 2,000 sq. ft. of leased space in a professional building and provides three (3) treatment rooms with potential to expand to five (5). Current practice clinical production is focused on prevention and high-quality restorative dentistry, referring all specialty work out. Stable hygiene patient base providing lots of growth opportunity for the purchaser. Practice is open three (3) days a week and is in network with the larger insurance providers, which represents 70% of payment sources within the practice. This practice is one of the best opportunities available on the market with lots of room for growth. Priced attractively at \$350K. Please contact 617.982.3320 to leave a message of interest.

SERVICES

ARE YOU CONCERNED ABOUT THE FUTURE OF YOUR PRACTICE? Are you unsure of your ability to continue to manage your practice? Are you worried about the value of your practice? Are you tired of managing all the business aspects of your practice? Are you debating selling your practice? If you answered yes to any or all of these questions, we can help. We are a group of dental practice specialists, having built start-up practices, purchased practices, built dental groups, sold groups. Today we assist dental practice owners get complete control over their practices using industry-leading tools that provide a clear and accurate picture of each department in your practice so you can be proactive in your decision making. We can manage your entire practice for you, or one or a few aspects of it. We can partner with you if that's a more comforting solution. We're here to help dentists run a profitable practice while growing their teams and providing the best care and experience to their patients. Email vin@maevaadvisory.com or call 413.259.4617.

To place a classified ad, visit massdental.org/classifieds to submit an ad online. Payment in advance, covering number of insertions, is required. Questions? Contact the Member Assistance Center at 800.342.8747, option 5.

50 words or less (per insertion) ... \$75

70¢ each additional word (Rate includes immediate Web posting.)

MDS Box \$15 extra

Upon processing, all classified advertisements are posted at massdental.org/classifieds.

Issue	Ad Deadline
March-April	February 1
May-June	April 1
July-August	June 1
September-October	August 1
November-December	October 1
January-February	December 1

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See more classified ads at massdental.org/classifieds.



CHANGING THE GAME 2021

January 28 - 30, 2021

Boston Convention & Exhibition Center



COMPLIMENTARY

ADA MEMBER APPRECIATION REGISTRATION

for all ADA Members and Their Staff

October 1 - 13, 2020

Yankee Dental Congress is committed to the success of the dental community and looks forward to reimagining how we all work together. Yankee 2021 might look different this year, as we assess each and every event detail to create the safest and most productive environment. We have great confidence in our future together and look forward to joining you all to collaborate and learn.

2021 Highlights

OSAP DENTAL INFECTION CONTROL MINI BOOT CAMP



The Organization for Safety Asepsis and Prevention (OSAP) has introduced the **Safest Dental Visit™** to highlight and support safe dental visits. Topics will include principles of infection control, CDC guidelines and OSHA regulations, responsibilities of the infection control coordinator, and the CDC recommended sequences for donning and doffing PPE.

DISASTER PREPAREDNESS AND RECOVERY DAY



Whether a pandemic, fire in the office, theft, or any other disaster, each dental office needs a comprehensive plan. This day-long session of individual courses will help the dentist and their staff prepare a business continuity plan to address potential office closures, communicate with insurance companies, delve into teledentistry, and develop a recovery plan.

PPE WORLD



Touch, feel, and experience all of the different personal protective equipment (PPE) options with representatives from the 3M Safety Division and other PPE companies to guide you. At this hands-on pavilion, various PPE will be on display for you to evaluate. There will also be live demonstrations throughout each day. This is the perfect opportunity to have all of your questions answered.