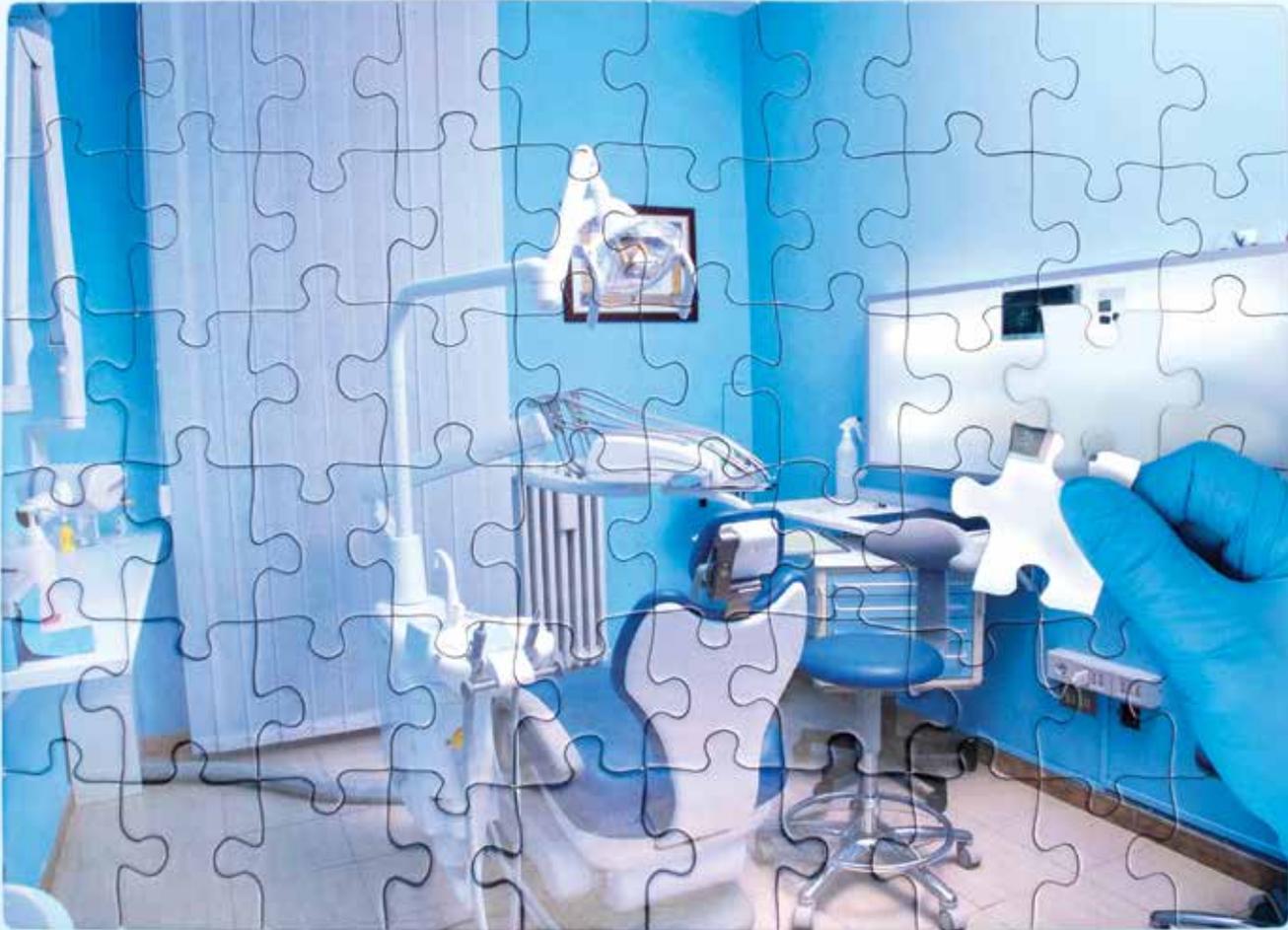


# - RISK MANAGEMENT STRATEGIES -

*Solving the Puzzle of Liability Risks in Your Practice*



## DENTAL RISK MANAGEMENT PROGRAM – 2020

Dentures that Don't Bite Back! • Infection Control and Regulatory Compliance  
Prescription Drug Abuse Epidemic • Abuse and Neglect • Dental "Case Closed"

# - RISK MANAGEMENT STRATEGIES -

## *Solving the Puzzle of Liability Risks in your Practice*

Dear Colleague:

As a Doctor, you are on the front line of health care. Puzzling through how to effectively minimize liability risk in your dental practice can be challenging. But, the Professionals Advocate risk management education program can make a difference!

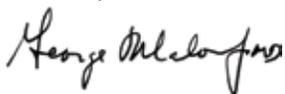
Now more so than ever, our Doctors are piecing together the intricacies of new technology, balancing heavy administrative burdens while continuing to provide the highest quality of patient care. Our insightful programs are specially curated by our knowledgeable medical, legal and risk management experts each year to ensure that your practice has the information and tools needed to continue managing and reducing risk.

Please take a moment to review these in-person, online and home study programs and register today. Attendance is limited at our live, in-person sessions, so we encourage you to respond quickly to ensure you get the program and location you prefer. It is easy to register online at **proad.com** or use the enclosed postage-paid envelope to return your registration form.

As a reminder, Dentists who complete an eligible program can earn dental continuing education credits and a 16% discount on their 2021 professional liability renewal policy.

If you have any questions or require more information, please call our Risk Management Services Department at 410-785-0050 or 800-492-0193. We look forward to supporting your practice in 2020.

Sincerely,



George S. Malouf, Jr., M.D., FACS  
Chair of the Board

### **ALL COURSE MATERIALS FOR IN-PERSON PROGRAMS WILL BE ONLINE.**

Folders with printed materials will no longer be distributed at the programs. Your registration confirmation will contain a link to your online materials. We recommend you download or print them before attending your program so you can reference them during the presentation. Our hope is to make it easier for you to keep the materials in your electronic files for future reference.

#### **PROGRAM ICON KEY**



Live program  
at location



Online program,  
Internet-based



# Dentures that Don't Bite Back!

## (How to Satisfy the 10% of Denture Patients Who Have Not Been Happy with Their Previous Dentures.)

Presented by Carl Driscoll, DMD

In the United States, about 23 million people are completely edentulous and about 12 million are edentulous in one arch. 90 percent of those who suffer from edentulism have dentures. Edentulism continues to affect multiple health issues with our patients, despite our awareness of the causes of tooth loss. Various treatment modalities that Dentists can provide will be shown via multiple clinical cases of the most complex denture patients to treat. This presentation will focus on those 10% of our patients that have not yet found satisfaction with their complete dentures and how to make them happy. Appropriate discussion will ensue to cater to patients currently in your practice with you for this informative presentation.

DATE	CODE	FACILITY	LOCATION
Wed, March 25	8034	Double Tree Hotel	Annapolis
Tue, April 14	8035	MEDICAL MUTUAL	Hunt Valley
Thu, April 23	8036	The Meeting House	Columbia
Tue, May 26	8037	Hilton Garden Inn	Frederick
Thu, June 18	8038	Wicomico Youth & Civic Ctr.	Salisbury
Mon, June 29	8039	Colony South Hotel	Clinton
Tue, July 28	8040	Best Western Hotel	Lanham
Mon, Aug 17	8041	Hilton Garden Inn	Rockville
Tue, Sept 22	8042	MEDICAL MUTUAL	Hunt Valley

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and Continuing Dental Education Credits, you must participate in the entire program. Course materials provided online.

### ABOUT THE PRESENTER

Dr. Carl F. Driscoll serves as a Professor at the University of Maryland Dental School and as Director of the Prosthodontic Residency Program. Dr. Driscoll is a Diplomate of the American Board of Prosthodontics and a Fellow of the American College of Prosthodontists. Dr. Driscoll has served as President of the American Academy of Fixed Prosthodontics, President of the American Board of Prosthodontics, and currently serves as President of the American College of Prosthodontists. He has given more than 350 presentations nationally and internationally and has authored more than 75 publications.

### OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Learn to better diagnose those edentulous patients that fit into the 10% category of more complex needs
- Learn the most critical steps in denture fabrication and when to apply them
- Learn the techniques that allow you to better treat and satisfy the most difficult denture patients
- Learn where we are with digital dentures and which patients are better suited for this treatment modality





# From Theory to Practice:

## Infection Control and Regulatory Compliance Made Simple

Presented by Lori Serna-Pate, RDH

Meeting the infection control needs of every dental practice should not be an overwhelming process. An understanding of the applicable laws, prevention techniques and a common-sense approach can produce a simple effective, ongoing program that protects patient and providers alike. A review of current research will provide a scientific basis for infection control policies. Understanding the required protocols and procedures that would be evaluated during a compliance inspection will be included. This course is designed to help satisfy the annual training requirement for MOSH compliance as well as provide infection control continuing education credits required for Maryland dental re-licensure.

DATE	CODE	FACILITY	LOCATION
Wed, April 1	8043	Colony South Hotel	Clinton
Wed, April 22	8044	Hilton Garden Inn	Rockville
Wed, May 27	8045	Meritus Medical Center	Hagerstown
Wed, June 10	8046	Double Tree Hotel	Annapolis
Wed, June 24	8047	MEDICAL MUTUAL	Hunt Valley
Wed, July 22	8048	Hilton Garden Inn	Rockville
Wed, Aug 5	8049	Hilton Garden Inn	Frederick
Wed, Aug 26	8050	MEDICAL MUTUAL	Hunt Valley
Wed, Sept 30	8051	Best Western Hotel	Lanham

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and Continuing Dental Education Credits, you must participate in the entire program. Course materials provided online.

### OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- List policies and protocols recommended in the CDC Infection Control Survey Checklist
- Understand the inspection process for infection control compliance
- List methods to protect patients and staff
- Prepare a post-exposure protocol based on current infectious disease tests and treatments
- Recognize employer and employee compliance responsibilities

### ABOUT THE PRESENTER

Lori Serna-Pate, RDH, MEd has been working in the dental field for more than 25 years. She has served as the Infection Control and OSHA Compliance officer at various practices where she performed Clinical Hygiene. She has presented with HeadStart and other outreach organizations and is a member of the Organization for Safety, Asepsis and Prevention (OSAP).



# Abuse and Neglect:

## Do You Know the Law?

Presented by Christine Wisnom, CDA, RN, BSN

Most dental health care providers report that they have never encountered an abused patient. However, data indicates that 1 in 4 girls and 1 in 6 boys in the United States experience some form of sexual abuse. For both children and adults, approximately 60-75% of injuries from abuse occur to the head and neck area. Often, we see these patients every 6 months. We have the opportunity to act as a patient advocate and stop the violence. The program discusses childhood, elder, intimate partner violence (IPV) and Human Trafficking. Maryland laws and regulations, and the American Dental Associations' Code of Ethics regarding cases of abuse and/or neglect are presented. Techniques and questionnaires for conducting interviews and examinations for alleged victims are provided. Resources and formats for reporting, as well as the MD Form #180 facilitate the process.

*Disclaimer: The presenter has no personal or financial relationship with any of the products or companies contained in this program. They are used strictly for educational purposes. The identities of all patients in the program have been protected as per HIPAA.*

### OBJECTIVES

Upon completion of this Internet enduring material activity, participants will be better able to:

- Comprehend the scope of abuse and neglect
- Understand "how" to interview and examine victims of abuse
- Compile resources and referrals for victims, and understand the format and timeframe for reporting
- Develop office policies for the management of patients suffering from abuse and/or neglect

### ABOUT THE PRESENTER

Chris Wisnom, R.N., B.S.N., is a Nurse Educator for the AIDS Education and Training Center at the University of Maryland Dental School. She is also an infection control consultant for both the Maryland and D.C. Boards of Examiners.

**PROGRAM CODE: 8052 • REGISTER FOR THIS PROGRAM AT PROAD.COM**



# The Prescription Drug Abuse Epidemic: What Do We Need to Know and How to Decrease Its Impact in Our Community

Presented by Marvin Leventer, DDS

This program will review proper writing of prescriptions, disposal of unused medications and protection of prescription pads.

DATE	CODE	FACILITY	LOCATION
Wed, March 18	8025	MEDICAL MUTUAL	Hunt Valley
Tue, April 7	8026	Double Tree Hotel	Annapolis
Tue, April 28	8027	The Meeting House	Columbia
Mon, May 4	8028	Hilton Garden Inn	Frederick
Mon, June 8	8029	MEDICAL MUTUAL	Hunt Valley
Wed, June 17	8030	Best Western Hotel	Lanham
Thu, July 23	8031	Colony South Hotel	Clinton
Wed, Aug 12	8032	Hilton Garden Inn	Rockville
Tue, Sept 15	8033	MEDICAL MUTUAL	Hunt Valley

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and Continuing Dental Education Credits, you must participate in the entire program. Course materials provided online.

## OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Identify the problem of prescription drug abuse
- Identify patients at risk for abuse
- Learn how to manage post-op pain without narcotics
- Review proper use and disposal of prescription medications
- Write prescriptions and protect prescription pads

## ABOUT THE PRESENTER

Dr. Marvin Leventer is a faculty member at the University of Maryland Dental School and has been practicing dentistry in the State of Maryland since 1995.



# Dental “Case Closed”

Authored by staff of Professionals Advocate’s Risk Management Department

The importance of good recordkeeping in these litigious times cannot be understated. Poor or non-existent documentation can result in patient safety issues, as well as make the defensibility of any potential lawsuit problematic. This online course will review the principles of good documentation and offer some practical tips to help reduce your liability risk.

**PROGRAM CODE: DENTCC20 • REGISTER FOR THIS PROGRAM AT PROAD.COM**

## OBJECTIVES

Upon completion of this Internet activity enduring material, participants will be better able to:

- Identify weaknesses in the dental record that can result in miscommunication and poor patient outcomes
- Understand the role of the dental record as crucial evidence in dental malpractice litigation
- Understand the role of informed consent in the dental treatment process
- Recognize how strong documentation of the treatment plan and consent process can prevent litigation

# HOW TO REGISTER

## PROGRAM FEE

The first program costs \$60 PER PERSON. If you wish to attend more than one program, each additional program costs \$30 PER PERSON, a savings of 50%!

## REGISTER ONLINE

You can register online at [proad.com](http://proad.com) and pay on our secure server with an American Express, Visa, MasterCard or Discover credit card. Our web site also provides driving directions to each program location.

## REGISTER BY MAIL

Select the program desired and complete the rest of the form. Please print clearly! Enclose the form and a check with full payment in the envelope provided and mail to the address specified below.

## CHECKS PAYABLE TO:

Med•Lantic Management Services, Inc.

## MAIL TO:

Med•Lantic Management Services, Inc.  
P.O. Box 64100  
Baltimore, MD 21298-9134

## CONFIRMATION

A confirmation notice will be sent to you once we have received your registration. This confirmation will contain a link to your program materials. Please download or print these materials before the program and bring them with you. Folders with these materials will not be provided at the program.

## PROGRAM SCHEDULE

- 5:30 p.m.** Registration and light dinner
- 6:00 p.m.** Program begins
- 6:30 p.m.** Grace period ends – **no one will be admitted after this time**
- 8:00 p.m.** Program ends

## DINNER

For your convenience, a light dinner is served before each program. If you require a Vegetarian or Kosher meal, please note this request on your registration form. Special dietary needs cannot be accommodated at all locations.

**You MUST participate in the entire program to qualify for a 16% discount and dental credits.** We will count in attendance only those participants who are signed in within the first 30 minutes of the program. Late arrivals or early departures will not be considered present for satisfaction of the premium credit or dental credit and will be expected to attend a later program to qualify for the premium credit or dental credit.

## DENTAL CREDITS & PREMIUM DISCOUNT

### CONTINUING DENTAL EDUCATION CREDITS

Professionals Advocate Insurance Company is an ADA CERP Recognized Provider.

ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

Professionals Advocate designates this activity for 2.0 Continuing Dental Education Credits.

### PREMIUM DISCOUNT

Attending any one of these programs will satisfy your annual dental risk management program attendance requirement that gives Professionals Advocate Insureds up to 16% credit on their Year 2021 professional liability policy. If you choose not to attend one of these programs, your risk management credit will be reduced by 8% on your next policy renewal.

# FAQ

## HOW FAR IN ADVANCE SHOULD I REGISTER?

Walk-in registration is permitted on the day of the program on a space-available basis. However, some program locations have limited seating and may close to registration weeks or months in advance. We urge you to register early in the program season.

## CAN I RESCHEDULE OR CANCEL?

If you have already made a payment for a program and would like to reschedule, we will apply your payment to another program you choose. Due to program commitments for facilities and catering, program fees are non-refundable in the event you are unable to attend.

## WHAT IF THE PROGRAM IS CANCELLED?

Professionals Advocate reserves the right to cancel a scheduled program due to insufficient registration. If a program is cancelled, your payment will be refunded or applied to a new date.

## FOR ADDITIONAL QUESTIONS...

If you need additional information, or have questions about our programs, call our Risk Management Services Department at 410-785-0050 or toll free at 800-492-0193. Current program information, driving directions and online registration are also available at [proad.com](http://proad.com)

## TEXT ALERTS

When you register for a live risk management education program, you can opt in to a convenient text alert option that will let you know if there are any last minutes changes in the program's date, time or location.

## DISCLOSURE POLICY

It is the policy of Professionals Advocate to ensure balance, independence, objectivity and scientific rigor in all its sponsored educational activities. All faculty participating in activities sponsored by Professionals Advocate are expected to disclose to the program participants any relevant financial relationships related to the content of their presentation(s).

# DENTAL TOPICS BY LOCATION

Find the program you are looking for by location

## 1. ANNAPOLIS

DoubleTree Hotel  
210 Holiday Court  
410-224-3150  
(D, IC, P)

## 2. CLINTON

Colony South Hotel  
7401 Surratts Road  
301-856-4500  
(D, IC, P)

## 3. COLUMBIA

The Meeting House  
5885 Robert Oliver Place  
410-730-4090  
(D, P)

## 4. FREDERICK

Hilton Garden Inn  
7226 Corporate Court  
240-566-1500  
(D, IC, P)

## 5. HAGERSTOWN

Meritus Medical Center  
1116 Medical Campus Road  
301-790-8000  
(IC)

## 6. HUNT VALLEY

MEDICAL MUTUAL  
225 International Circle  
410-785-0050  
(D, IC, P)

## 7. LANHAM

Best Western Hotel  
5910 Princess Garden Parkway  
301-459-1000  
(D, IC, P)

## 8. ROCKVILLE

Hilton Garden Inn  
14975 Shady Grove Road  
240-507-1800  
(D, IC, P)

## 9. SALISBURY

Wicomico Youth &  
Civic Center  
500 Glen Avenue  
410-548-4900  
(D)



## PROGRAM KEY

### DENTAL PROGRAMS

- D Dentures
- IC Infection Control
- P Prescription



## 2020 Risk Management Program

Name: \_\_\_\_\_  
*Please print your name as it appears on your policy*

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Dental License #: \_\_\_\_\_

Specialty: \_\_\_\_\_

Dietary Needs:  Vegetarian  Kosher\*

\*Not available at all locations

Please print clearly and include your check for the correct amount payable to:  
Med-Lantic Management Services, Inc.  
P.O. Box 64100 • Baltimore, MD 21298-9134

## TEXT ALERT

Please send me a text alert if there are schedule/location changes to my registered program.

Mobile Phone #: \_\_\_\_\_

Date and code number of session(s) you wish to attend:

Dentures That Don't Bite Back! Date \_\_\_\_\_ Code \_\_\_\_\_

Infection Control Date \_\_\_\_\_ Code \_\_\_\_\_

Prescription Drug Abuse Epidemic Date \_\_\_\_\_ Code \_\_\_\_\_

Abuse and Neglect Register at [proad.com](http://proad.com)

Dental "Case Closed" Register at [proad.com](http://proad.com)

For First Program Selected: \$60 per person \_\_\_\_\_

For Each Additional Program: \$30 per person \_\_\_\_\_

TOTAL \_\_\_\_\_

These are popular programs and some sessions fill up early. Please register early in the program season. A confirmation letter will be sent once your registration has been received. Registration is permitted the day of the session on a space-available basis. All fees are per person. Thank you.

# - PROFESSIONALS ADVOCATE IS THE SOLUTION -



*Professionals Advocate and only Professionals Advocate provides the gold quality claims defense, support and service your practice needs.*

## HOME OFFICE

225 International Circle, P.O. Box 8016,  
Hunt Valley, Maryland 21030  
410-785-0050 / 800-492-0193

## VIRGINIA OFFICE

804 Moorefield Park Dr., Suite 105  
Richmond, Virginia 23236  
804-320-6790 / 888-411-0444 / 866-579-1948

