



TENNESSEE

NOVEMBER 2020 VOLUME 26, ISSUE 6

DENTAL

ASSOCIATION NEWS

TNDENTALASSOCIATION.COM

**INTERVIEW
WITH ANDREA HAYES**
see page 6

**CHOOSING
A PAYROLL
PROVIDER?
10 QUESTIONS
TO ASK**
see page 26

+
: WELLNESS
**MANAGE
STRESS
AND BUILD
RESILIENCE**
see page 24

///// Bimonthly news and information for TDA members

FAREWELL MESSAGE FROM **INTERIM** **EXECUTIVE DIRECTOR**

Dr. DeWayne McCamish



As I reflect on the almost six months since I was asked to serve as the Interim Executive Director of the Tennessee Dental Association, I realize how my perspective of our TDA main office has changed regarding all that the TDA does for every member. I have been a member since 1973 and never realized or appreciated the scope of work performed daily by the TDA employees. From the phone calls, the contact with the Board of Dentistry, the State legislature, the recording of CE, the endorsement of member benefits, timely communications to members, etc. and the list goes on as the “fires we put out” were unknown before I served from this side of our State Association.

In our dental office daily practice lives, we rely on staff, and we each know the value of our most trusted, loyal, and talented staff members. Including myself, the TDA is a staff member-focused family of only five. We are the additional staff members to each of your practices and take care of

the issues you would never want to deal with or have the time to address individually. I outlined why to be a TDA member in the last TDA Newsletter and will not go through those again. However, I feel strongly that if each member took the time to evaluate the TDA and ADA endorsed services and benefits, you would save thousands of dollars that you would spend otherwise.

Now that my tenure as the TDA Interim Executive Director has come to an end, I've taken the time to see all the TDA staff and I have accomplished these past seven months. We partnered with the Arizona Dental Association to offer 18+ hours of CE on-demand for dentists and the dental team. TDA held its first virtual House of Delegates and CE webinar on Chemical Dependency and Prescription Writing. We endorsed DrFirst iPrescribe for e-prescribe, TSI for debt collection services, and Bento for a modern alternative to dental benefits. There are exciting public awareness initiatives in the works to communicate to the public dentistry is safe and essential. Amid COVID-19, membership in the TDA is at an all-time high. Tennessee's milestones have been recognized at the national level. We are indeed one dental community and, by far, stronger together.

I find great comfort in knowing that the strength of our organization will continue to serve our members and many more in the future. I have confidence that Andrea Hayes, your new Executive Director, will continue to build on these achievements and look forward to seeing the association's progress in the years to come.



NOVEMBER 2020 VOLUME 26, ISSUE 6

Executive Editor: Andrea Hayes
Managing Editor: Lourdes Arevalo
Editor: Amy Williams

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Andrea was selected using a search firm out of Chicago following a national search, which resulted in 55 candidates from the west coast to the east coast. She assumes the position with complete knowledge of the issues faced by each of you every day. Andrea has more than 20 years of experience in association management and has been the Executive Director of the Nashville Dental Society (the largest District in our State) for the past seven years.

I have enjoyed working initially with the TDA Past President, Terryl Propper, our current TDA President, Jeannie Beauchamp, and the entire Board of Trustees. It's been an honor to work alongside a fan-

tastic team of staff and many of our members who have generously given up their free time to serve as volunteers to councils and committees, and as part of the TDA Delegation to the ADA – a real commitment of time. Collectively, all diligently serve our association.

When I began my dental education in 1968, I would have never thought that I would be ending my career having the privilege of serving my colleagues and fellow members in such a manner instead of using the knowledge gained from my D-1 Dental Anatomy class with Dr. Thomas and Dr. Fite and bending wire with Dr. Weber and Dr. Sandusky. It has been a pleasure serving as your

Interim Executive Director. The TDA is a special place, comprised of outstanding, caring people. The value each of our members brings to our TDA is exemplary. Thanks to many of you for the positive, enriching experience you have given me throughout my time as your Interim.

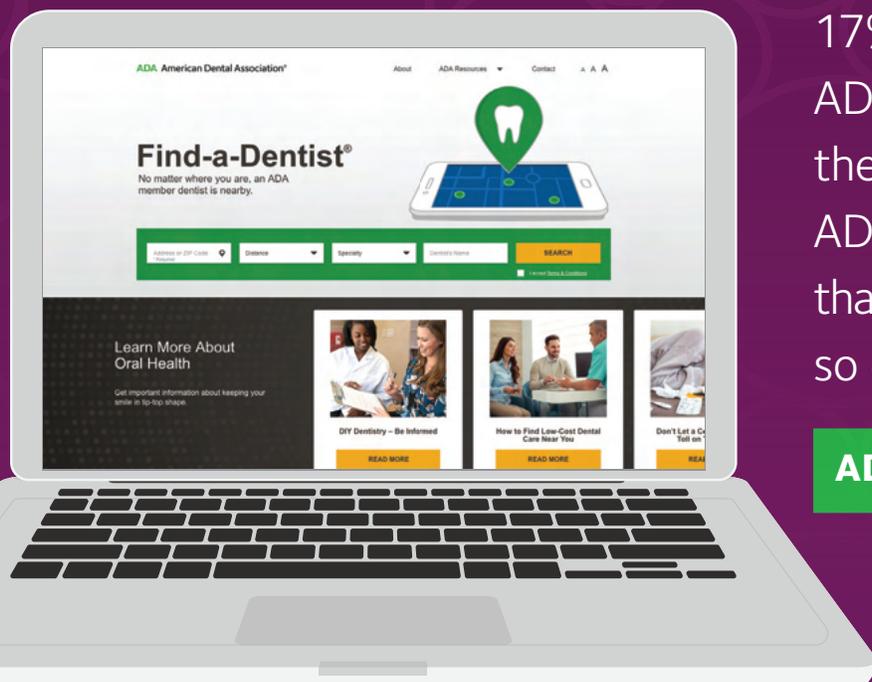
I wish to all the utmost success in each of your practices.

The best is yet to come!



Dr. DeWayne McCamish
TDA Interim Executive Director

8 Million and Counting



17% of people who visit ADA Find-a-Dentist® take the next step to contact an ADA member. That's more than 5x the industry average, so don't miss out!

[ADA.org/completemyprofile](https://ada.org/completemyprofile)

ADA®

BOARD *report*

The Board of Trustees met via Zoom conference on October 15 and conducted business of the TDA in light of the continued socially distanced

With the general election upon us, Mr. Mark Greene, TDA Contract Lobbyist, reported that his biggest concern regarding legislative issues in 2021 is limited access to legislators. With distancing protocols still in place and perhaps extending into 2021, communication will be more challenging.

“ A major issue is expected regarding the term “dental anesthesiologist,” which the Tennessee Medical Association opposes.

The Tenn-D-Pac made contributions totaling \$36,500 to seventy-six general campaign races. President Beauchamp reported that the Tenn-D-Pac Board of Directors will consider at their next meeting a reduction in the composition of the Board from twenty-four to seventeen members and raising the dues for Capital Club membership to \$150 annually.

Dr. Rhett Raum, Board of Dentistry Liaison, reported that the Board of Dentistry approved a change to Rule 0460-01-01 regarding the addition of the definition of Dental Anesthesiology. Also, Tennessee now has over 20,000 licensees for the first time, which includes dentists, hygienists, dental assistants, and facilities.

✓ NEW EXECUTIVE
DIRECTOR HIRED

✓ LETTER TO GOVERNOR
BILL LEE: “DENTISTRY IS
ESSENTIAL HEALTH CARE”

✓ TDA MEMBERSHIP
HIGHER THAN EVER

Dr. McCamish announced that Mrs. Andrea Hayes will begin as the new TDA Executive Director as of November 1, 2020 after a nationwide search led by Tuft & Associates of Chicago, Illinois (complete article on page 6).

The TDA sent a letter to Governor Bill Lee asserting that dentistry is essential health care and asked that dentists be included in the distribution of the point-of-care Abbott BinaxNOW Ag Card test for the novel coronavirus (COVID-19).

In other discussion and actions:

- Received a clean financial audit report with no weaknesses discovered from Patterson Hardee & Ballentine CPAs for fiscal year end June 30, 2020.
- Approved recommended:
 - Bylaws changes to bring dues structure into alignment with ADA dues structure.
 - Bylaws changes to references to the Journal of the Tennessee Dental Association Journal and Editor.
 - Updates to Council & Committee Handbook
- The Editor Search Committee was asked to revisit qualifications for the editor and article authors and reconsider honorarium.
- Endorsement was considered of Bento, a technology company which offers an alternative to traditional dental insurance by enabling practices to administer and offer in-office plans, and further discussions were requested by the Board regarding an agreement.
- The TDA was turned down for the CARES Act, however the TDA has applied for an employee retention grant.
- The Board approved the purchase and use of two high-quality public awareness video spots that will be used on the TDA website, social media outlets and digital advertising spots.



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– Kristen Sciolino, D.M.D.,
Lincoln, Maine

Interview

WITH *Andrea Hayes*



Hayes held the Nashville Dental Society (NDS) executive director position. Under Hayes' leadership, NDS became the most extensive local TDA component, leading to membership growth among young dentists

Earlier this spring, the Tennessee Dental Association Board of Trustees announced a nationwide search for an Executive Director under the helm of Dr. DeWayne McCamish. On November 1, 2020, Andrea Hayes joined the association as the new executive director. Before her TDA role, Hayes held the Nashville Dental Society (NDS) executive director position. Under Hayes' leadership, NDS became the most extensive local TDA component, leading to membership growth among young dentists. The society created a robust sponsorship program for the organization, streamlined member communications, and enhanced yearly activities. TDA News sat down with Andrea to learn more about her, her interests, and her vision for the Tennessee Dental Association.



Q For those that are unfamiliar, let's start with the journey of your two-decade career in association management. Tell us a bit about it.

When I grow up, I want to be an association director...said no little girl or boy ever! I think, like many, my pathway into association management was a happy accident. I graduated with a degree in communication, and during college, I worked at a nearby hotel. The hotel's general manager knew that the Tennessee Hotel & Lodging Association was creating a new communications position, and he knew I needed a "real job." He connected me with the association's CEO. She offered me the position. I loved my job there, and she became a trusted mentor. I spent the bulk of my career at the Tennessee Trucking Association (TTA). It took me two tries to land the job there, but I was persistent because I knew it was a great place to learn. I spent 11 years as vice president of TTA, working for two CEOs during my tenure.

Q For the many TDA members who are just beginning to get to know you, how would you describe your strengths?

You might find this strange, but I'd describe myself as an introvert at heart, but introverts are good listeners, are observant, and are planners. I think, I've learned to use these qualities to serve my organizations well in what most people perceive to be an extrovert's job. My greatest strengths are building good relationships with people, helping them find consensus, and moving everyone comfortably to action. It's all about working together. If you can do that, you'll see growth in the organization and accomplishments for the profession.

Q You're relatively new to your position as TDA's executive director. What's it like taking on an important new role amid COVID-19?

I'm not going to lie, it's a little daunting, but I think it's a challenging time for those who've been with their associations for many years too. It's been a year of disruption and change for associations, for dentistry, almost everyone. We are finding new ways to forward our mission and deliver programs and services to members. It's exciting to be innovating new ways to meet the challenges of the future.

Q What are you looking forward to learning more about as you settle into your role?

I look forward to meeting and getting to know the members and leaders (past and present) from across the state. The best thing about working in an association is all the people you meet and interact with. I'm excited to be working in a state association again and travel around Tennessee.

Q What will be the most exciting aspect of your new role? The most challenging?

I'm excited to work with the TDA staff. I know they are a creative, talented, and dedicated group of professionals. There are many challenges right now, but I would choose to find new ways to engage members (and other parts of our professional community) because it's so fundamental to our mission. The traditional meetings and gatherings present a challenge right now. They say necessity is the mother of invention, and I genuinely expect we will someday look back and see how we created new ways to connect, educate, and serve members!

Q What achievements in your career are you most proud of?

I was very proud to achieve my CAE (Certified Association Executive) designation. Less than five percent of association executives have their CAE. I've been honored to serve my peers a couple of times. First, as president of the Tennessee Society of Association Executives and more recently as the president of the Association of Component Societies of the ADA.

Q What keeps you motivated to serve in the public-sector?

I love working in associations and enjoy playing a role in helping individuals get on the same page. We accomplish big things and reach new heights by working together.

Q Beyond professional accomplishments, what does Andrea Hayes like to do when she is not at work?

In this season of life, spend time with my family. I have a teenage daughter so I'm soaking up every minute until she flies! We love SEC football at our house and are fans of the newly minted Nashville Soccer Club!



THEY SAY NECESSITY IS

THE MOTHER OF INVENTION, AND

I GENUINELY EXPECT WE WILL SOMEDAY

LOOK BACK AND SEE HOW WE CREATED

NEW WAYS TO CONNECT, EDUCATE,

AND *serve* MEMBERS.

GETTING *to know*

ANDREA

Hometown:
Union City, TN.

Alma Mater:
Vanderbilt University...Anchor Down!

Birthday:
December 16th.

Best advice she's been given:
You will learn more by listening than by talking.

Most unusual job:
In high school, I worked at the local sporting goods store. I was on the debate team.

What's on her TV:
The Marvelous Mrs. Maisel,
The Social Dilemma, HGTV.

What she likes to do:
Take a walk around Radnor Lake State Natural Area.

Preferred ways to relax:
Glass of wine and my screened in porch.

Favorite place to visit:
Walt Disney World in Orlando, FL.

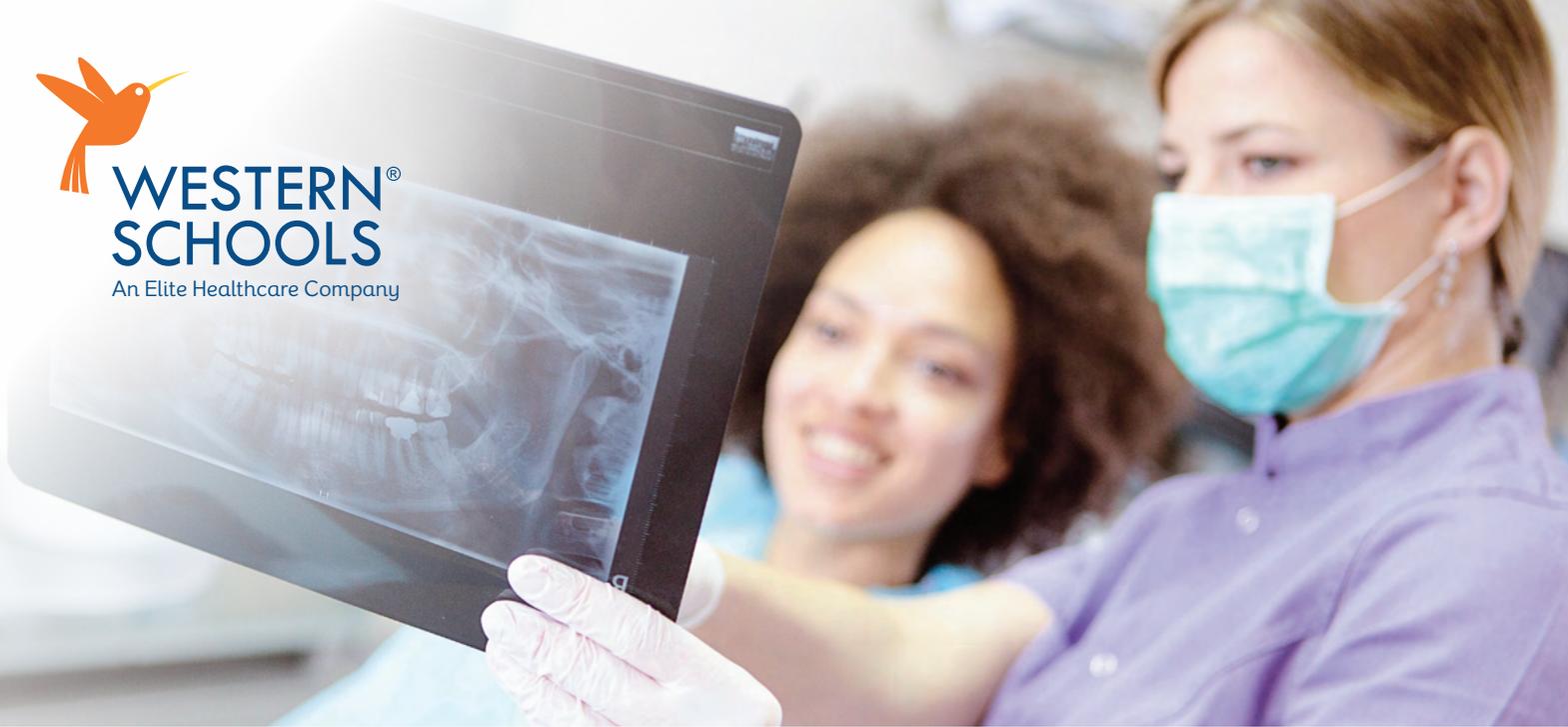
Favorite quote:
"The way to get started is to quit talking and begin doing." Walt Disney

Recent reads:
Our house is a mini library, but I am not the reader. Nevertheless, I have a great selection whenever I choose a book. Jon Meacham is a favorite and local author. I just read *Where the Crawdads Sing*. Other books that stand out to me over the last couple of years: *Becoming* – Michelle O'Bama, *The Boys in the Boat, 41: A Portrait of My Father*.



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welcome MEMBERS!

THE TENNESSEE DENTAL ASSOCIATION
WELCOMES THE FOLLOWING DENTISTS
AS OUR NEW AND REINSTATED MEMBERS.

We are excited that you have chosen to make the ADA, the TDA and your local components part of your journey. By being part of the ADA community, you've made the choice to power the dental profession to achieve optimal health for all.

We're working to bring you useful resources that can help you balance your patients, your practice and your life. From the latest clinical guidelines to financial management tools like insurance and retirement plans, you'll find what you need to keep your work and life on track for the future you've envisioned.

Your membership allows us to continue providing value for our members and advocating for the profession to achieve optimal oral health for all.

If there is anything, we can do to enhance your membership experience, call us at 615.628.0208 or email tda@tenndental.org.

Second District Dental Society

Daniel Newton
Kristi Newton
Ryan Hunt

Chattanooga Area Dental Society

Jordan Evans

Fourth District Dental Society

Carmen Quirk
Rachel Erwin
Taylor Reeves
Jonathan Carrera

Nashville Dental Society

Daniel Tran
Savannah Hartman
Jonathan Shadburne
Nicholas Chung
Katherine Bell
Afsaneh Moayedi

James Kiser
Megan Chavana
Dennis Roman
Jessica Kwon
Shelby Nelson

Sixth District Dental Society

Gina Hanafi

Seventh District Dental Society

John Pickering
Katherine Hughes
Caitlin Rudenske

Memphis Dental Society

Randy Bagay
Mark Skidmore
Kaushal Patel
Morgan Gonder
Jessica Jordan

CONGRATULATIONS Life Members

The TDA welcomes these new TDA life members! Each year the TDA awards Life Membership status to dentists who turn 65 during the year and who have maintained membership in some category for 30 continuous years or 40 total years. Congratulations to the following members:

Dr. Charles E. Holt
Dr. Jill P. Hodges
Dr. Larry V. Calloway
Dr. Lynn C. Floyd
Dr. Philip C. Carson
Dr. Thomas R. Dunn
Dr. Thomas C. Helm
Dr. John W. Kinney
Dr. David E. McNeely
Dr. Richard E. Bateman
Dr. Roger D. Keller
Dr. Benjamin K. Jamison

Dr. Peter Shelton
Dr. Steven R. Daniel
Dr. Walter C. Chitwood
Dr. Daniel R. Bowden
Dr. Gary L. Kropf
Dr. Isaac Fordjour
Dr. Jon C. Stanford
Dr. Nelson W. Campany
Dr. Quinton C. Robinson
Dr. Robert E. McCalla
Dr. Roger D. Craddock
Dr. Stanley R. Waddell

Dr. David W. McDonald
Dr. Gary D. Davis
Dr. James L. Bush
Dr. James A. Vaughn
Dr. John A. Reynolds
Dr. Mark H. Thomasson
Dr. Mary C. Koen
Dr. Terry A. Propper
Dr. Gibbs M. Prevost
Dr. J.D. Johnson
Dr. James W. Horton
Dr. Michael B. Beeler

Dr. Michael Solly
Dr. Paul D McGowan
Dr. Ruth E. Bailey
Dr. Scotty A. Devine
Dr. Wesley W. Singer
Dr. William H. Pippin
Dr. David A. Bradley
Dr. Karl H. Warren
Dr. Ronnie L. Fullwood
Dr. Tommy W. Page
Dr. William E. Webb
Dr. Ashley L. Hayes



NATIONAL CHILDREN'S DENTAL HEALTH MONTH

February is National Children's Dental Health Month and is dedicated to emphasizing the value of establishing good oral health habits in children at an early age. The TDA has a limited number of DVDs available for loan to TDA member dentists and staff at no charge:

- Brushing Magic
- Dudley's Classroom Adventure
- Dudley Goes to Camp Brush & Floss
- Dudley Visits the Dentist
- Dudley's Grade School Musical

Please contact Ms. Lisa Rife at 615-628-

0208 to reserve, at no charge, one of the above DVDs for National Children's Dental Health Month or any other time during the year. We only ask that when the video is returned that it be sent by insured mail. A full mouth model with a large toothbrush can also be reserved to help with your presentation.

For more information on National Children's Dental Health Month and good oral health habits for kids, please visit ada.org/GKAS for a wealth of information and free downloads, i.e., NCDHM Presentation Resources, posters, activity sheets, crossword puzzles, and more.



TDA Executive Office Closed for the Holidays



The TDA Executive Office will close Thursday, November 26 and Friday, November 27 for the Thanksgiving holiday. The office will also close Thursday, December 24 through Friday, January 1 for the Christmas holiday. Normal operations resume January 4, 2021.

The TDA staff wishes everyone a happy and safe Holiday Season.

**DON'T LET TIME SLIP AWAY!
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- Aetna One Advocate Concierge Style Customer Service
- Greatly Enhanced Member Benefits



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CE TRACKING and REPORTING

The Tennessee Board of Dentistry partnered with CE Broker to assist licensees in tracking the required continuing education. Dentists can use CE Broker as a tool to track continuing education hours, but its use is not a requirement for continuing education compliance. In 2018, the TDA Board of Trustees discussed this option, but voted in favor of maintaining the TDA's current ACE/CE program.

TDA members may continue to use the TDA's free ACE/CE reporting system to track their continuing education hours and ensure their continuing education courses meet the Tennessee Board of Dentistry requirements. The ACE reporting system is a member benefit. Members interested in exploring CE Broker can visit the Board of Dentistry website for additional details. There is no charge to licensees for the basic account through CE Broker, although there are additional paid account options.



THE ACE REPORTING SYSTEM IS A MEMBER BENEFIT. MEMBERS INTERESTED IN EXPLORING CE BROKER CAN VISIT THE BOARD OF DENTISTRY WEBSITE FOR ADDITIONAL DETAILS.



As we approach the end of the year, we encourage members to view their ACE report and ensure CE requirements are completed or on target for completion. Please note, you will need your ADA number and password to view your ACE/CE report.

As a reminder:

- Dentists are all required to fulfill 40 hours of continuing education during the two-calendar year cycle (January 1 of an odd year - December 31 of an even year) and keep a current C.P.R. card at all times.
 - Dentists must obtain a minimum of 2 of the required 40 biennial hours in the area of prescribing of controlled substances education, which includes instruction in the TN Chronic Pain Guidelines.
 - Dentists who hold a Limited Conscious Sedation, Comprehensive Conscious Sedation or Deep Sedation/General Anesthesia permit must also complete a minimum of 4 hours of the required 40 biennial hours in the subject of sedation and/or anesthesia. Permit holders must also maintain current ACLS certification (PALS can be substituted if a pediatric dentist).
- According to the Tennessee Board of Dentistry rules, acceptable continuing education courses must be sponsored or approved by specific organizations such as the TDA. You can view a complete list of organizations on the Tennessee Board of Dentistry website.

Note: Dentists who received their license in 2019/2020 are exempt from the 40-hour continuing education requirement during the cycle of 2019-2020. Licensees will be required to meet the requirements in the next two-calendar year cycle (January 1 of an odd year - December 31 of an even year). A current CPR certification is always required .

Members can submit continuing education to the TDA via:

- Email to Ms. Lisa Rife at LKR@tenndental.org
- Fax 615-628-0214
- Physical Mail | 660 Bakers Bridge Ave. Ste. 300, Franklin TN 37067
- ACE Reporting System

For additional assistance or questions related to ACE reporting/CE, please contact the TDA Executive Office at 615-628-0208 or email tda@tenndental.org.

DUES *Early Bird* INCENTIVE

**PAY BY
JAN. 31**



**YOU HAVE A CHANCE TO WIN ONE OF TEN
TDA PRIZE INCENTIVES FOR 2021 DUES!**

The TDA is giving away three THERAGUN Minis (\$200 value) and seven \$100 VISA gift cards to members who pay their dues by **January 31**.

Winners will be drawn randomly from all those who qualify and announced after the drawing takes place.

Numbers *to know*

American Dental Association
(800) 621-8099 or (312) 440-2500

Tennessee Board of Dentistry
(615) 532-5073

Tennessee Department of Health
(615) 741-301

Tennessee Dental Association
(615) 628-0208 | Fax: (615) 628-0214
tda@tenndental.org

>Staffed Component Societies

First District Dental Society
Executive Secretary: Brooke Bailey
(423) 552-0222
firstdistrictdental@gmail.com

Second District Dental Society
Executive Director: Diane Landers
(865) 919-6464
2nddistrictdental@bellsouth.net

Chattanooga Area Dental Society
Executive Director: Rhonda Jones
(423) 886-9191
CADS@peacecom.net

Nashville Dental Society
Executive Director: TBD
director@nashvilledental.org
(615) 628-3300

Eighth District Dental Society
Executive Secretary: Ruby Batson
(931) 245-3333
ruby@clarksvillepediatricdentistry.com

Memphis Dental Society
Executive Director: Delaney Williams
(901) 682-4928
dwilliams@memphisdentalsociety.org



Are You Receiving emails from the TDA?

Member Email Address Update

If you have unsubscribed to TDA emails in the past you may be missing important information from the TDA and the ADA. During the COVID-19 pandemic, the TDA has issued numerous alerts to keep members informed of the latest updates.

If you have not been receiving emails from the TDA, please make sure to check your spam or junk mail folder and mark tda@tenndental.org as a safe sender. To be included in the mailing list or to update your email address **please email us at tda@tenndental.org.**



In Memoriam

The TDA honors the memory and passing of the following members:

Dr. Don Reynolds

1940-2020

Dr. Reynolds passed away on October 6, 2020. He was a member the American Dental Association, Tennessee Dental Association, and past President of the Chattanooga Area Dental Society. He was active with several organizations including the Tennessee Academy of General Dentistry and the National Academy of General Dentistry. Dr. Reynolds was a fellow in the AGD, fellow in the International College of Dentists and fellow in the American College of Dentists.

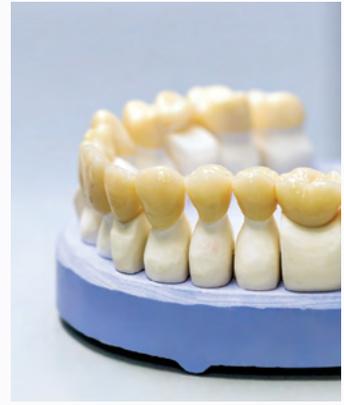
Dr. James (Jim) C. Elder Sr.

1929-2020

Dr. Elder passed away on September 16, 2020. He was a member the American Dental Association, Tennessee Dental Association, and past President of the Nashville Dental Society. Dr. Elder was also a member of The Hinman Dental Society, the American Academy of Dental Practice Administration, a member and Fellow of the American College of Dentists and a volunteer and supporter of Interfaith Dental Clinic.

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care of smiles,
**make each
moment
matter.**

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**TREASURER'S REPORT
 TENNESSEE DENTAL ASSOCIATION
 STATEMENT OF FINANCIAL POSITION
 JUNE 30, 2020**

ASSETS

Current Assets	
Cash	\$ 1,236,466
Accounts Receivable	3,632
Prepaid Expenses	<u>27,323</u>
Total Current Assets	1,267,421
Property, Improvements, and Equipment, at cost, less accumulated depreciation	2,108,493
Notes Receivable	16,558
Other Assets	<u>5,834</u>
TOTAL ASSETS	<u><u>\$ 3,398,306</u></u>

LIABILITIES AND NET ASSETS

Current Liabilities	
Accounts Payable	\$ 62,785
Unearned Revenue	49,305
Current Portion of Notes Payable	<u>170,023</u>
Total Current Liabilities	282,113
Long-Term Liabilities	
Noncurrent Portion of Notes Payable	<u>393,983</u>
Total Liabilities	676,096
Net Assets	
Net Assets - Undesignated	2,722,210
Net Assets - Designated	<u>-</u>
Total Net Assets	<u>2,722,210</u>
TOTAL LIABILITIES AND NET ASSETS	<u><u>\$ 3,398,306</u></u>

Copies of our audited financial statements are
 available upon request from the Executive Office.

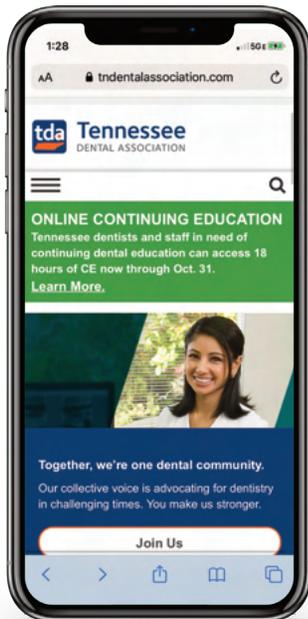
TENNESSEE DENTAL ASSOCIATION
STATEMENT OF REVENUES AND EXPENDITURES WITH BUDGET COMPARISON
FOR THE YEAR ENDED JUNE 30, 2020

	Actual June 30, 2020	Budget	Over (Under) Budget
REVENUES			
Membership Dues	\$ 713,970	\$ 720,000	\$ (6,030)
The Journal	1,326	17,700	(16,374)
Newsletter	23,097	43,000	(19,903)
ACE Fees	-	-	-
Chemical Dependency	16,705	35,000	(18,295)
Investment Income	10,328	3,000	7,328
Endorsements	111,996	160,000	(48,004)
Rent Income	295,400	300,000	(4,600)
Annual Session Income	-	311,500	(311,500)
TDA Insurance Agency	161,278	165,000	(3,722)
Mid States	16,975	20,000	(3,025)
Other Revenue	1,484	-	1,484
	<u>1,352,559</u>	<u>1,775,200</u>	<u>(422,641)</u>
EXPENDITURES			
The Journal	-	27,620	(27,620)
Newsletter	7,905	6,000	1,905
Annual Session	50,239	200,700	(150,461)
Board of Trustees	37,828	51,000	(13,172)
House of Delegates	1,625	4,000	(2,375)
Councils	66,442	86,300	(19,858)
Committees	226,327	206,186	20,141
Elected Offices	13,830	20,000	(6,170)
Delegates/Alternates to ADA	70,043	71,500	(1,457)
Retirement Trust Fund	31,330	43,000	(11,670)
Executive Office	631,339	643,100	(11,761)
Building & Mortgage	174,984	187,300	(12,316)
Building Operation	170,281	191,000	(20,719)
	<u>1,482,173</u>	<u>1,737,706</u>	<u>(255,533)</u>
Total Expenditures			
Excess of Revenues Over Expenditures	<u>\$ (129,614)</u>	<u>\$ 37,494</u>	<u>\$ (167,108)</u>

Copies of our audited financial statements are
available upon request from the Executive Office.



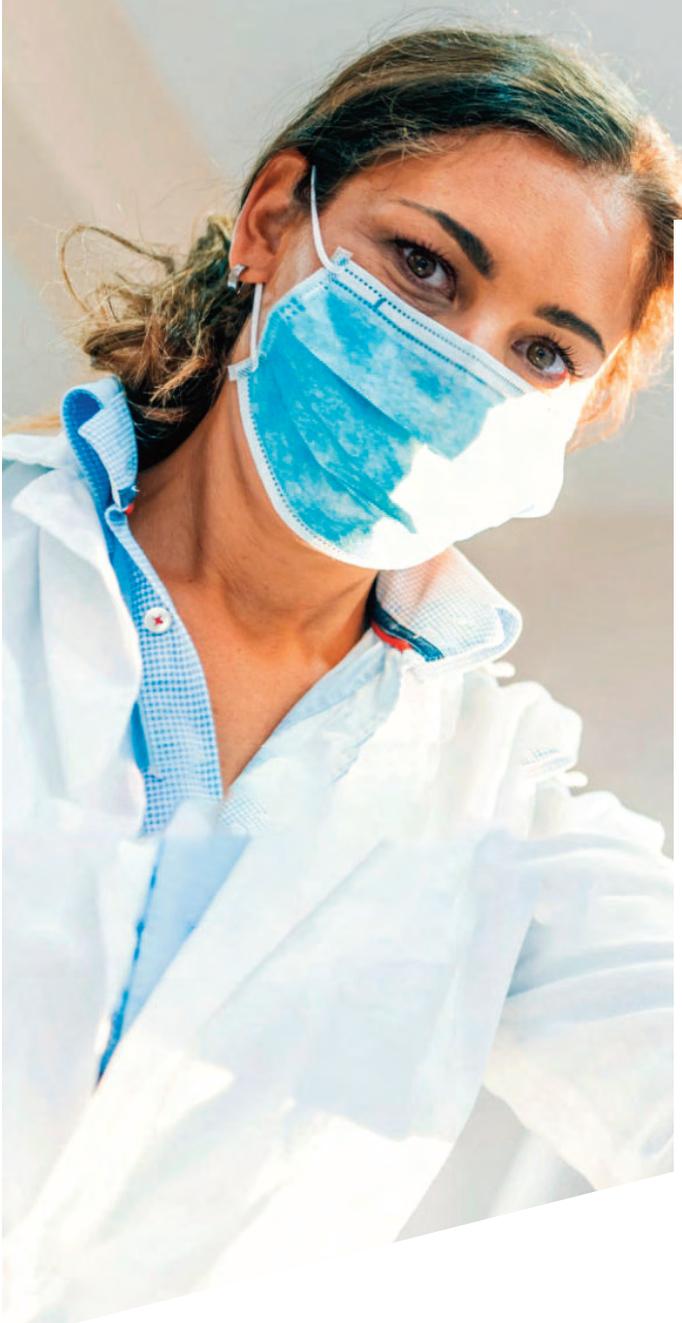
Available Online: 2020 Chemical Dependency and Prescription Writing Course



The 2020 Chemical Dependency and Prescription Writing course can be taken online at tndentalassociation.org. By completing the exam online, you can pay with a credit card and print your certificate within a matter of minutes. Upon successful completion of the exam, you will be granted one (1) hour of required chemical dependency/controlled substance prescribing credit.

Each year, the September issue of the Newsletter contains a chemical dependency/controlled substance prescribing article. By participating in this home study every year, you will always have the Board of Dentistry's required number of hours in chemical dependency/controlled substance prescribing CE. Credit is only granted only once per article.

In addition to the Chemical Dependency and Prescription Writing article, the Chemical Dependency and Prescription Writing WEBINAR is available online on the website under Meeting and Events.



HOW TO BUILD YOUR BRAND FOR THE LONG HAUL

From our partners at Lands' End Business

YOU KNOW THE OLD SAYING, "YOU NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION"? IT'S STILL TRUE TODAY.

What has changed is that you now have more opportunities than ever to make a first impression. Whether it be in person, on your website, or your social media channels, your logo'd uniform apparel becomes even more critical to portraying the right brand image.

Not only does the right branded apparel boost your image, it also increases customer awareness, can lead to improved brand loyalty and even help recruit prospective employees. All of which can help put your business into overdrive.

Here's what the expert outfitters at Lands' End Business recommend: For teams that work at the front desk, you can't go wrong choosing logo-embroidered dress shirts or blouses as the foundation of your uniform or company apparel program. Purchase scrubs in coordinated colors to give staff a cohesive look.

Of course, most workplace environments are more relaxed, and business casual attire is appropriate. Embroidered work polo shirts, fleece and sweaters in matching brand colors make a powerful statement.

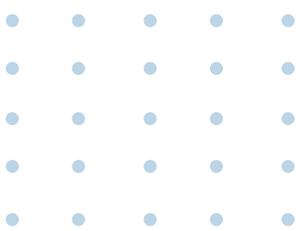
Also, don't forget outerwear. Logo'd jackets and vests promote your business at outdoor events and make plenty of impressions for your brand on the way there.

And if you're gearing up for events, you may want to take logo'd gifts like totes, towels, drinkware, or even golf balls for your business partners and colleagues. You can even co-brand many items to celebrate a special business partnership or organization.

From special events to your daily work routine, don't miss out on the opportunity logo'd apparel and gifts provide to get your brand noticed, build your business and find great talent.

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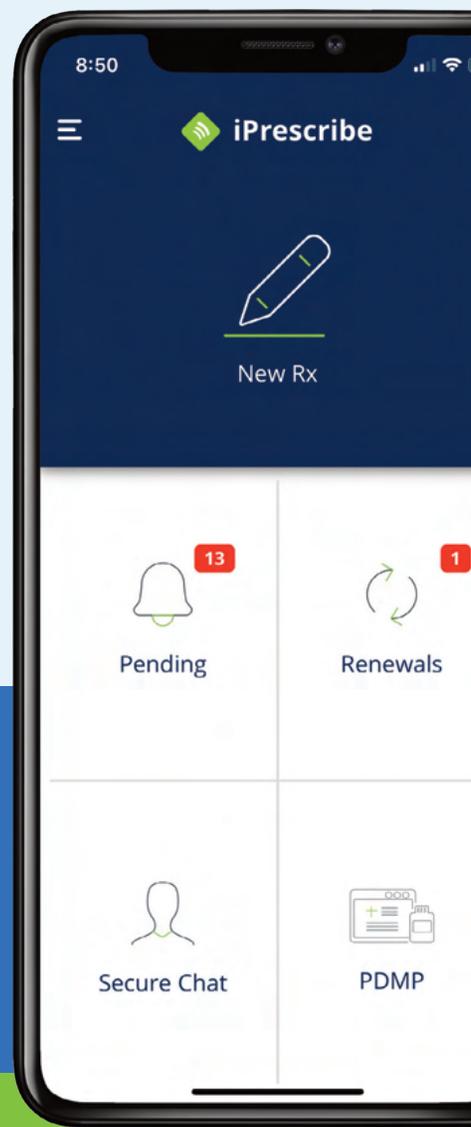




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* EPCS = Electronic Prescriptions for Controlled Substances PDMP = Prescription Drug Monitoring Program



TOP *eight* WAYS FOR A DENTAL PRACTICE TO REDUCE PAST DUE ACCOUNTS

From our partners at Transworld Systems Inc. (TSI)

Many practices have knowledge of best practices in accounts receivables. However, once an account begins aging on your A/R, you may find these Top Eight ways to improve past due accounts resolution useful:

1. Have a defined financial and collection policy:

One of the major causes of overdue receivables is that your practice has not clearly defined to the patients in writing when payment is due. If patients are not clear on the payment terms, they may feel that 60 days payments are fine, especially if there are no penalties for paying late. Make sure that your payment terms are clearly stated in writing on the Patient Registration form and statement. If payments are late, have a defined procedure for the office staff to follow as to when to make a call (day 40). Practices

2. Send out statements promptly and consistently:

If you do not have a systematic billing system, get one! Many times, the patient has not paid simply because they have not received an invoice or statement. Once reminded, most patients are likely to pay in a timely manner. However, given the number of rising delinquencies in the housing market, and the stricter policies for lending, you do not want to be late or inconsistent in asking for payments.

Doing the necessary follow up and getting out statements or reminder every 2 weeks can make a big difference in your cash-flow.

3. Contact overdue accounts more frequently.

No law says you can contact a patient only once a month. The old adage “The squeaky wheel gets the grease” has a great deal of merit when it comes to collecting past due accounts. It is an excellent idea to contact late payers every 7 -10 days. Doing so will enable you to diplomatically remind the patient of the terms of payment and ensure that the patient is satisfied with your services.

4. Use your aging sheet, not your feelings.

Many practices (or well-meaning employees on staff) have let an account age beyond the point of reason because he or she felt the patient would pay eventually. While there may be a few exceptions or unusual situations, the fact is that all patients should be treated in the same manner and that expecting to be paid on time is your right. Try to focus on EVERY account going over 45 days and stick to a systematic plan of follow up.



Initially, these calls are just a warm and friendly reminder. After speaking to the patient, you can verify that they did receive their statement, ask when you might be receiving that payment. If that call does not generate the payment as promised, then follow up with a 60 day past due letter. Most practices do not have the time to pursue accounts going over 90 days, so at that point you should take the next appropriate step to get paid.

5. Make sure your staff is trained.

Even experienced staff members can sometimes become gun shy when dealing with past due patient accounts. This is especially true when promises for payment have been made and broken. It is important to be firm, yet courteous, when dealing with the excuses being delivered.



Your office staff could benefit from customer service training to help sell your patients on the idea that you expect to be paid promptly and on time. Instead of pushing the patient up against a wall, pull the patient to your style of thinking and maintain goodwill with them. Be sure your staff has all the tools to make it easy to process a credit card payment or ACH check draft if you can.

6. Follow the collection laws in your state.

In many states, businesses are governed by the same laws as collection agencies. For example, communicating in writing or verbally that the account will be forwarded to an attorney or a credit bureau and then failing to do so can be a violation of some state and federal collection laws. Also, harassing or contacting a patient at unreasonable hours, or using threats or profane language can lead to serious consequences. If you are not sure about patient's rights, contact your state's consumer protection agency. The Fair Debt Collection Practices Act (FDCPA-federal law) applies to Business to Consumers (B2C) and not Business to Business (B2B) collection techniques.

7. Use a third party sooner.

Once you have systematically pursued your past due accounts for 60-75 days (and they have avoided your attempts to contact them), you may want to send them a FINAL NOTICE allowing 10 days to pay. More than likely, if they have the ability to pay your office they will do so or at least communicate their intentions before you place their account with a pre-collect service. Pre-Collect Third Party services allow you to keep 100% of the money if collected timely.





**DOING THE NECESSARY FOLLOW UP AND GETTING OUT STATEMENTS OR
REMINDER EVERY 2 WEEKS CAN MAKE A BIG DIFFERENCE IN YOUR CASH-FLOW.**

The impact of the 'Third Party' tends to reprioritize the debt and encourages the patient to make the payment. Designed for early intervention, a 'pre-collect' service can save practices the internal costs of working accounts beyond the point of reason. Typically, once an account reaches 90 days, you should consider using professional Third-Party intervention.

Most Collection Attorneys and Collection Agencies charge a percentage of the revenue collected, typically 40% to 50%. For Dental Offices these Debt Collectors may not present the most cost-effective solution to past due account concerns.

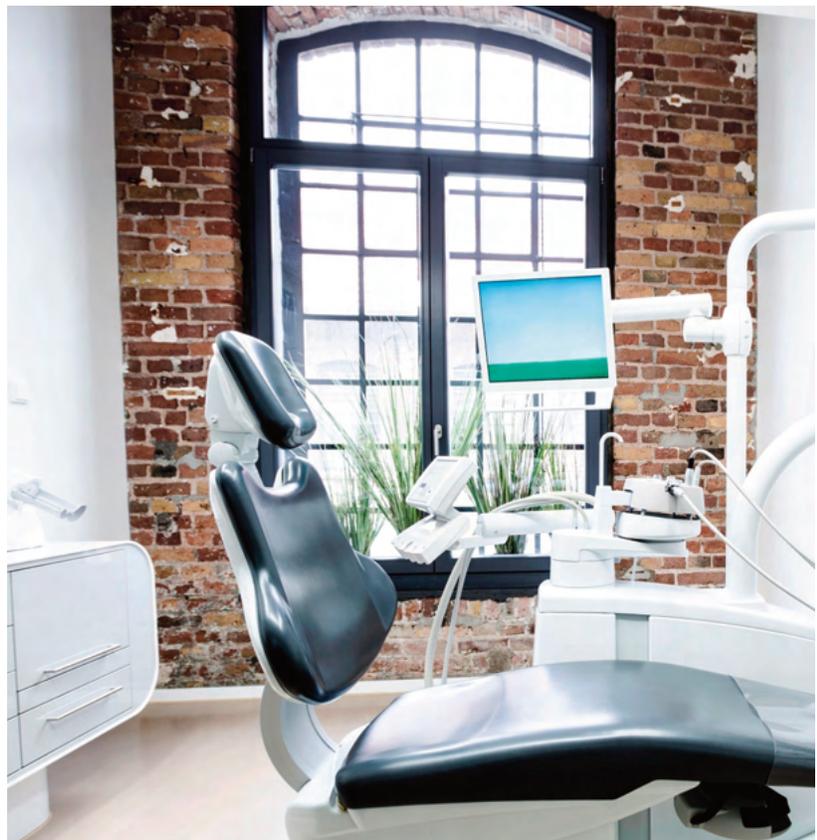
8. Remember that nobody collects every Past Due account.

Even by setting up and adhering to a specific collection plan, there are a few accounts that will never be collected. By identifying these accounts early, you will save yourself, and your practice, a great deal of time and expense. Even though a few may slip by, you will find that overall, the number of slow pay and nonpaying accounts will greatly diminish, and that's a victory in itself!

When a practice provides a patient service, it has a right to expect to be paid on a timely basis. However, anyone who has been in practice more than a few months has learned that prompt payment is not always the case. Often, accounts become seriously past due, or when payments are made, there are sometimes insufficient funds in the patient's account to cover a check. Accounts not paid in a timely manner can have a serious impact on the cash flow of the practice. It is becoming increasingly important to be mindful of these trends.

Practice Managers and their staff often learn that managing the accounts receivable is tricky and involves the delicate matter of asking for payment without coming across as harsh. There are processes that once implemented, and the employees are trained on, can be effective in obtaining payments. The balance a patient owes is often a moving target. Continual monitoring is required from day to day as the status of these accounts change with new visits, the posting of payments from prior statements, partial payments and requests for back-up documentation.

For questions concerning Improving your current process or Pre-collect Services or Debt Collections in general call Mike Glass at (877) 377-5378 today. TSI is your TDA Endorsed Dental A/R Consultant.



Thousands of dentists save an average of 24% (\$3,256 annually) on credit card processing fees

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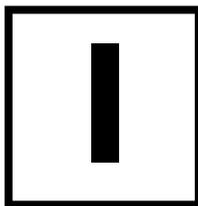
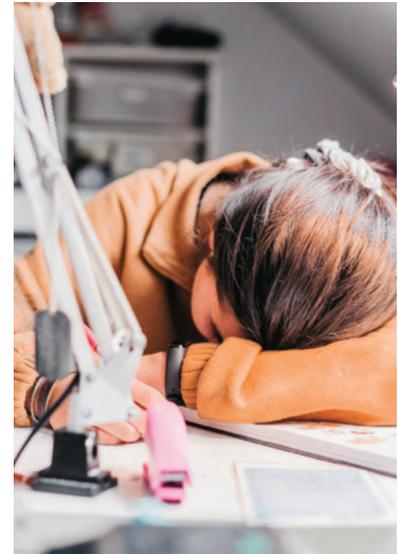
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Manage Stress

AND BUILD RESILIENCE



It's hard to avoid stress. Work, money, current events, and the hassles of everyday life are just a few of the things that can cause stress. Long-term, or chronic, stress is linked to several health conditions like heart disease, high blood

pressure, diabetes, depression, and anxiety.

It's important to learn how to manage stress so it doesn't overwhelm you. The first step is to recognize your body's signals. These could include headaches, poor concentration, or feeling on edge. Once you identify these signs, work to counter their effects. Some people benefit from deep breathing, going for a walk, or writing down their thoughts.

Whatever works for you, make taking care of yourself part of your daily routine. Work in time to exercise, eat healthy foods, and get good quality sleep. This will

help make you more resilient to life's stresses.

Experts also recommend staying socially connected. Being in touch with family and friends can combat stress and depression. Video chats and other technology make staying in touch easier than ever.

If you can, also try to see problems a different way. Experts call this "reframing." Stuck in traffic? It may be an opportunity to enjoy some music or catch up on a podcast. Practice reframing the situation and you'll likely get better at it over time.

Finally, if stress is affecting your well-being, talk to a health professional. They can help guide you through times of severe stress.

Source: NIH News in Health. For the latest news from the National Institutes of Health, part of the U.S. Department of Health and Human Services, visit [news.nih.gov](https://www.news.nih.gov)

LONG-TERM, OR CHRONIC, STRESS IS LINKED TO SEVERAL HEALTH CONDITIONS LIKE HEART DISEASE, HIGH BLOOD PRESSURE, DIABETES, DEPRESSION, AND ANXIETY.



Choosing a Payroll

PROVIDER?

10 QUESTIONS TO ASK

From our partners at OnPay

You're a dentist looking for new payroll software for your practice. They're a payroll software provider that promises they're the best solution for all your payroll headaches. But with so many options available out there, how do you find the right one for you?

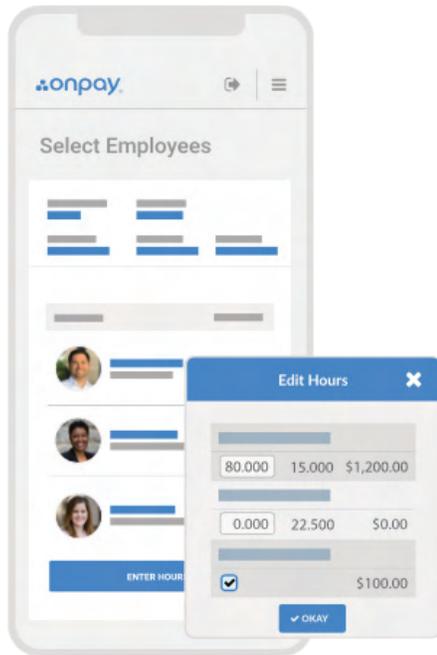
Here are 10 questions you should ask when choosing the best payroll software company for your practice:

1. ARE TAXES AND OTHER REGULATORY DEDUCTIONS UPDATED AUTOMATICALLY AND IRS COMPLIANT?

You're not a tax expert, nor should you have to be. So, the first and perhaps most important question you need to ask a payroll provider is whether they can deduct the correct amount of federal, state, and local taxes, along with Medicare, unemployment, etc.

Deductions should all be done automatically and accurately — that's sort of the point of using a payroll service. And when tax rates change, the software should be updated in real-time so that your company is always IRS compliant.

The consequences of not meeting tax requirements can be severe. According to the IRS, it assessed more than \$5 billion in civil penalties related to employment taxes in 2017. Ouch.



The best payroll software for dental practices should also be able to handle employee-specific deductions like 401(k), HSA, and even garnishments.

2. WHO IS RESPONSIBLE IF THE TAX FILINGS ARE WRONG?

Payroll providers will undoubtedly tout the accuracy of their software. But if, for any reason, they make an error that results in an IRS penalty, your payroll service should offer to take responsibility for the mistake. Nobody wants to make a blunder that costs either of you money or time — but you should ask how they handle a gaffe before it ever comes up.

3. IS THE SOFTWARE SECURE?

Most payroll software systems are now cloud-based SaaS solutions that are usually offered on a monthly subscription basis. As long as you have access to the Internet, you have access to your payroll — even if your computer crashes. Cloud-based solutions are easier to manage than traditional desktop programs. You simply pay a fee each period, and you don't have to keep a payroll system on your own server, install updates, or migrate data when you buy a new computer.

However, since you are sending sensitive employee information to third-party servers, security is of the utmost importance. Hackers are constantly trying to steal employee direct deposit payments.

The payroll software provider you choose should know exactly how it keeps your data secure and away from security threats. In some cases, this means they only work with U.S.-based companies so that any overseas access is immediately flagged and blocked.

4. CAN THE SOFTWARE PROCESS PAYCHECKS FOR ALL TYPES OF EMPLOYEES?

Not all employees are alike. Some are paid hourly, others are paid annual salaries, and still others are contractors. There are part-time or full-time staffers, commissioned sales, and those that rely mostly on tips and bonuses.

The best payroll software must be able to track all of these different employment categories (even if you don't have anyone in that category right now) and automatically calculate things like commissions or overtime pay. Timesheet integrations should be available to make entering hours seamless, and 1099s should automatically be issued to contractors at the end of each year.

5. DOES THE SOFTWARE CALCULATE AND TRACK PTO OR VACATION DAYS?

Gone are the days of manually tracking each employee's PTO and vacation on an Excel spreadsheet. The best payroll software will easily be able to track and calculate the time available for each employee's vacation, holidays, sick days, maternity and paternity leave, and the like. It should also have a mechanism for employees to request time off.

6. CAN MY EMPLOYEES EASILY ACCESS THEIR OWN PAYROLL RECORDS?

Speaking of tracking PTO accruals, granting employees access to their personal payroll account lets them quickly and easily check things like their last pay stub or PTO balance 24 hours a day. It means you won't have to constantly answer those questions, which makes the process more efficient for both you and your team — something that can lead to an increase in employee morale.

With self-service accounts, staffers can also edit things like a change of address or other personal information in minutes without you needing to be involved.

7. CAN THIS SOFTWARE PAY MY EMPLOYEES BY BOTH DIRECT DEPOSITS AND PHYSICAL CHECKS?

Direct deposit is the preferred payment method for more than 82% of employees in the US because employees don't have to worry about cashing a physical check and waiting for the bank to clear it. And you won't have any issues reconciling lost or stolen checks.

On the employer side, having access to direct deposit means you no longer have to print checks manually and distribute them to each employee.

Some employees do still prefer to receive physical checks, so it is imperative that your payroll software accommodates all forms of payment.

A third alternative is offering prepaid debit cards to employees who don't have a bank account, but still want to avoid check-cashing fees.

8. DOES THE SOFTWARE SEAMLESSLY INTEGRATE WITH MY COMPANY'S ACCOUNTING SYSTEM?

The average small business owner spends about 18 hours per month on payroll-related tasks. And more than 40% do all the bookkeeping and accounting themselves. In other words, payroll and accounting can take up a lot of time that you could be spending on other parts of your practice.



**MOST PROVIDERS WILL CLAIM TO HAVE AMAZING SERVICE,
SO TAKE SOME TIME TO LOOK AT ONLINE RATINGS AND REVIEWS
TO SEE WHAT REAL CUSTOMERS THINK.**

The best payroll software will integrate seamlessly with your accounting software (like Quickbooks or Xero) to help you avoid having to add payroll expenses to your general ledger. Plus, the fewer manual entries you need to make, the fewer mistakes can slip through.

9. CAN CUSTOMER SUPPORT HELP ME IF I GET STUCK?

When you call your payroll software provider for help, the last thing you want on the other end of the line is elevator music playing in the background while a robot reminds you “your call is important to us.” When you’re on hold waiting to get your people paid, it just feels like that isn’t true.

If you have questions about payroll, you want customer support from a real person who is knowledgeable about payroll. You don’t want to be put on hold for an hour while waiting for the next available representative. You’ll also probably need some help getting set up.

Most providers will claim to have amazing service, so take some time to look at online ratings and reviews to see what real customers think. You might also want to take a peek at social media to get a sense of how many disgruntled customers are airing their issues there — and whether the provider is responding to them. Be sure to look for a rating on their Facebook Page, too. Companies have no ability to alter or influence the reviews they receive on Facebook, but they do have the ability to hide them. Hidden reviews may mean something’s afoot.

Finally, ask about the help you’ll get with set up and migrating any existing employee data or prior wages. Some providers will do all the heavy lifting for free.

10. TO GET EVERYTHING I WANT, HOW MUCH IS THIS GOING TO COST ME?

Now that you’ve figured out which features and functionalities you can’t live without, it’s time to think about how much a payroll provider will cost. Going with the cheapest option now might end up costing you more time and money later on if they don’t have everything you need, if you have to correct mistakes, or if there are numerous hidden and added fees.

They should be completely transparent about their pricing, but you’ll want to understand the following to be sure:

- Are services charged monthly or per pay run? Per-pay-run pricing can often be twice as expensive, since most businesses run payroll two or more times a month.
- Are there fees for tax filings?
- Are there fees for creating 1099 and W-2 forms?
- Are there fees for changing or cancelling a pay run?
- Are there fees for direct deposit or check printing?
- Are you billed for employees or contractors who don’t receive a paycheck in a given month?
- Are there fees for software integrations?
- Are there fees for PTO tracking or HR features?
- Are there any annual fees?
- Will fees change after an introductory period (often the first year)?

FINAL THOUGHTS

Running your practice is hard. Paying wages and payroll taxes doesn’t have to be. Ask smart questions before choosing your next payroll software provider to find one that really meets all your needs.

Using the right payroll software will not only save you hours of valuable time, but it will also empower you and your staff to have greater control and visibility over the whole process. And hopefully everyone will get to spend more time focused on your patients and your bottom line.



COVID-19 | WE'RE HERE TO HELP

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SBA Loans

- Fought for passage of a Small Business Administration (SBA) Paycheck Protection Program (PPP) loan program that was funded at \$349 billion
- Supported the creation of an Economic Injury Disaster Loan (EIDL) advance which provides grants of up to \$10,000 for those that apply for the EIDL program.
- Pushed for flexibility for preexisting SBA loans to be used for mortgages, salaries, rent, debt, and other overhead expenses, regardless of any prior restrictions on the use of those funds.
- Lobbied for SBA loans to be forgiven tax free if used on coronavirus-related overhead and payroll expenses.
- [Clarified SBA guidance](#) allowing dentists to apply for both EIDL and PPP loans, thus providing them with two potential sources of emergency funds.
- Advocated for additional funding for EIDL and PPP loans, and helped secure an additional \$370 billion for these programs.

The Impact

\$349B

The Small Business Administration Paycheck Protection Program funded at \$349 billion.

\$10K

The Economic Injury Disaster Loan (EIDL) advance created, providing grants of up to \$10,000.

\$370B

An additional \$370 billion secured to fund EIDL and PPP loans.



PPE and COVID-19 Efforts

- Provided information and [guidance](#) to help state executives locate personal protective equipment (PPE) donations and Emergency Department (ED) Referral programs.
- Lobbied the Federal Emergency Management Agency (FEMA) to allow dentists to receive 1.5 million KN95 masks in preparation for the reopening of dental offices.
- Secured [interim Centers for Disease Control and Prevention \(CDC\) guidance](#) for protecting dental patients and staff from COVID-19 during emergency and urgent care situations.



Department of Health and Human Services

- Advocated for the Department of Health and Human Services (HHS) to release [CARES Act](#) provider relief funding to dentists. Successfully extended the deadline twice for dentists to apply, educated dentists about the relief payments, and ensured that dentists who received an initial small amount of Medicare payments as well as those who recently had a change in ownership would be able to apply for the same funding as their peers.
- [Highlighted](#) by Seema Verma, administrator of the Centers for Medicare and Medicaid Services, at the White House as being one of the organizations leading the fight against the COVID-19 pandemic.



Paid Sick and Family Medical Leave

- Secured a small business [exemption](#) from the Department of Labor (DOL) to the paid leave and Family and Medical Leave Act (FMLA) provisions of the CARES Act.
- Assisted in obtaining a tax credit for dentists who are providing COVID-19 related leave to their employees.



OTC Drugs

- Pushed for long-sought reform of the Food and Drug Administration's (FDA) 40 year-old system for reviewing and approving applications to sell drugs over-the-counter (OTC), which could provide more opioid alternatives for post-operative pain.
- Lobbied for consumers to now purchase OTC drugs with Health Savings Accounts (HSAs) and Flexible Spending Accounts (FSAs).



General Economic Relief

- Aided in securing coronavirus-related [federal tax rebates](#), which will supply dentists and their employees with emergency cash.
- Secured an employment tax credit to help offset the cost to dentists who retain their employees for the duration of the crisis.
- Worked to [expand unemployment insurance](#) for dental employees who are laid off due to extended office closures.



Additional Efforts

- Requested an [extension for the deadline](#) to install amalgam separators in dental offices from the Environmental Protection Agency.
- Worked to relieve dentists from [paying federal student loans](#) for 6 months, without accumulating interest.
- Helped pass legislation to establish a United States Public Health Service (USPHS) Ready Reserve Corps to backfill vacancies when active duty USPHS officers are called to respond to public health or national emergencies.



Member Engagement

- Engaged more than 150,000 dentists and others connected to dentistry to send nearly 600,000 emails to Capitol Hill during the coronavirus deliberations via two grassroots action alerts.

The Impact

150K More than 150,000 dentists engaged in government outreach.

600K Nearly 600,000 emails sent to Capitol Hill during coronavirus deliberations.

A photograph of two women in a modern dental office. The woman on the left is wearing a white blazer, black pants, and glasses, holding a black folder. The woman on the right is wearing blue scrubs, a blue surgical mask, and blue gloves, also holding the folder. They are standing in a brightly lit hallway with glass walls and a polished floor. The background shows a reflection of the woman on the left in the glass wall.

How *(and Why)*

*TO PREPARE FOR TOUGH
QUESTIONS WHEN
SELLING OR HIRING*

BY DR. SUZANNE EBERT, VP DENTAL
PRACTICE & RELATIONSHIP MANAGEMENT



What kind of impression does your practice make? Whether you're selling or hiring, your success hinges on what potential buyers or hires think about your practice. And that impression often goes beyond the initial curb appeal.

When dentists are looking to join a new practice, whether as an owner or associate, they're wise to look beyond that first impression. In fact, a smart candidate will take the time to dig deeper to see how well the practice runs. After all, the practice could become their professional home!

Think about buying a home. Even if the house is professionally landscaped and freshly painted, you're going to look at the details and ask questions. In fact, you probably hire a professional to help you investigate all the house's systems. How old is the furnace? Does the roof have any signs of damage? Are there hints of foundation problems? You ask all these questions to ensure that the home you're about to invest in will be right for you – comfortable and secure, with no messy surprises.

Someone joining a practice should do the same thing. By investigating how well the practice runs, they can ensure that the practice they're investing their time and/or money in will be right for them – comfortable and secure, with no messy surprises.

GREAT CANDIDATES ASK TOUGH QUESTIONS

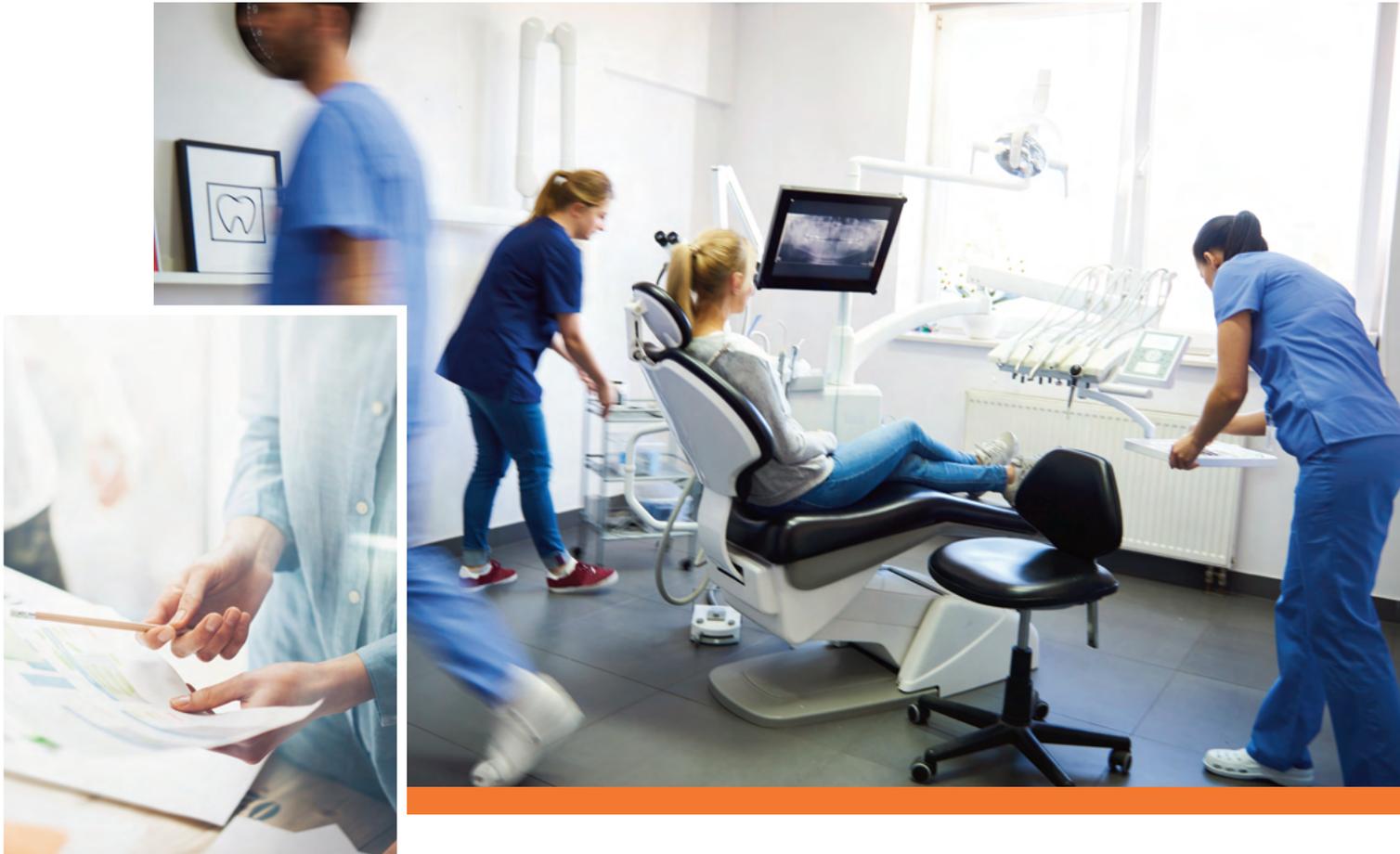
If someone asks tough questions, don't be offended or put off. Rather, realize that the candidate is trying to ensure that the practice is right for them – and that they share your vision of success. If they take the job and discover that outdated collections policies delay their payments by months, they will not be happy. Nor do they want to discover that they have a different vision of how the dental team should work together.

A candidate who asks tough questions or wants to see the details is typically more invested in the practice's success than one who accepts things at face value. By doing their due diligence, the candidate is ensuring that they can succeed in the practice – and contribute to the practice's overall success.

So if you're preparing to sell or hire, pay attention to the details and be prepared to answer candidates' questions. Better yet, use the examples below to showcase how great your practice really is! Doing so can infuse a candidate with the confidence they need to accept your offer.

DOCUMENT STRONG POLICIES TO INDICATE THAT THE PRACTICE IS WELL RUN

While a potential buyer will absolutely ask about the practice's collections policies, smart associates will too. After all, they want to know how they will get paid. Make sure your policies are clearly documented. As an owner, you should ask yourself:



- When was the last time I reviewed the collections policies? Do they account for all our current payers? If there are high rates of rejection, consider making changes.

- Which plans are accepted? When did I last review this?

- When did I last update the fee schedules? (Check out the ADA's Survey of Dental Fees, free to members.)

Take some time to review all your policies. Work with your business manager, CPA, or other team members to make any necessary updates. An owner who can show current, thoughtful policies is more likely to be taken seriously by potential buyers and associates.

DEFINE TEAM MEMBERS' ROLES AND INTERACTIONS

Even tiny practices need a basic employee manual that spells out each team member's responsibilities. After all, roles can vary between practices. In one practice, dental assistants may provide the doctor with four-handed assistance from start to finish, while in others they may place and polish restorations themselves.

Incoming dentists may be used to dental assistants performing all the functions allowed by their state's dental practice act, and be surprised if they don't. Remember, the way the staff perform their jobs greatly affects day-to-day work for the dentist. A disconnect could lead to frustration.

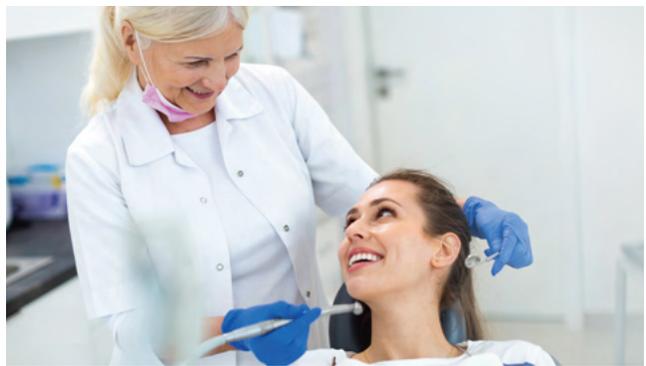
Need help creating or updating an employee manual? See the ADA Practical Guide to Creating and Updating an Employee Policy Manual.

CREATE A PLAN FOR EXPANSION OR TRANSITION

Have you thought through how the new dentist will be incorporated into your practice? Having a plan – and talking about it during the interview process – can make or break a successful transition. Again, an incoming dentist wants to know that they will be set up to succeed when they join your practice.

Ideally, you should think through these points before you begin your search. But it's never too late. Develop a plan that answers these questions:

“INVOLVE YOUR CURRENT STAFF IN YOUR PLAN.”



- How will they get patients? Will you re-allocate existing patients, or will they need to recruit? If the latter, will you support that effort with marketing or other resources?
- What will their production targets be? Consider setting a schedule to review and adjust these targets as needed, perhaps after three or six months.
- Which operatories will the new dentist work from? Will they have designated staff?

Involve your current staff in your plan. Make sure they understand that they are crucial to the practice's success. Their cooperation can help the new dentist start strong. Clearly articulate how you intend to allocate treatments. Ensure that they know why you are hiring this particular person so they can share that confidence with patients.

Our What Went Wrong: The Practice Wasn't Ready for an Associate post details more ways that you can prepare your practice for a new dentist.

PREPARE FOR A SUCCESSFUL TRANSITION

Whether you're selling or hiring, it's worth investing some time to put your practice in the best light possible. Try to envision your practice as a new dentist and be honest with yourself: Are things organized? Does the practice run smoothly? What policy or process changes might improve the practice's overall success? Your long-standing team may also have valuable suggestions!

Then, as you approach your transition, create your free ADA Practice Transitions profile. We recently expanded our dentist matching platform to serve dentists nationwide and can help you find the right dentist for your practice. And when you sign up, you gain access to an ADA Advisor who can guide you through every step, from reviewing your profile to helping you and the new dentist find a rhythm, well after they join your practice.

This article originally appeared October 13, 2020 in the ADAPT blog. ADA Practice Transitions (ADAPT) matches you with the right dentist or practice; whether you are looking to sell your practice, hire an associate, buy a dental practice or find a job. Visit ADAPracticeTransitions.com.



NEW DENTIST CORNER

Dentist or therapist? In our profession, compassion is an inescapable part of our job

For most of us, the reasons behind becoming dentists are fairly common across the board: we like working with our hands; we like creating beautiful smiles; we wanted to own our own business (for the business owners of the group); and the catch all, we wanted to help people.

For those of us who didn't grow up in a family of dentists (I am assuming growing up with a family member who is in the dental field you heard about these things), little did we know on entering dental school and starting out in practice that this would also entail being a shoulder to cry on.

I have had men cry telling me about their late wives.

Last year I had a patient cry to me because she recently had a haircut that ended up shorter than she was expecting, and when she got home, her husband disliked it so much that he told her "if I had known what you were going to end up looking like, I never would have married you in the first place."

A couple of years ago a patient closed the treatment room door to speak with me privately, and he teared up as he asked me for "just a few Norco."

I have had people cry with happiness when I show them their new smile. I have had numerous patients cry because they couldn't afford the treatment they truly wanted. And of course I have had throngs of patients cry out of pain, shame, and or embarrassment at the condition of their teeth.

I have sent patients condolence cards and flowers when they have lost loved ones. I have heard from staff members who give patients gas money when they didn't have enough to get back home from an appointment. I have gone to see patients in the hospital when they have had to go to be admitted due to out of control dental abscesses.

And even as I sat to write this, I had to pause and see a teenager for a filling ... and noticed cuts up and down her arms and talked to her about her cutting habit, asking if she was getting help from anyone to deal with it.

I have been in practice eight years plus a year of residency, and still, when I see that first glimmer of a tear in a patient's eye there is a part of me that panics a little as I quickly process what the cause of the tears is, and what I can best say to help them.

I never would have thought I would end up being a semblance of a therapist for people. It's very humbling to have grown people cry to you about their pain, whether it be dental in origin or not. It's humbling, and at times terrifying, that I won't say the right thing to help, or worse, that I will say something that worsens the situation.

We are NOT trained for this at all. For those of us who are naturally compassionate, this just wakes up that spirit already in us, but for those of us who aren't, it's a muscle we have to learn to build because it's an inescapable part of our job.



“ I have been in practice eight years plus a year of residency, and still, when I see that first glimmer of a tear in a patient’s eye there is a part of me that panics a little as I quickly process what the cause of the tears is, and what I can best say to help them.

Being a quasi-therapist is an almost a daily occurrence for me, working in a community health center, where we have patients come in pain due to dental neglect. There are days when I feel like I rise to the occasion and become a balm for their tears, and days when I am hurting myself for whatever personal reason and inside I’m thinking “Oh brother... I gotta deal with this again...” and yet I have to put my feelings aside and be that shoulder

to cry on for my patients even though that was not in the job description. We have a spectacular, multi-faceted chosen profession. We get to be all the things we expected to be, and so much more.

Dr. Elizabeth Simpson is a New Dentist Now guest blogger. She grew up in Indianapolis and graduated from Tufts University School of Dental Medicine in 2010. Liz is a general dentist

working full time for two Federally Qualified Health Centers in Anderson and Elwood, Indiana. She is a member of the American Dental Association Institute for Diversity in Leadership program and has started a toothbrushing program at an elementary school in Indianapolis. When she’s not working she enjoys reading, going to the movies, traveling and spending time with her family and friends.

This article originally appeared Sept.15, 2020 in the ADA New Dentist Now blog, newdentistblog.ada.org

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