



Greater Capital District Dental Symposium

October 1 & 2, 2020

Albany Marriott, 189 Wolf Road, Albany NY

**Thursday Courses – 3 m.c.e.
3 pm to 6 pm**

Not Your Grandmother's Medicare & What it Means for Dental Christine Taxin

Christine Taxin is the founder and president of Links2Success, a practice management consulting company to the dental and medical fields. Prior to starting her own consulting company, Ms. Taxin served as an administrator of a critical care department at Mt. Sinai Hospital in New York City and managed an extensive multi-specialty dental practice in New York. With over 25 years' experience as a practice management professional, she now provides private practice consulting services, delivers continuing education seminars for dental and medical professionals, and serves as an adjunct professor at the New York University (NYU) Dental School and Resident Programs for Maimonides Hospital.

More than 100,000 people turn 65 every day! Baby boomers are still young and yes, they need oral healthcare. Dentistry cannot ignore this issue since insurance companies certainly are not. If your practice is not helping this subset of patients get the most out of their Medicare plans and helping them understand other options, like Medicare Advantage Plans - yes, even for dental coverage - you're doing your practice and patients a disservice. Learn about the different policies out there are and help your patients make an informed choice as you develop their treatment plans.

Objective:

Understanding the choices each doctor has
Knowledge of Advantage Plan
Different coverage for treatment being provided under the different plans
Dental Advantage Plans

Outcome:

Making an informed choice for each office, and each doctor
Location has a big part of your choices
Delta may already have you listed as a provider
The different ways you can sign up, IN Network, out of network and non participating
The correct paperwork needed even if you choose not to provide billing for a Medicare patient.
Each patient can opt to not bill Medicare as their primary, know how.

Thursday Continued

**The Painful Root of Dental Malpractice:
Concepts and Case Studies
And
Employment Law Update: What to Expect in 2021**

Frances Ciardullo and Margaret Surowka, Attorneys at Law

Frances A. Ciardullo, special counsel at Barclay Damon LLP, is a member of the firm's Health Care & Human Services Practice Area. She obtained her BA from Cornell University and her JD from Syracuse University College of Law. Fran is a former town justice, the former Central New York Women's Bar Association president, a member of the American Health Lawyer's Association and the New York State Bar Association Health Law Section. She frequently speaks at dental conferences and her writing has been published in the NYSBA Health Law Journal and Medical Liability Mutual Insurance Company's Dateline and Dental Dateline.

Margaret Surowka (formerly Rossi), counsel at Barclay Damon LLP, is a member of the firm's Health Care & Human Services Practice Area. She obtained her BA from Hamilton College and her JD from Albany Law School. Maggie was previously General Counsel to the New York State Dental Association. She serves on the National Society of Dental Practitioners' board of directors and was President of Capital District Women's Bar Association. Maggie is a member of the New York State Bar Association Health Law Section. Her writing has been published in the New York State Dental Journal and the NYSDA Health Law Journal.

The Painful Root of Dental Malpractice: Concepts and Case Studies (Fran)

This presentation will focus on dental malpractice litigation in New York, and will include case presentations illustrating the legal standards apply to lawsuits for malpractice. We will look at cases involving the standard of care, informed consent, the concept of proximate cause and damages. We will also explain and discuss the importance of motions for summary judgment which can bring a case to an early conclusion. This session will help dentists understand both the legal standards and the process in event they face a claim for dental malpractice.

Employment Law Update: What to Expect in 2021 (Maggie)

This session will provide legal updates which affect dentists as employers. In 2019, sweeping changes were enacted significantly amending the New York State Human Rights Law and New York Labor Law. These include limiting the use of non-disclosure agreements in settlement of discrimination claims, a longer statute of limitations, the new availability of punitive damages, a lower legal standard to prove harassment, as well as other important changes that employers need to know. This employment update will also discuss the new ban in hiring questions, new salary thresholds for exempt employees under the Fair Labor Standards Act, and provide guidance to employers on what they can legally enforce in terms of dress codes (tattoos, piercings, hairstyles, etc).

**Friday Courses – 7 m.c.e.
9 am to 4:30 pm**

**Cutting Edge Technology with Digital Design and Real World Cosmetic
Dentistry; Faults, Failures, and Fixes**

Joyce Bassett, FAACD, FAGD

Dr. Bassett practices comprehensive restorative and aesthetic dentistry in Scottsdale, Ariz. She is an Accredited Fellow of the American Academy of Cosmetic Dentistry and President 2015-2016. She is a Diplomate of the American Board of Aesthetic Dentistry, an Associate member of the American Academy of Esthetic Dentistry, a KOIS Clinical Instructor, an active member in the Academy of Fixed Prosthodontics and a Fellow in the AGD. Dr. Bassett is adjunct faculty, where she has taught the aesthetic continuum at the Arizona School of Dentistry. She is a member of the Catapult Group speakers bureau and evaluates new dental materials for them. She was voted top 5 female CE educators, an international lecturer, published author and is a member of the editorial board of several peer-reviewed publications. The cases presented in her lectures are all published in peer review journals

Failures in dentistry are frequently blamed on materials, but in reality, many times operator error is the culprit. This innovative and fast paced course will focus on aesthetics that are BUILT TO LAST. Clear, concise and systemized techniques will be presented to treat every aspect from simple to complex cases involving veneers, crowns and implant restorations. These protocols will increase profitability by preventing failures that occur day-to-day in your office.

Cutting edge preparation techniques that will simplify difficult space management cases will be presented, along with how to handle shade challenges and when preparation modifications may be necessary. You will understand how to integrate flowable composite on the provisional and communicate the final patient approved shapes. State of the art digital smile design linking 3D prosthetic planning with fundamental principles and real-time communication that decreases dentist chair time and ceramist re-work.

She will show you how to turn a complicated camera into a point and shoot device and master digital photography. A clinical update on adhesive technology and ceramics will be presented so the team knows what systems to use and their limitations along with specific verbiage to control patient expectations. She will clear the confusion of products and techniques ranging from incremental layering to bulk fill technology in the posterior. Dimensions of color and anatomic stratification of anterior composite to attain a polychromatic imperceptible result will be shown.

The relationship of form and function precludes treating anterior teeth as cosmetic challenges alone. Aesthetic and functional parameters of incisor position and morphology, dental facial treatment planning, determination of vertical dimension, and bite force management will be presented as components that allow comprehensive restorative treatment. Occlusal guidance must be understood so the final designs of the restoration can accommodate the intra-oral forces assuring longevity and predictability of the prosthesis.

The cases presented have been published in national peer reviewed journals. There is something for everyone to learn! You will leave the course with the proven step-by-step approach from simple to difficult clinical situations.

Learning Objectives:

- Integrate sound occlusal principles to create synergy between form and function.
- Own the knowledge and ability to confidently prepare a difficult space management case
- Identify which adhesives and restorative materials work the best for maximum predictability and learn matricing techniques and bulkfill technology for mastering posterior composite.
- Learn how to achieve a predictable anterior composite restoration following the stratification of opacities to achieve life like undetectable restorations.

"Sedation and Anesthesia in Dentistry" Lily Hu, DDS

Dr. Lily Hu is an assistant professor and the Director of Pain Control and Assistant Professor at Tufts University School of Dental Medicine, Dr. Hu earned her DMD degree from Tufts University School of Dental Medicine and completed her dental anesthesiology residency at Stony Brook University Hospital in New York. She is a board director on the American Dental Board of Anesthesiology and the editorial board for the Journal of Massachusetts Dental Society. Her clinical practice involves providing all levels of anesthesia care to pediatric, special needs, and adult dental patients in dental offices and dental school clinics throughout the New England region. In addition, she is a visiting lecturer and clinical instructor at Harvard School of Dental Medicine. Dr. Hu lectures locally and nationally on sedation, general anesthesia, and emergency management topics.

General objective: The goal of the course is for the audience to learn the spectrum of pain and anxiety control in dentistry. A patient-centered approach to care is emphasized with lectures on appropriate patient assessment and selection, medication selection, and practical emergency management. The audience will get exposure to all sedation and anesthesia techniques used in dentistry, including local anesthesia, oral sedation, IV moderate sedation, deep sedation, and general anesthesia.

Lecture topics:

- Implementing sedation and anesthesia in the dental practice
- Preparation, recognition, and management of medical emergencies in the dental office
- Review of local anesthesia: a review of pharmacological and technical considerations

Prevent and Protect Oral Health for a Lifetime And The Science of Whitening: Patient Engagement for Whole Mouth Health

Diane Peterson, RDH, M.Ed

Diane Peterson is an Academic Relations Manager for Colgate Oral Pharmaceuticals, covering seven states in the Northeast region of the country. She joined Colgate from Vermont Technical College where she was a full time faculty member. Diane graduated from the University of Vermont with an Associate's Degree in dental hygiene. She received both her Bachelor's Degree and Master of Science Degree in Education at the University of Vermont. She has

nearly thirty years of clinical expertise in the field combining many roles including clinician, educator, advocate, and researcher. She has developed and presented courses to student dental professionals, professional associations, dental societies and study clubs. Her focus is to provide dental professionals with current scientific research and information to assist them with making active, evidence-based recommendations in their clinical practice. Diane is an active member of the American Dental Hygienists' Association, the American Dental Education Association, and the Sigma Phi Alpha Dental Hygiene Honor Society

Dental caries is preventable, yet it continues to be the most common chronic disease in children. The price paid for dental caries is not only measured in the money spent on restorative procedures, it is also measured in the effects it has on overall health and well-being. During the early 1900s, the focus of dentistry changed from extract to restore. With the knowledge and tools available in this century, it is time to shift from restore to prevention.

What are the obstacles to changing behavior, and what we can do to enhance our oral care conversation with our patients to facilitate their innate motivation to change? The desires of our patients are changing from the goal of managing illness and disease toward achieving a state of whole mouth health. In this program we will discuss the trends in dentistry towards the goals of whole mouth health, becoming a partner with your patient in their oral health using the 4Ps of patient care, treatments and best practices for achieving whole mouth health. Whole mouth health is essential to achieving whole person health. During the course we will: Describe the caries development process and appropriate intervention strategies, Utilizing data obtained through caries risk assessment techniques assign patients to the correct caries risk level, Describe the trends in dental disease and dental care, list the 4 P's of patient care and how to incorporate into daily patient care, Identify treatments and behaviors to enable patients to achieve whole mouth health, Identify tools that can be used to engage patients to participate in their oral health status. The program continues with the discussion on the Science of Whitening: The differences between whitening and bleaching products and discuss the action mechanism of hydrogen peroxide, explain how tooth-whitening technology works, indications for home and professional tooth whitening options, effective conversation to discuss tooth whitening and expectations with patients. Make clinical decisions about patient selection for successful tooth whitening. Determine effective patient tooth whitening messages and marketing methods

Build A Team That Rocks!

Laura Hatch, MS, FAADOM

Laura Hatch has committed years of study to learning how to manage and empower team members. Laura has authored over 200 articles for leading dental publications and websites like The Progressive Dentist, Dental Assisting Digest, Dentaltown, and Dentistry IQ. You can also find her on various forums, bulletins, and dental related message boards. Laura is a Fellow of the American Association of Dental Office Managers, a national and international speaker for dental authorities like AADOM, Patterson, and Mid-Atlantic Dental Society. Laura was also recognized as one of DPR's Top 25 Women in Dentistry for 2016.

To take your practice to the next level, well-defined systems and proper training must be in place. When team members understand the 'why' behind 'what' they are asked to do, the practice runs more efficiently and smoothly. In this course, you will learn the communication skills and procedures that create the ultimate customer service experience for your patients. You also, learn how to handle common scheduling issues - reduce cancellations/no-shows, set production goals, maximize treatment coverage and increase case acceptance. Ultimately experiencing a happier, higher producing team that will improve and master the essential systems to make the practice & the team rock!

Define communication and how to apply the right amount in the dental office both among staff and with patients

- Identify and apply solutions to common appointment scheduling problems
- Differentiate between types of dental appointments, block scheduling and how to schedule for production, including effective monthly goal setting
- Understand the business cycle and the importance of customer service in the dental office
- Learn the key to case acceptance by breaking down and understanding the buying cycle
- Understand team management
- Recognize how to become an active listener
- Utilize business technology appropriately to support functions of the dental front office