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Creating the **Vision**

155th Annual Charter Oak Dental Meeting

May 6–8, 2020
Mohegan Sun

CT State Dental Association's
CHARTER OAK DENTAL MEETING

Official Program Guide

Registration opens February 1
csdadentalmeeting.com

Fees increase after April 1.

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Now providing a benefit for A1C testing for Delta Dental of Connecticut *(and New Jersey)* members.**

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Continuing Education Council Chair

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Annual Scientific Session Council Chair

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Exhibits Chair

Welcome!

On behalf of the CSDA Board of Governors, Annual Scientific Session Council members, Continuing Education Council members, and CSDA staff, it is our distinct pleasure to welcome all dental professionals to the Connecticut State Dental Association's 155th Annual Charter Oak Dental Meeting. Being held at Mohegan Sun Resort Casino May 6–8, we will proudly continue our tradition of hosting one of the finest dental meetings in the Northeast.

We have a 3-day packed event—*advance* your knowledge with timely education topics and *connect* with your peers at multiple networking and social events. This world-class meeting was once again developed with the entire dental team in mind and includes 67 courses on a wide range of topics. Expect some tough choices ahead and be sure to use the schedule-at-a-glance to help you plan your itinerary.

Our exhibit hall features over 120 companies. *Discover* products, resources and services along with fun activities on the floor. Check out the "Exhibit Hall Happenings" section for complete details including the closing reception.

After spending your day taking in lots of great, new information, we invite you to join us at our exciting evening parties! Wednesday Opening Night at The Lansdowne: make sure your plans include joining us at this beautiful venue for a relaxing and fun night before the CSDA Annual Meeting goes into full swing. **Thursday Night at Game On:** this impressive 23,000-square-foot space features an interactive restaurant and bar with an eight-lane bowling alley, ping pong tables, shuffle board, billiards, darts, arcade games, and expansive hi-definition viewing screens. **Friday Reception in the Exhibit Hall:** close the event with a bang with refreshments, drawings, and so much more.

As you begin to make your plans, please keep in mind that **early registration is strongly encouraged.** This not only saves you money, but secures your spot in the courses you want to participate in—many of which have a limited number of seats. Our discounted hotel block also tends to fill up so make your reservations early. You'll find complete details on everything you need to know as you turn the pages.

We look forward to seeing you at the meeting!

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or visit our website: www.**periochip**.com

Creating the Vision

May 6–8, 2020 • Mohegan Sun
155th Annual Charter Oak Dental Meeting

Get instant access to information with the CSDA 2020 Mobile App!

- *Browse the meeting agenda*
- *Access and take notes on slides*
- *Play the $250 Cash Dash*
- *Create a personal schedule*
- *Complete course evaluations and our post-meeting survey*
- *Connect with other attendees through the app*
- *Locate Exhibitors on the interactive floor plan*
- *Go paperless with the digital conference bag*
- *View the entire agenda through the schedule at a glance tool*

Make the most of your on-site experience, download the CSDA 2020 Mobile App when it launches at the end of April!

Easy to download instructions will be available on the CSDA website, included in your meeting credentials and available on-site.

General Information

Register by April 1st to take advantage of lower prices!

Online: The best way to secure your spot is by visiting csdadentalmeeting.com.

By mail: Complete the registration form and mail it with payment in full to: ExpoTrac, c/o CSDA, P. O. Box 1280, Woonsocket, RI 02895.

In order to guarantee your spot and avoid higher fees, you are encouraged to register by the early deadline of Wednesday, April 1st. After this date, fees increase and space is more limited. Each year several courses sell out so don't risk missing out!

Cancellation Policy

All requests for registration cancellations/refunds must be made in writing and received no later than Monday, April 20th (a $25 cancellation fee will be applied). After this date, no refunds will be granted.

Tickets and Fees

All courses and events require pre-registration and a ticket for admission. As long as your registration is received by Friday, April 24th, you will receive your badge, tickets, and other pertinent material in advance via regular mail. This will allow you to bypass the registration desk on-site. Be sure to carefully check your packet immediately upon receipt and communicate any discrepancies to ExpoTrac at: 401.766.4142.

Badge/Ticket Replacement Policy

Don't forget to bring your credentials with you when you come to the meeting! Badge and/or ticket replacement will result in a $15 re-printing fee. If tickets to any of the social functions are lost, they will need to be re-purchased at the full ticket price. Fees for re-purchased tickets to any of the social functions are refundable if the original tickets are found/returned to the CSDA within 10 days of the meeting.

Course Codes

We use a course code system to make registration easy. The course code noted with each description and also repeated in the "Schedule-at-a-Glance" is used to make your selections on the registration form or when you are ready to register online. Please note: all courses are lecture format unless stated otherwise in the description (i.e. workshop or hands-on).

Recommended Audience Codes

As you flip through the program guide, you'll see that each course includes a "recommended audience" notation. Here are the codes to help you make choices that are best suited for you:

D = Dentists/Dental Students
A = Assistants
L = Lab Technicians
H = Hygienists
O = Office Staff
ALL = All attendees

Course Handouts

Handout materials that correspond with 2020 annual meeting courses will be available as downloads. You will receive instructions on how and when you can begin to access 2020 annual meeting handouts in your registration confirmation email and in your registration packet. If you wish to have them with you on-site, be sure to print them and bring them with you or eliminate the need for paper and simply access them via the mobile app during the meeting!

Course Locations

Attendee programs will be available on-site at the information kiosks indicating meeting room locations and times and each room will have the appropriate signage just outside the entryways. This information will also be available within the mobile app!

Continuing Education Credits

CE credit hours are noted with each course description throughout this booklet. To obtain proof of attendance, you must write the verification code given out at the end of the course on your ticket and turn it in to a course moderator as you exit. Please be advised that course codes will not be given out at any other time.

CE Certificates

Within 30 days of the meeting, your CE certificate will be accessible online via the CSDA Annual Meeting website. Simply enter your last name and zip code in the appropriate fields. This allows you to have immediate and ongoing access to your CSDA Annual Meeting CE record!

Registration Desk Hours

Wednesday, May 6th	12:00 pm–7:00 pm
Thursday, May 7th	7:00 am–5:00 pm
Friday, May 8th	7:00 am–3:00 pm

Exhibit Hall Hours

Thursday, May 7th	8:30 am–5:30 pm
Friday, May 8th	8:30 am–5:30 pm

Free Exhibits Only Pass

A special "exhibits only" pass will be available to CSDA member dentists and their staff on Friday, May 8th, to access the exhibit hall. There will be approximately 120 exhibitors showcasing products and services designed to enhance both your professional and personal life. Many of them offer "show-only" specials allowing you to take advantage of additional savings on top of the convenience of a "one-stop shopping" experience! No pre-registrations are necessary. Please go to the on-site registration desk to take advantage of this special offer.

Hotel Accommodations at Mohegan Sun

Room Rate	$169.00 (plus tax)*
Group Code	"CSDA20"
Deadline	Tuesday, April 14, 2020
Check-in time	4:00 pm
Check-out time	11:00 am

*Mohegan Sun has kindly waived the facility fee for our group which includes access to the fitness center and pool, in-room hard wired internet access and in-room bottled water and coffee/tea.

You can either make your reservations by phone by calling 1.866.708.1340 and mentioning the group code noted above or online at csdadentalmeeting.com. A one-night deposit will be required to secure your reservation.

Badge Policy

Anyone inside the Sky Convention Center on Thursday, May 7th, and Friday, May 8th, must be wearing a CSDA 2020 Annual Meeting name badge.

Questions?

For questions regarding your registration, contact ExpoTrac directly at 401.766.4142. For general inquiries, contact the CSDA Central Office at 860.378.1800.

ADA C·E·R·P® | Continuing Education Recognition Program

The CSDA is proud to be a recognized ADA CERP provider

The CSDA is proud to be a recognized ADA CERP 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. The CSDA's Continuing Education programs are also accepted by the Academy of General Dentistry (AGD) for Fellowship and Mastership credit. The current term for both is 11/1/19 through 12/31/23.

CSDA Disclaimer

The Connecticut State Dental Association and its Annual Meeting and Continuing Education Councils make every effort to present high caliber speakers in their respective areas of expertise. The presentations of the speakers in no way imply endorsement of any product, technique or service discussed during these courses. The CSDA, the Continuing Education Council and the Annual Meeting Council specifically disclaim responsibility for any material presented. All courses are offered as information only.

Photography/Video Policy

The Connecticut State Dental Association (CSDA) reserves the right to use any photograph/video taken at any courses or events during the 155th Annual Charter Oak Dental Meeting without the expressed written permission of those included within the photograph/video. The CSDA may use the photograph/video in publications or other media material produced including but not limited to: brochures, invitations, postcards, websites, etc.

*Be sure to **download the CSDA 2020 mobile app** before the meeting! See page 5 for more information.*

Schedule At-A-Glance

Some titles are shortened due to space limitations.

Course titles marked with an asterisk (*) signify that they satisfy a mandatory CE topic for CT dental professionals.
Note For Dentists Only: Non-ADA Members must pay an additional $20 for each course selection.

Wednesday, May 6

TIME	SPEAKER(S)	COURSE/EVENT NAME	CODE	PRICE
5:00 pm–7:30 pm	Joseph Garzi	The Dark Web and Cybersecurity: How to Keep You and Your Practice Safe*	W1JG	$50
5:00 pm–8:00 pm	Nancy Dewhirst, RDH	Infection Control Workshop: What Works*	W1ND	$95
5:00 pm–8:00 pm	Doug LoPresti, NREMT Colleen Atkinson, NREMT	American Heart Association Heartsaver® CPR/AED*	W1CPR	$95
5:00 pm–8:00 pm	Timothy Donley, DDS, MSD	How to Keep Implants Off the Failure List: The Latest in Prevention and Treatment of Peri-implant Disease	W1TD	$60
5:30 pm–7:30 pm	Jean Fallago, JD	Practice Transition Options, Practice Values and Legal Issues	W1JF	$50
5:30 pm–7:30 pm	David Miller, Stefan Green	Buying or Starting Your First Dental Practice	W1MW	$50
6:00 pm–7:30 pm	Michelle DeBarge, JD Michael Menapace, JD	Privacy and Security Considerations for Dental Practices*	W1DM	$30
8:00 pm–10:00 pm	N/A	Opening Night Party at Lansdowne Irish Pub	None	$25

Thursday, May 7

ONE HOUR CE

TIME	SPEAKER(S)	COURSE/EVENT NAME	CODE	PRICE
9:00 am–10:00 am	Michael Johnson, DMD	Safety Culture in Dentistry: Review of Medical Emergencies in the Dental Office*	MAND1	$30
10:30 am–11:30 am	Raymond Dionne, PhD, DDS Sharon Gordon, DDS	The Public Health Imperative for Analgesic Prescribing to Minimize Opioid Misuse or Substance Abuse*	MAND2	$30
1:00 pm–2:00 pm	Yumi Panui, LCSW, CSAC	Military Behavioral Health–Supporting Care*	MAND3	$30
2:30 pm–3:30 pm	Nancy Dewhirst, RDH	Infection Control: Be Safe, Be Quick*	MAND4	$30
4:00 pm–5:00 pm	Joelle Murchison	Getting to the Root: Understanding Our Differences, Examining Our Biases and Embracing Our Strengths*	MAND5	$30
8:30 am–11:30 am	Shannon Nanne, RDH	The Oral Cancer Exam: How Confident Are You in Your Technique?	T2SN	$60
8:30 am–11:30 am	Tracy Civick	Uncover Five Powerful Strategies to Keep Patients for Life	T2TC1	$60
8:30 am–11:30 am	Debra Engelhardt-Nash	Speaking Financially	T2DN1	$60
8:30 am–11:30 am	Brandon Collier, JD	Aggressive Tax Savings Strategies for the Savvy Dentist	T2BC1	$60
9:00 am–12:00 pm	Timothy Donley, DDS, MSD	Marketing the New Message of Dentistry	T2TD1	$60
9:00 am–12:00 pm	Mary Govoni, CDA, RDH	Creating a Culture of Safety in Dental Practice*	T2MG1	$60
9:00 am–12:00 pm	Nancy Dewhirst, RDH	Annual OSHA Training and Update: A Roadmap to Safety*	T2ND	$20
9:00 am–12:00 pm	Doug LoPresti, NREMT Colleen Atkinson, NREMT	Basic Life Support BLS®/CPR*	T2CPR	$95
9:00 am–12:00 pm	Michael Ragan, DMD, JD	Patient Safety and Risk Management*	T2MR	$60
9:00 am–12:00 pm	Joanne Block Rief, DDS	Nine Steps to Creating a Thriving and Profitable Dental Practice	T2JR1	$60
9:00 am–12:00 pm	Gary DiSanto-Rose, DMD Rob LaRosa, DDS	Minor Tooth Movement: Skills to Enhance Your Dentistry (Hands-on Workshop)	T2DL1	$95
9:00 am–12:00 pm	Wiggin and Dana Attorneys	Avoiding the Trifecta of Liability: Malpractice, HIPAA and Medicaid Audits*	T2WD	$60
9:00 am–12:00 pm	Michael Sonick, DMD	Remember We Can Still Save Teeth	T2MS1	$60
1:30 pm–4:30 pm	Michael Johnson, DMD	Diagnosis and Management of Medical Emergencies in the Dental Office*	T2MJ	$60
1:30 pm–4:30 pm	Debra Engelhardt-Nash	Perfecting the Art of Customer Service in the Dental Practice	T2DN2	$60
1:30 pm–4:30 pm	Tracy Civick	How to Get Patients to Say “YES” Without Being Held Hostage by Insurance	T2TC2	$60
1:30 pm–4:30 pm	Brandon Collier, JD	The Secrets to Becoming Wealthy Through Annual Saving and Sane Investing	T2BC2	$60
1:30 pm–4:30 pm	Michael Sonick, DMD	Implant Treatment in the Esthetic Zone	T2MS2	$60

Thursday, May 7 *continued*

TIME	SPEAKER(S)	COURSE/EVENT NAME	CODE	PRICE
1:30 pm–4:30 pm	Ellen Gambardella, CDA	Work Smarter, Not Harder: Be Safe, Not Sorry	T2EG	$60
2:00 pm–4:30 pm	Lee Albert	Pain Relief for the Dental Professional	T2LA	$50
2:00 pm–5:00 pm	Timothy Donley, DDS, MSD	Nutrition, Lifestyle and Perio: Real World Strategies to Reduce Inflammation	T2TD2	$60
2:00 pm–5:00 pm	Gary DiSanto-Rose, DMD Rob LaRosa, DDS	Minor Tooth Movement: Skills to Enhance Your Dentistry (Hands-on Workshop)	T2DL2	$95
2:00 pm–5:00 pm	Joanne Block Rief, DDS	Outside the Box Dental Marketing	T2JR2	$60
2:00 pm–5:00 pm	Mary Govoni, CDA, RDH	Maximizing Dental Practice Efficiency from the Front Desk to the Back Door	T2MG2	$60
2:00 pm–5:00 pm	Penny Reed	Improve Your Systems: Dental Metrics and the *Wizard of Oz*	T2PR	$60
6:30 pm–10:30 pm	N/A	"Game On!" Thursday Night Party	None	$55

Friday, May 8

TIME	SPEAKER(S)	COURSE/EVENT NAME	CODE	PRICE
8:00 am–12:00 pm	Sam Simos, DDS	The Indirect Restorative Solution: A Preparation to Final Seat Strategic Guideline	F3SS1	$60
8:30 am–11:30 am	Kathy Langlais, RDH	Vaping: Seeking Truth, Exposing Fiction	F3KL	$60
8:30 am–11:30 am	Ellen Gambardella, CDA	The Wow Factor: Tips and Tricks Every Auxiliary Must Know	F3EG	$60
8:30 am–11:30 am	Irene Iancu, RDH, CTDP	Making White Spot Lesions a Thing of the Past	F3II1	$60
8:30 am–11:30 am	Ann-Marie DePalma, CDA, RDH	Taking Dental Hygiene to the Next Level	F3AD1	$60
8:30 am–11:30 am	Mary Govoni, CDA, RDH	Dental Assistants: Become a Superstar on Your Team	F3MG1	$60
8:30 am–11:30 am	Tracy Civick	The Secret to Creating a High Performing Dental Team	F3TC	$60
8:30 am–11:30 am	Penny Reed	Build Your Culture: The Power of Culture in Your Practice	F3PR1	$60
9:00 am–10:00 am	Joelle Murchison	Getting to the Root: Understanding Our Differences, Examining Our Biases and Embracing Our Strengths*	MAND6	$30
9:00 am–11:30 am	Lee Albert	Pain Relief for the Dental Professional	F3LA	$50
9:00 am–12:00 pm	Nancy Dewhirst, RDH	Annual OSHA Training and Update: A Roadmap to Safety*	F3ND1	$20
9:00 am–12:00 pm	Christine O'Hea, DMD	Clear Aligner Therapy for the General Practitioner	F3CO	$60
9:00 am–12:00 pm	Jack Griffin, DMD	Cementation Sanity: Eliminating Most of the Confusion and Problems with Indirect Restoration Placement	F3JG1	$60
9:00 am–12:00 pm	Debra Engelhardt-Nash	Increasing Treatment Acceptance and Getting Paid	F3DE	$60
1:00 pm–4:00 pm	Irene Iancu, RDH, CTDP	Save Someone's Life with an Extraoral Examination	F3II2	$60
1:00 pm–4:00 pm	Damon Jenkins, DMD	Digital Dentistry...For What?*	F3DJ	$60
1:00 pm–4:00 pm	Philip Silverio, DPT	A Physical Therapy Approach to Managing Temporomandibular Disorders	F3PS	$60
1:00 pm–4:00 pm	Doug LoPresti, NREMT Colleen Atkinson, NREMT	American Heart Association Heartsaver® CPR/AED*	F3CPR	$95
1:00 pm–4:00 pm	Susan Leckowicz, RDH	Freedom from PPOs: Decrease Dependence on PPOs and Increase Patient Experience and Practice Growth	F3SL	$60
1:30 pm–3:30 pm	Panel Speakers	DSO Panel Discussion	F3DSO	$40
1:30 pm–3:30 pm	Carolyn DeRocco	How to Effectively Communicate with Patients Living with Dementia*	F3CD	$40
1:30 pm–4:30 pm	Nancy Dewhirst, RDH	Ergonomics: It's a Balancing Act	F3ND2	$60
1:30 pm–4:30 pm	Ann-Marie DePalma, CDA, RDH	The Technology Checkup: What You Don't Know Can Hurt You and Your Practice	F3AD2	$60
1:30 pm–4:30 pm	Sam Simos, DDS	Materials, Techniques and Technologies for the Exceptional Dental Office	F3SS2	$60
1:30 pm–4:30 pm	Rui Ma, DMD	Maximizing Non-Surgical Periodontal Therapy	F3RM	$60
1:30 pm–4:30 pm	Mary Govoni, CDA, RDH	Conquering the Conflict: Ending the War Between the Front and Back Office	F3MG2	$60
1:30 pm–4:30 pm	Jack Griffin, DMD	Let's Grow Teeth: Excellent Clinical Dentistry Using Bioactive/Regenerative Materials	F3JG2	$60
1:30 pm–4:30 pm	Debra Engelhardt-Nash Penny Reed	Getting Your Team Unstuck: Strategies to Boost Performance and Productivity	F3NR	$60
1:30 pm–4:00 pm	Mary Gambardella, JD	Respect in the Workplace: Anti-Harassment Training	F3MG	$40
3:30 pm–5:30 pm	N/A	Closing Reception in the Exhibit Hall	N/A	FREE!

CT State Dental Association's

CONTINUING EDUCATION

CE Requirements for CT Dental Professionals

Requirements for CT Dentists

Licensed dentists shall earn a minimum of 25 contact hours of qualifying continuing education every two years. Of those 25 CE hours, five hours must be mandatory topics. In the list below, the first two topics are **REQUIRED** every two years. The remaining three hours of mandatory CE can be any of the other topics listed. The remaining 20 hours can be any combination of elective credits offered by an approved provider in areas related to the licensee's practice and reflect the professional needs of the licensee in order to meet the health care needs of the public. Internet-based, online and other distance learning opportunities are acceptable.

MANDATORY TOPICS

Topics marked with a ⭐ are included in this year's Annual Meeting program.

- **REQUIRED:** Infection Control in a Dental Setting ⭐
- **REQUIRED:** Prescribing Controlled Substances and Pain Management ⭐
- Diagnostic Technology ⭐
- Mental Health Conditions Common to Veterans ⭐
- Access to Care
- HIPAA Compliance
- Sexual Assault and Domestic Abuse
- Record Keeping/Risk Management ⭐
- Cultural Competence ⭐
- Medical Emergencies in the Dental Office (including current training in CPR) ⭐

Requirements for CT Hygienists

The State of Connecticut mandates that licensed hygienists earn a minimum of 16 hours of CE credit every two years commencing on the first date of license renewal. For registration periods beginning on and after October 1, 2016, each dental hygienist must complete at least one hour of training or education in "Infection Control in a Dental Setting". **There are two opportunities to fulfill this requirement during the meeting. See the Annual OSHA Training courses with Nancy Dewhirst (one Thursday/one Friday).**

For registration periods beginning on and after October 1, 2017, each dental hygienist must complete at least one hour of training or education in "Cultural Competence". **There are two opportunities to fulfill this requirement during the meeting with Joelle Murchison (one Thursday/one Friday).**

The remaining 14 hours can be any combination of elective credits offered by approved providers. The subject matter for continuing education shall reflect the professional needs of the licensee in order to meet the health care needs of the public. Continuing education activities shall provide significant theoretical or practical content directly related to clinical or scientific aspects of dental hygiene. Not more than four hours of continuing education may be earned through an on-line or other distance learning program.

Requirements for CT Dental Assistants

All dental assistants and expanded function dental assistants are required to successfully complete the Dental Assistant National Board (DANB)'s infection control examination or an infection control competency assessment administered by a dental education program in the state this is accredited by the American Dental Association's Commission on Dental Accreditation.

A dental assistant may receive not more than fifteen months of on-the-job training for purposes of preparing for the DANB infection control examination or infection control competency assessment. Upon successful completion of DANB's infection control examination or the infection control competency assessment, each dental assistant or expanded function dental assistant shall complete not less than one hour of training or education in "Infection Control in a Dental Setting" every two years.

You are encouraged to visit www.ct.gov/dph to access regulations in their entirety.
Please note that due to space limitations, what we have provided here is only partial information.

Wednesday, May 6 Courses

5:00 pm–7:30 pm

The Dark Web and Cybersecurity: How to Keep You and Your Practice Safe*

Joseph Garzi

FEE: $50
CODE: W1JG
2.5 CEUs
Audience: D, O

This course satisfies one hour of mandatory CE

The purpose of this course is to help the attendee get a better understanding of some of the internal and external technology threats that can affect their practice. Information will include the protection of your internal network, how outside influences can affect your practice, education, consistency and awareness. We'll discuss different approaches on how to prevent security breaches as well as understanding the best IT practices.

Learning Objectives

- Learn the elements of cybersecurity
- Review type of threats and how to protect yourself
- Understand how cybersecurity impacts your practice
- Evaluate if your practice is safe
- Expose what is a security breach and how can you avoid it

5:00 pm–8:00 pm

Infection Control Workshop: What Works*

Nancy Dewhirst, RDH

FEE: $95
CODE: W1ND
3 CEUs
Audience: ALL

This course satisfies one hour of mandatory CE

This workshop is limited to 60 people

Bring the whole office safety team!

A variety of infection control products and approaches are presented in this lively and interactive hands-on workshop. Basic disease transmission and infection control are explored while considering current documented knowledge and using products as instructional tools. Common problems and misconceptions will be discussed, along with potential implications and consequences. This program is intended to help participants get maximum effectiveness from their infection control efforts. See (with glow-germs and other activities) how different techniques and products work for you! Each attendee leaves with examples of products so they can apply what they learned.

Learning Objectives

- Understand the application of various infection control principles based on accumulated evidence
- Compare the variety of acceptable product choices and their appropriate applications based on science
- Discuss potential implications of product misuse and common mistakes
- Understand the application of evidence-based infection control principles

If you would like to request an additional copy of this program guide, please reference the PDF version available for download at csdadentalmeeting.com for immediate access, or call the CSDA office at 860.378.1800.

Wednesday, May 6 Courses

5:00 pm–8:00 pm

American Heart Association Heartsaver® CPR/AED*

Doug LoPresti, NREMT, EMSI and Colleen Atkinson, NREMT, EMSI

FEE: $95
CODE: W1CPR
3 CEUs
Audience: ALL

This course satisfies one hour of mandatory CE and is also being offered on Friday morning.

This course is limited to 24 people.

The Heartsaver CPR AED course trains participants to give CPR and use an automated external defibrillator (AED) in a safe, timely, and effective manner for adults, children, and infants.

Learning Objectives

- Understand and describe how high-quality CPR improves survival
- Explain the concepts of the Chain of Survival
- Recognize when someone needs CPR
- Perform high-quality CPR for an adult, child and infant including effective breaths using mouth-to-mouth or a mask for all groups
- Demonstrate how to use an AED for all age groups
- Describe when and how to help a choking victim for all age groups

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5:00 pm–8:00 pm

How to Keep Implants Off the Failure List: The Latest in Prevention and Treatment of Peri-implant Disease

Timothy Donley, DDS, MSD

FEE: $60
CODE: W1TD
3 CEUs
Audience: D

Peri-implant disease is a growing concern. Key differences between the disease process around dental implants compared to natural teeth make adequate maintenance of dental implants an important part of the implant success. Preventing implant bone loss is possible with a carefully designed approach. Come learn what to do before and after implant placement to keep your implants healthy and functioning for the long term.

Learning Objectives

- Understand fully the differences between periodontal and peri-implant diseases
- Learn the most common causes of early implant failure and how to avoid them
- Develop an implant exam designed to increase the chances of success
- Learn the ideal protocol for debriding and maintaining titanium
- Develop an implant maintenance protocol to insure implant health

Be sure to like us on Facebook and follow for news and updates on the conference and different events during the year!
facebook.com/CSDAEducation

5:30 pm–7:30 pm

Practice Transition Options, Practice Values and Legal Issues

Jean Fallago, JD, LLM

FEE: $50
CODE: W1JF
2 CEUs
Audience: D

This seminar will take you through the transition process of preparing your practice for sale, to valuations and finally the sale itself. We will discuss tools to save taxes, how to avoid common legal pitfalls, how to handle your accounts receivables balance, and the best way to transition successfully with staff and patients. Learn about the buyer pool of candidates including DSOs. As attorneys and brokers, we can share with you our wealth of experience and knowledge.

Learning Objectives

- Learn the steps to prepare your practice for a sale
- Explore practice valuations and the key factors involved and buyer pool of candidates including DSOs
- Understand how to avoid legal pitfalls and liability
- Identify how to minimize taxes on the sale
- Review strategies for smooth transition with staff and patients

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5:30 pm–7:30 pm

Buying or Starting Your First Dental Practice: A Step by Step Guide Toward Owning Your First Dental Office

David Miller and Stefan Green

FEE: $50
CODE: W1MW
2 CEUs
Audience: D

Join us in an intimate setting where dentists will have the opportunity to discuss the various aspects of starting or acquiring their first practice. The presentation will cover everything you'll need to know to start your new practice, develop a business plan, acquire an existing practice, run your business successfully, and plan for your future as a dental practice owner. Get all your questions answered in one place. Becoming a practice owner can be the most rewarding experience of your career, both personally and financially. The great news is that owning a practice can happen as early as 12 months out of dental school with the right planning and an experienced team to help you.

Learning Objectives

- Build a business plan to own your first dental practice
- Understand the dental marketplace and how practices are valued
- Avoid first practice "pit-falls" and learn how planning early can lead to a successful practice
- Understand the financials of a dental practice and how to measure success
- Learn the key performance indicators practice owners track on a daily, weekly, and monthly basis

Wednesday, May 6 Courses

6:00 pm–7:30 pm

Privacy and Security Considerations for Dental Practices*

Michelle DeBarge, JD and Michael Menapace, JD

FEE: $30
CODE: W1DM
1.5 CEUs
Audience: ALL

This course satisfies one hour of mandatory CE

The legal and business implications arising from failure to ensure the privacy and security of patient and other information collected and maintained by dental practices can be serious, resulting in regulatory fines, civil liability and reputational harm. In this presentation, lawyers from Wiggin and Dana LLP and an IT security professional will review the latest security threats, the privacy and security regulatory landscape, the current civil litigation environment surrounding security breaches, and recommended steps to address all the above.

Learning Objectives

- Review recent security threats and recommended steps to minimize risk
- Understand relevant legislation, regulatory requirements, case law and risk management themes
- Learn the key legal and practical considerations in responding to a breach
- Discover practical tips for managing overall risks in a cost-effective manner, including insurance options
- Learn about recent enforcement activity

A big THANK YOU to the CSDA volunteers who serve on the Continuing Education and Annual Scientific Session Councils. We couldn't execute the Charter Oak Dental Meeting without them!

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WEDNESDAY, MAY 6

Opening Night!

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DELTA DENTAL

8:00 pm–10:00 pm

Come join us in the Lansdowne Irish Pub for great music, food, connecting with colleagues, and to relax before the conference kicks into full swing.

Your $25 ticket includes appetizers and two drink tickets.

Be sure to reserve your spot when you register!

Thursday, May 7 Courses

These one-hour courses are intended to help CT dentists satisfy mandatory CE in the state of CT but are open to ALL who are interested in the topics or in taking shorter CE courses.

Please be advised: Licensing and CE requirements vary from state to state. Be sure to check with your regulatory agency to confirm qualifying CE activities and requirements. While the CSDA provides a CE Certificate of completion for courses taken during our Charter Oak Dental Meeting, we cannot guarantee their acceptance by your licensing agency.

9:00 am–10:00 am Safety Culture in Dentistry: Review of Medical Emergencies in the Dental Office

Michael Johnson, DMD

FEE: $30 | CODE: MAND1 | 1 CEU | Audience: ALL

We will examine how to create a culture of safety in the dental office setting, including how to perform a thorough review of systems and past medical history. Daily workflow behaviors to help with prevention and early recognition of dental emergencies will be explored including a review of basic life support.

Learning Objectives

- Understand the safety behaviors and workflow needed to ensure a safe environment for patient care in preventing, recognizing and managing basic medical emergencies in the dental office
- Demonstrate and describe how to perform a thorough review of systems and past medical history
- Perform basic life support with team members in the office setting
- Conduct team drills and simulations required to perform basic life support in the office setting

10:30 am–11:30 am The Public Health Imperative for Analgesic Prescribing to Minimize Opioid Misuse or Substance Abuse*

Raymond Dionne, PhD, DDS and Sharon Gordon, DDS

FEE: $30 | CODE: MAND2 | 1 CEU | Audience: ALL

Fear of pain remains one of the major reasons that patients avoid dental care which contributes to greater acute pain when they do finally seek care. The perpetuation of the fear-neglect-pain cycle and decreased preventive care go together. The management of acute pain is primarily limited to aspirin-like drugs (including NSAIDs and acetaminophen) and opioids. Opioids are problematic when given chronically, misused/abused or coupled with other substances, such as acetaminophen and ethanol. We will review the conundrum between the need to treat acute pain while avoiding the toxicity associated with traditional drugs and opioid combinations and provide therapeutic recommendations to prevent pain rather than manage symptom after inflammation has lead to the development of hyperalgesia.

Learning Objectives

- Understand the relationship between fear of pain, avoidance of care and the perpetuation of the cycle (fear-neglect-pain) that perpetuates poor oral health
- Consider that 'an ounce of prevention is better than a pound of rehabilitation' for substance use disorders
- Learn several strategies to minimize opioid abuse that can be implemented readily using medications currently available
- Understand that using a benzodiazepine to alleviate perioperative anxiety can be safe and effective for alleviating anxiety to foster oral health

1:00 pm–2:00 pm
Military Behavioral Health—Supporting Care*
Yumi Panui, LCSW, CSAC

FEE: $30 | CODE: MAND3 | 1 CEU | Audience: ALL

This presentation offers increased awareness and a general overview of military behavioral health, including types of mental health issues faced by our military and veteran populations, types of support systems that exist, and the barriers for care. There will be some discussion on the variations of active duty, reserves, national guard, and veteran statuses and how the different statuses can impact behavioral health service delivery and access to care.

Learning Objectives
- Recognize common mental health challenges in our military and veteran populations
- Discuss current evidence-based modalities utilized with our military and veteran populations
- Examine the types of services available to support service members, veterans, and their families
- Recognize the similarities and differences of the active duty, reserve, national guard, and veteran statuses and how it can impact mental health care
- Consider military and overarching barriers to care, along with ways to improve service delivery for greater numbers of military and veterans seeking support

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2:30 pm–3:30 pm
Infection Control: Be Safe—Be Quick*
Nancy Dewhirst, RDH

FEE: $30 | CODE: MAND4 | 1 CEU | Audience: ALL

Create a culture of safety in your office, without creating a culture of slow! When time and cost impact your infection control decisions, personal safety for clinicians and patients should not be compromised. This course explores time and cost-efficient infection control options.

Learning Objectives
- Learn strategies and techniques to maximize your clinical safety in the most effortless and time-efficient ways
- Compare the effectiveness of various safety strategies
- Learn the most common mistakes we make that put us and our patients at risk

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4:00 pm–5:00 pm
Getting to the Root: Understanding Our Differences, Examining Our Biases and Embracing Our Strengths*
Joelle Murchison

FEE: $30 | CODE: MAND5 | 1 CEU | Audience: ALL
This course is also being offered Friday morning.

Human beings are predisposed to bias. Many are unconscious which means they might show up in the workplace, when we least expect it. The challenge that exists is that when our biases show up, they can influence our decision making and impact our relationships with colleagues, staff and patients. This session will provide an opportunity to define and examine our biases, how they might impact our ability to be successful and effective in our workplace interactions as well as suggestions for eradicating them. Participants will learn how to watch out for blind spots and avoid bad decisions and cultural mishaps that could cause us to miss out on coveted opportunities for business, growth, and engagement.

Learning Objectives
- Examine our own biases
- Take steps to unlearn behaviors that impact our ability to interact with others
- Develop an action plan for future learning and engagement

For more information about the CE courses offered by the CSDA, please visit us at CSDA.com.

Thursday, May 7 Courses

8:30 am–11:30 am

The Oral Cancer Exam: How Confident Are You in Your Technique?

Shannon Nanne, RDH

FEE: $60
CODE: T2SN
3CEUs
Audience: ALL

As a cancer survivor myself, goals to save a life have become a reality. Your oral cancer screening should identify cancer early while there is a greater chance for cure. Many people have abnormal sores in their mouths with the great majority being noncancerous, making our screening techniques even more important. Any person with a history of tobacco and alcohol use or prior head and neck malignancy has a significant risk of developing an oral, head and neck cancer. The research on e-cigarettes will be highlighted here and you will gain confidence in screening the oral cavity, lips, buccal mucosa, tongue, floor of the mouth, hard and soft palate, oropharynx, tonsils, posterior pharyngeal wall, base of tongue, neck, face, eyes, nose, ears, hypopharynx, and larynx.

Learning Objectives

- List causes of oral cancer and discuss common sites for oral cancer
- Understand additional tests for oral cancer screening and be able to utilize adjunctive devices for oral cancer screenings
- Complete a hands-on screening for oral cancer and become an expert on brush cytology and toluidine-blue staining
- Discuss products for mucositis and xerostomia post cancer therapies to help improve the quality of lives for your patients
- Explain the difference between chemiluminescence (reflective tissue fluorescence) and autofluorescence (narrow-emission tissue fluorescence)

8:30 am–11:30 am

Uncover Five Powerful Strategies to Keep Patients for Life

Tracy Civick

FEE: $60
CODE: T2TC1
3 CEUs
Audience: ALL

Would you like a patient-base filled with people that stay, pay, and refer? If so, join us for this information-packed presentation where participants will learn how to implement 5 powerful strategies for building a loyal patient base. In addition to being a crucial aspect of a healthy practice, returning patients are more likely than new patients to write a positive review, refer another patient, pay their out-of-pocket cost, and accept treatment.

Learning Objectives

- Define what it takes to ensure you are effectively communicating with patients
- Establish protocols to ensure every patient's visit begins and ends with a bang
- Identify behaviors that elevate trust and respect
- Recognize how and when to "Pass the Trust"
- Define the exact steps necessary to ensure every patient is a patient for life

8:30 am–11:30 am

Speaking Financially

Debra Engelhardt-Nash

FEE: $60
CODE: T2DN1
3 CEUs
Audience: ALL

According to experts, more treatment is lost during financial arrangement discussions than any other place in the office. In a perfect world, all patients coming into your practice would choose your preferred comprehensive treatment plan and have the financial resources that allow them to choose that option 100% of the time. It sounds so simple. But is it? The finesse of financial communication is critical–knowing how to discuss treatment and financial options, knowing what is possible for the practice and the patient and knowing when it is in the best interest of the patient (and the practice) to not proceed with care. This program will cover these scenarios and others and illustrate how to work through them employing thoughtful and thorough methods.

Learning Objectives

- Establish financial protocols
- Gain confidence in discussing treatment fees
- Learn the importance of cross training the team to discuss patient treatment care and finances

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8:30 am–11:30 am

Aggressive Tax Savings Strategies for the Savvy Dentist

Brandon Collier, JD

FEE: $60
CODE: T2BC1
3 CEUs
Audience: D

This seminar will help you understand a basic (but profitable) approach to taxes. The steps include: (1) The crucial importance of reporting every dollar of income; (2) Claiming all business deductions to which the doctor is entitled, including many that tend to be overlooked or not claimed to the extent they should (i.e. autos, travel, meals and entertainment, home office, and family members on the payroll); and (3) Knowing that audits are part of the game—but rare. Emphasis will also be put on the biggest (legitimate) tax shelter going - qualified retirement plans. We will review which plan (or plans) make sense at different career stages, as well as the interplay between practice plans and Roth and traditional IRAs.

Learning Objectives

- Describe and implement an “aggressive but legal” approach to paying taxes and claiming permitted tax deductions
- Understand why it’s the client’s risk tolerance (not the CPAs) that determines what gets reported on the tax return
- Demonstrate which type of IRA and/or qualified retirement is the best fit for the doctor looking to save for retirement in a tax-savvy way

Thursday, May 7 Courses

9:00 am–12:00 pm

FEE: $60
CODE: T2TD1
3 CEUs
Audience: ALL

Marketing the New Message of Dentistry

Timothy Donley, DDS, MSD

Established links between oral and systemic diseases mean that everyone on the dental team can play a vital role in helping patients improve their oral and overall health. Co-managing the patients we have in common with medicine is the new standard of care. This course presents the science, the medical knowledge and the communication skills necessary to better manage your patients' oral and overall health. This is a fast-paced, learn-it-today-use-it-tomorrow seminar, which is supplemented with practice management materials making managing patient's oral and overall information easy and efficient. This course is designed for the entire dental team.

Learning Objectives

- Understand fully the inflammatory link between oral and overall health
- Learn an efficient diagnostic system for identifying patients with systemic health concerns
- Master the medicine knowledge necessary to collaborate with medical colleagues
- Develop a practice management protocol to use the oral/systemic link to increase case acceptance and referrals

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9:00 am–12:00 pm

FEE: $60
CODE: T2MG1
3CEUs
Audience: ALL

This course satisfies one hour of mandatory CE in CT

Creating a Culture of Safety in Dental Practice*

Mary Govoni, CDA, RDH

We frequently see examples in mainstream media of infection control breaches occurring around the country. These breaches can result in serious health consequences for patients. In addition, the dental profession and individual dental practices suffer from decreased trust and credibility with patient safety during dental treatment. This course focuses on defining the "culture" of a dental practice to include an emphasis on safety and infection prevention. Participants will learn techniques to get the entire team on board with providing safe and high-quality care to patients.

Learning Objectives

- Define the practice culture in terms of the beliefs and behaviors of the team
- Identify the purpose, philosophy and priorities that strengthen the practice's emphasis on safety
- Develop strategies for making safety protocols an integral part of the practice's daily activities

Follow the CSDA on Instagram for updates and stories on our events and activities throughout the year!

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9:00 am–12:00 pm

Annual OSHA Training and Update: A Roadmap to Safety*

Nancy Dewhirst, RDH

FEE: $20
CODE: T2ND
3 CEUs
Audience: ALL

This course satisfies one hour of mandatory CE in CT

This Course fulfills the requirement for annual OSHA training and is also being offered Friday morning.

Bring the whole office safety team!

Managing all aspects of your office's safety can be confusing. This class focuses your efforts on what you need for your written OSHA program, with an emphasis on managing today's infection control challenges. The course reviews and updates the OSHA-required training topics for ordinary and extraordinary situations, including general safety issues; such as physical and chemical risks, infectious disease transmission and control, hazard communication and waste. Attendees learn ways to improve the effectiveness of Standard Precautions including dental waterline management, while adjusting for higher risks such as aerosol transmitted diseases (ATD's). Handouts and references are provided.

Learning Objectives

- Update knowledge of important disease risks and Post Exposure Prophylaxis (PEP)
- Analyze Standard Precautions and their limitations
- Prepare to implement Respiratory Hygiene / Cough Etiquette and aerosol transmitted disease (ATD) screening
- Discuss challenges of sharps and waste management and improve effectiveness of environmental asepsis
- Maximize instrument reprocessing and dental waterline management efforts

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9:00 am–12:00 pm

Basic Life Support BLS®/CPR*

Doug LoPresti, NREMT and Colleen Atkinson, NREMT

FEE: $95
CODE: T2CPR
3 CEUs
Audience: ALL

This course satisfies one hour of mandatory CE in CT

This course is limited to 24 people

The BLS Provider Refresher Course focuses on what rescuers need to know to perform high-quality CPR in a wide variety of settings, including how to respond to choking emergencies.

Learning Objectives

- Recognize the signs of someone needing CPR and perform high-quality CPR for adults, children and infants
- Understand the importance of early defibrillation and use of an AED
- Demonstrate the technique for relief of foreign-body airway obstructions (choking) in adults, children and infants
- Demonstrate the use of a barrier device to provide effective ventilations
- Understand the importance of teams in multi-rescuer resuscitation and performing as an effective team member during multi-rescuer CPR

Thursday, May 7 Courses

9:00 am–12:00 pm

Patient Safety and Risk Management*

Michael Ragan, DMD, JD

FEE: $60
CODE: T2MR
3 CEUs
Audience: ALL

This course satisfies one hour of mandatory CE in CT

Earn a 10% credit on your Fortress Insurance policy for three years by taking this course.

In this course, closed dental malpractice claims will be analyzed to identify how and when dentists and their staff can implement risk management and ethical principles to enhance patient safety and reduce untoward outcomes. Topics include extractions and implants, failure to diagnose, nerve injury, and patient selection and management considerations. There are no prerequisites.

Learning Objectives

- Apply clinical risk management strategies to improve patient safety, mitigate associated risk factors, and reduce untoward outcomes and malpractice claims
- Implement strategies to help prevent failure to diagnose allegations
- Recognize the potential effect technology and applied risk management can have on mitigating and managing nerve injury

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9:00 am–12:00 pm

Nine Steps to Creating a Thriving and Profitable Dental Practice

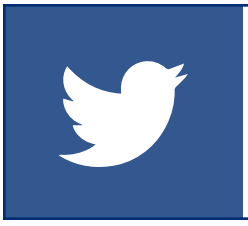
Joanne Block Rief, DDS

FEE: $60
CODE: T2JR1
3 CEUs
Audience: D, H, A, O

In this course we will discuss proven techniques for increasing your practice's profitability by: (1) developing a vision and philosophy to reach practice goals; (2) implementing marketing strategies to attract and retain patients; (3) using dental insurance and a membership plan to benefit both your patients and your practice; (4) creating and maintaining an effective recall system; (5) reviewing efficient doctor and hygiene scheduling; (6) treatment planning to ensure great case acceptance; (7) learning how to manage accounts receivable and ensure timely collection; and (8) building a winning team.

Learning Objectives

- Write and implement short and long-term goals
- Build a dental team that shares the doctor's vision and philosophy
- Keep the hygiene and doctor's schedules full and profitable
- Perform daily, weekly and monthly tasks to ensure the practice runs efficiently
- Collect all payments at the time of service so that the office AR is minimal



Follow us on Twitter for news and information on all of our events and course offerings throughout the year!
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9:00 am–12:00 pm

Minor Tooth Movement: Skills to Enhance Your Dentistry (Hands-on Workshop)

Gary DiSanto-Rose, DMD and Robert LaRosa, DDS

FEE: $95
CODE: T2DL1
3 CEUs
Audience: D

This workshop is limited to 30 people

This course is also being offered Thursday afternoon.

Please bring loops and a straight hemostat if you have them. These will be helpful, but not mandatory.

The purpose of this course is to give general and pediatric dentists the basic understanding of how minor tooth movement can enhance their dentistry. Rudimentary orthodontic principles will be discussed and then applied to patient treatment. Attendees will place orthodontic brackets and wires on the maxillary anterior teeth on a stone model, simulating step by step procedures necessary to successfully erupt a fractured or decayed tooth which involves the loss of tooth structure down to the crestal bone. Attendees will also learn how to do minor tooth movements with clear aligners, how to do pre-prosthetic tooth movement for implant placement, and how to utilize orthodontic stabilization for the treatment of avulsed teeth.

Learning Objectives

- Understand how to use an orthodontic forced eruption technique to achieve a restorable tooth or increase available bone for an implant site
- Learn to place brackets and wires to do a forced eruption technique on a fractured Mx. anterior tooth, and know the purpose for and how to do a supracrustal fiberotomy
- Discover how to use clear aligners to move roots for implant placement, and how to treat a traumatic dental injury using orthodontic wire stabilization
- Learn to adjust a model and utilize thermo-elastic pliers with clear aligners to achieve minor tooth movement for a patient
- Understand the importance and application of orthodontic anchorage, wire selection, and bracket systems

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9:00 am–12:00 pm

Avoiding the Trifecta of Liability: Malpractice, HIPAA, and Medicaid Audits*

Michelle DeBarge, JD; Jody Erdfarb, JD; Kevin Budge, JD; and Erika Amarante

FEE: $60
CODE: T2WD
3 CEUs
Audience: ALL

This course satisfies one hour of mandatory CE in CT

Dentists face risks from a number of fronts. In this presentation, attorneys from Wiggin and Dana LLP will provide tips on avoiding liability from malpractice lawsuits, HIPAA noncompliance, and Medicaid audits.

Learning Objectives

- Hear about recent trends in medical malpractice verdicts and settlements, including relevant legislation, case law and risk management themes
- Discover tips for responding to a claim letter, lawsuit or subpoena
- Learn when HIPAA is applicable, what HIPAA requires, and hear about recent HIPAA enforcement activity and how providers can mitigate HIPAA liability
- Understand the Medicaid audit process, recent audit findings, and tips for survival

9:00 am–12:00 pm

Remember We Can Still Save Teeth

Michael Sonick, DMD

FEE: $60
CODE: T2MS1
3 CEUs
Audience: D

The advent of modern implant dentistry with success rates in the high 90th percentile has resulted in a paradigm shift in dentistry. Tried and true techniques for saving teeth are often forgotten, deemed passé, or have never been learned. The algorithm of when to save periodontally and restoratively involved teeth or to extract and place a dental implant is still evolving. An attempt to make sense out of the multiplicity of treatment planning options will be explored.

Learning Objectives

- Understand when should or could a tooth be saved
- Compare the success of saving teeth versus placing dental implants
- Review treatment modalities for predictably maintaining teeth

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1:30 pm–4:30 pm

Safety Culture in Dentistry: Diagnosis and Management of Medical Emergencies in the Dental Office*

Michael Johnson, DMD, FACS

FEE: $60
CODE: T2MJ
3 CEUs
Audience: ALL

This course satisfies one hour of mandatory CE in CT

This course provides a comprehensive assessment of medical emergencies that dental providers may encounter in the office setting. Creating a culture of safety, including safety behaviors, work flow, office simulations and recommended emergency equipment is explored. Additionally, diagnosis and management of various medical emergencies (i.e. respiratory and cardiac arrest, hypertensive and hypotensive crisis, allergic reaction, fainting, seizure, stroke, etc.) will be reviewed.

Learning Objectives

- Understand the safety behaviors and workflow needed to ensure a safe environment for patient care including preventing, recognizing and managing basic medical emergencies in the dental office
- List the recommended emergency equipment and conduct office simulations with team member roles and tasks during an emergency
- Describe and understand the diagnosis and management of various medical emergencies

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1:30 pm–4:30 pm

All In—The Art of Customer Service: Perfecting the Art of Customer Service in the Dental Practice

Debra Engelhardt-Nash

FEE: $60
CODE: T2DN2
3 CEUs
Audience: ALL

Enrich patient relationships to increase retention, loyalty and treatment acceptance with exceptional customer service skills in the dental office. This program offers practical and proven strategies to enhance customer service skills and increase team effectiveness and patient productivity. From phone call to re-care, learn what it takes to set your practice apart. All team members will learn how to make an impact while increasing patient satisfaction. Internal protocols and practice development ideas will be covered.

Learning Objectives

- Learn tips to turn initial phone calls into an extraordinary customer service experience
- Review chairside assistant customer service skills, such as what to say, where to stand, and more
- Take your patient care skills to a higher level with practical and proven strategies

Thursday, May 7 Courses

1:30 pm–4:30 pm

How to Get Patients to Say "YES" Without Being Held Hostage by Insurance

Tracy Civick

FEE: $60
CODE: T2TC2
3 CEUs
Audience: ALL

Getting your dental patients to say "YES" to treatment and "YES" to the cost can be challenging and sometimes very frustrating. In this energy-filled presentation, you will learn how to master verbiage designed to overcome patient objections and the #1 factor needed for case acceptance that will boost production immediately.

Learning Objectives

- Discover how to discuss treatment cost with confidence
- Establish protocols to treatment plan properly
- Learn how to handle the tough insurance questions
- Recognize your team's limiting beliefs about money
- Uncover how to avoid becoming an insurance-driven practice

1:30 pm–4:30 pm

The Secrets to Becoming Wealthy Through Consistent Annual Saving and Sane Investing

Brandon Collier, JD

FEE: $60
CODE: T2BC2
3 CEUs
Audience: ALL

This seminar will teach doctors how to become wealthy using sane and simple long-term investing techniques. Review important concepts that were never taught in dental school, including how to determine what will be needed to achieve a comfortable retirement and what must be done along the way to get there. After teaching the easy-to-understand basics of financial planning, we will discuss what it takes to manage a portfolio on your own or how to judge the performance of those you entrust to do it for you. Additionally, the lecture will include specific types of investments (stocks, income investments and mutual funds) and where the current opportunities lie.

Learning Objectives

- Explore the basics of financial planning to determine whether participants are on track to meet their financial goals
- Learn that there is more than one way to invest successfully (i.e. individual stocks and bonds, mutual funds or exchange traded funds)
- Understand the corrosive long-term impact of financial management fees
- Review the tax treatment of different types of investments and which investments are best owned in certain accounts
- Learn basic investment concepts like asset allocation, welcoming periodic market volatility and understanding the difference between risk and volatility (that stocks are always volatile but not necessarily risky and bonds are the opposite)

Join us at the Sky Convention Center at Mohegan Sun.

If you are a day guest
The Riverview Garage is the one closet to the Sky Convention Center. Once you are on Mohegan Sun Boulevard, go straight through the first light, fork to the right, following the river, and take an immediate left into the Riverview Self Parking Garage, or the second left into Sky Valet.

If you are a hotel guest
Once you are on Mohegan Sun Boulevard, go straight through the first light and follow signs for "Hotel Only", forking to the right, following the river. Hotel valet parking is to the left at the hotel lobby entrance.

Express Lunches

Available for pre-purchase for Thursday and Friday

Only $20 each!

Served in the Exhibit Hall lounge area, each lunch selection includes: a whole fresh fruit, an individual bag of chips, a salad, a dessert (jumbo chocolate chip cookie, jumbo oatmeal raisin cookie, Obnoxious brownie, or lemon bar), and a beverage (soft drink or bottled water).

Choose from:
Italian Deli (Mortadella, Genoa Salami, Sweet Capicola Ham, sliced Provolone cheese, with lettuce, tomato, crushed oregano, and olive oil), in a plain wrap
Chicken Caesar Salad in a plain wrap
Turkey BLT in a whole wheat wrap
Marinated Portabella Mushroom (with fresh Mozzarella cheese and roasted tomato aioli), in a red pepper wrap

Simply add to your registration!

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Thursday, May 7 Courses

1:30 pm–4:30 pm

Implant Treatment in the Esthetic Zone

Michael Sonick, DMD

FEE: $60
CODE: T2MS2
3 CEUs
Audience: D

The maxillary anterior dental implant is perhaps the most challenging for the clinician. Knowledge of esthetics, bone grafting, gingival grafting and precise implant placement is essential to achieve an implant restoration indistinguishable from the natural dentition. The position that creates the most beautiful and functional prosthesis dictates the location of the implant. Today, we simply grow bone where we desire it. Techniques to augment hard and soft tissue at the various phases of treatment will be shown. These include particulate bone grafting, guided bone regeneration, the use of osteotomes and ridge expanders. Soft tissue procedures to assure optimal esthetic reconstruction before implant placement, at implant placement, at second stage surgery and after second stage surgery will also be demonstrated.

Learning Objectives

- Understand the steps necessary to achieve a perfect esthetic dental implant
- Describe the various bone grafting techniques available for ideal site preparation
- Have a good understanding of the sequence of esthetic implant therapy
- Know the benefits of a delayed approach to implant treatment

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1:30 pm–4:30 pm

Work Smarter, Not Harder: Be Safe, Not Sorry

Ellen Gambardella, CDA

FEE: $60
CODE: T2EG
3 CEUs
Audience: H, A, O

Attention Assistants and Hygienists! The effective strategies presented in this fun course will supercharge your creative skills, unleash your inventive side, and invite you to think outside the box. This seminar is jam packed with dental tips and tricks you need to know, e.g. discover helpful hints to boost clinical efficiency, identify red flags to prevent stressful and costly data breaches, acquire health tips, assess emergency preparedness, get kids to cooperate, learn about pet dental care, and much more! Join this useful course and walk away with pearls that you can immediately implement.

Learning Objectives

- Discover strategies that will improve communication, boost clinical proficiency, and office productivity
- Heighten awareness for detecting and preventing cybercrime - avoid costly interruptions in your professional and personal life
- Brush up on dental fitness for cats and dogs
- Asses your disaster preparedness protocols
- Distinguish yourself as a resourceful team member

2:00 pm–4:30 pm

Pain Relief for the Dental Professional

Lee Albert, NMT

FEE: $50
CODE: T2LA
2.5 CEUs
Audience: ALL

This course is also being offered Friday morning.

If you are experiencing neck, shoulder or back pain, aching hips, knees, ankles, or joints, tension headaches, sore muscles, or loss of functional range—this course will demonstrate simple, yet effective, clinically proven techniques to quickly diminish or permanently eliminate your pain without medication or surgery. We will examine work-related and life-style practices that can contribute to neuromuscular/musculoskeletal injuries, present useful self-assessment techniques, and explain how to develop an effective personal short and long-term wellness plan. Numerous hands-on demonstrations will be performed. Conference attendees in pain are encouraged to attend. Doctors and support staff will benefit most if they attend together.

Learning Objectives

- Understand how certain work-related repetitive motion and postural/lifestyle practices contribute to musculoskeletal imbalances
- Learn to properly identify basic musculoskeletal imbalances and develop a simple, effective personal wellness plan to keep the muscles in balance
- Identify the best practices in ergonomics, use of equipment, posture and positioning for home and office

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2:00 pm–5:00 pm

Nutrition, Lifestyle, and Perio: Real World Strategies to Reduce Inflammation

Timothy Donley, DDS

FEE: $60
CODE: T2TD2
3 CEUs
Audience: D, H, A

This course will teach you the realistic nutritional and lifestyle changes that can make an immediate difference in your patients (and maybe even your own) oral and overall health. Maximally effective periodontal therapy is about much more than just cleaning teeth. While bacteria can initiate periodontal disease, it is the host inflammatory response that adversely affects oral and overall health. The latest research confirms that nutrition and other host modulation therapies can have significant anti-inflammatory benefits. Come and learn how to determine which patients have a contributing host response. You will leave with a clear understanding of how to incorporate a realistic nutrition and lifestyle protocol which can improve the health of your patients, your practice, and even yourself!

Learning Objectives

- Recognize the inflammatory link between oral and overall health
- Understand the role that nutrition can play in reducing inflammation
- Learn what evidence-based recommendations you should be making
- Develop a dietary plan that minimizes inflammation—what you and your patients should be eating!

Thursday, May 7 Courses

2:00 pm–5:00 pm

Minor Tooth Movement: Skills to Enhance Your Dentistry (Hands-on Workshop)

Gary DiSanto-Rose, DMD and Robert LaRosa, DDS

FEE: $95
CODE: T2DL2
3 CEUs
Audience: D

This workshop is limited to 30 people

This course is also being offered Thursday morning.

Please bring loops and a straight hemostat if you have them. These will be helpful, but not mandatory.

The purpose of this course is to give general and pediatric dentists the basic understanding of how minor tooth movement can enhance their dentistry. Rudimentary orthodontic principles will be discussed and then applied to patient treatment. Attendees will place orthodontic brackets and wires on the maxillary anterior teeth on a stone model, simulating step-by-step procedures necessary to successfully erupt a fractured or decayed tooth which involves the loss of tooth structure down to the crestal bone. Attendees will also learn how to do minor tooth movements with clear aligners, how to do pre-prosthetic tooth movement for implant placement, and how to utilize orthodontic stabilization for the treatment of avulsed teeth.

Learning Objectives

- Understand how to use an orthodontic forced eruption technique to achieve a restorable tooth or increase available bone for an implant site
- Learn to place brackets and wires to do a forced eruption technique on a fractured Mx. anterior tooth, and know the purpose for and how to do a supracrustal fiberotomy
- Discover how to use clear aligners to move roots for implant placement, and how to treat a traumatic dental injury using orthodontic wire stabilization
- Learn to adjust a model and utilize thermo-elastic pliers with clear aligners to achieve minor tooth movement for a patient
- Understand the importance and application of orthodontic anchorage, wire selection, and bracket systems

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2:00 pm–5:00 pm

Outside the Box Dental Marketing

Joanne Block Rief, DDS

FEE: $60
CODE: T2JR2
3 CEUs
Audience: D,H,A,O

Please bring a cell phone or laptop with you.

In this course, you will learn many effective forms of marketing a dental practice. We will cover internal, external, ground, and digital marketing, including the use of social media. We will discuss new and fresh ideas that other dentists in your area have not embraced. All forms of marketing can and should be used in dentistry to make your practice stand out. Having a comprehensive marketing plan for your dental practice will help keep a steady stream of new patients seeking the services that you offer.

Learning Objectives

- Implement at least 5 new internal marketing ideas
- Develop an idea for local ground marketing
- Create great content to post on Facebook and Instagram
- Learn to “think outside the box” when marketing your dental practice

2:00 pm–5:00 pm

Maximizing Dental Practice Efficiency from the Front Desk to the Back Door

Mary Govoni, CDA, RDH

FEE: $60
CODE: T2MG2
3 CEUs
Audience: ALL

Even the most well run dental practice experiences moments throughout the day when the hectic pace of day-to-day patient care creates disorganization and stress. When the right supplies are in the wrong place, or the equipment and instruments aren't ready when they need to be, or treatment doesn't flow as quickly and smoothly as it should. The team and patients alike feel the strain. Learn to recognize inefficiencies and implement systems for improved patient flow, enhanced productivity and increased profitability. Discover how disorganization helps to create stress. Identify organization systems that can help decrease stress and technology solutions which enhance patient care. Gain strategies for managing instruments, materials, and supplies. Return to the practice ready to work smarter–not harder.

Learning Objectives

- Describe time-saving technology for patient communication, case acceptance and patient retention
- Discover organization techniques that create efficient workflow in the business and clinical areas
- Evaluate the effectiveness of current practice systems and technology
- Discuss how to maximize the benefit of existing technology in the practice

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2:00 pm–5:00 pm

Improve Your Systems: Dental Metrics and the *Wizard of Oz*

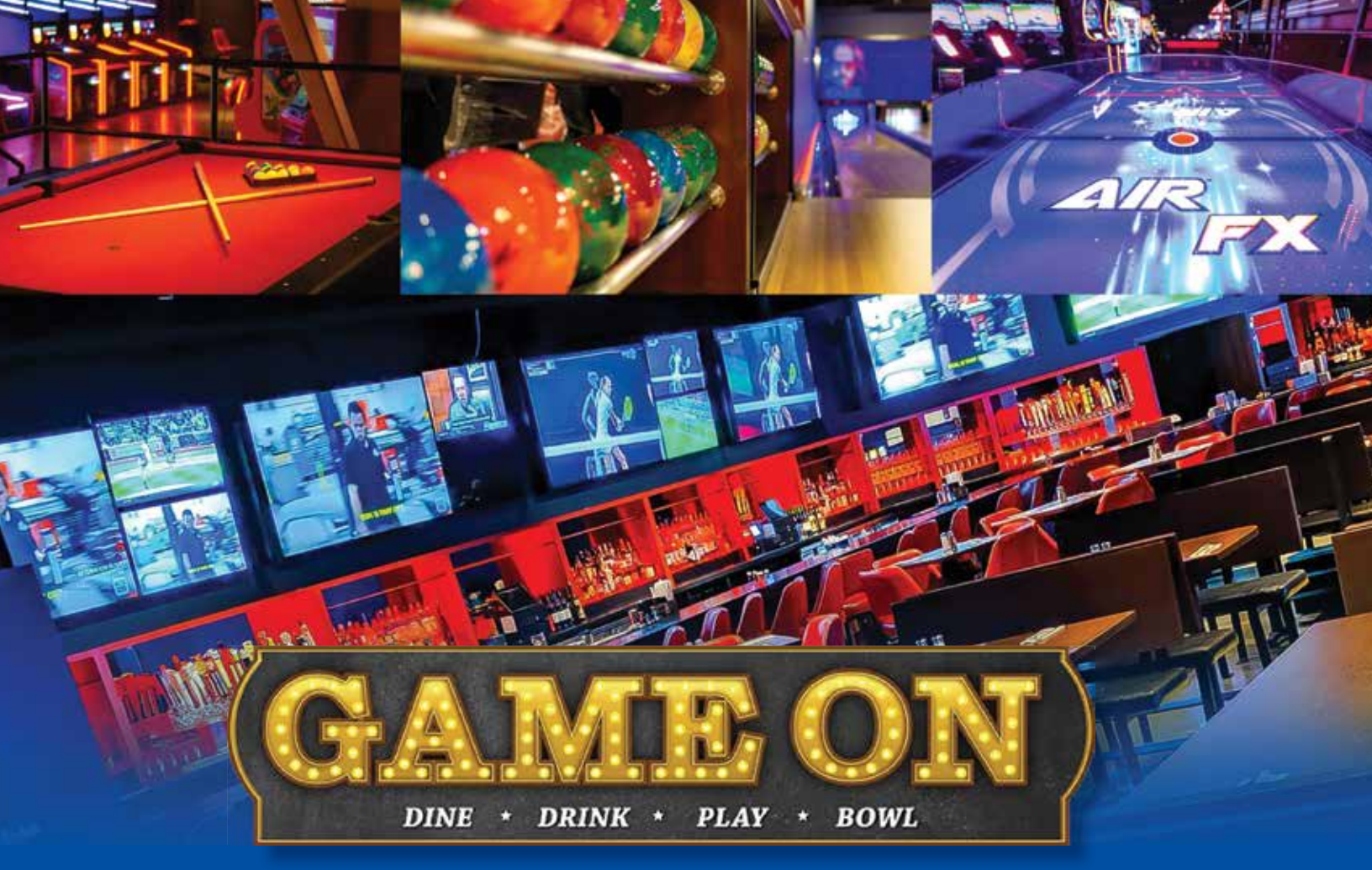
Penny Reed

FEE: $60
CODE: T2PR
3 CEUs
Audience: D,H,A,O

To get the most out of this presentation, attendees may wish to have access to their income statements or practice management stats. It will be helpful yet not mandatory. Numbers and metrics and goals, oh my! Master the most important numbers and stats in your office to grow your practice and avoid the flying monkeys. Learn how to stay on the yellow brick road by utilizing the numbers in your practice for forecasting and decision-making. Penny makes the numbers make sense in this highly informative and entertaining session. Discover the stats you need to know to effectively track your practice progress.

Learning Objectives

- Discover the numbers you should be tracking to make the best decisions
- Identify your OZ, what to look for in your practice
- Learn how often to measure your statistics
- Identify flying monkeys and how to stay ahead of potential downturns in your productivity and profitability



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6:30pm - 10:30pm

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Friday, May 8 Courses

8:00 am–12:00 pm

FEE: $60
CODE: F3SS1
4 CEUs
Audience: D

The Indirect Restorative Solution: A Strategic Guideline from Preparation to Final Seat

Sam Simos, DDS

The stakes are high when it comes to your proficiency in creating indirect restorations. Your lab partners will evaluate your skill based on the impressions you deliver to them. Your patients on the other hand, will judge you on their entire experience throughout the process and then finally on the function and longevity of the restoration you deliver. This dynamic course will walk you through the entire indirect restorative process and present systems, techniques and materials that ensures successful, long-term and predictable indirect restorations your patients will love (you for) for years to come.

Learning Objectives

- Learn how to organize your indirect procedures to increase efficiency and ensure a predictable successful result every time
- Discover the difference between cementing and bonding and what luting agents to use for different clinical situations
- Find out how to seat your case predictably in 15 minutes or less, with little to no adjustments
- Understand how to master the master impression and take command of your case
- Learn the secret to tissue management and why you need to pay attention

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8:30 am–11:30 am

FEE: $60
CODE: F3KL
3 CEUs
Audience: ALL

Vaping: Seeking Truth, Exposing Fiction

Kathy Langlais, RDH

This course will provide dental professionals with an insight to current vaping trends, including marijuana. Emphasis will include chair side education and prevention, oral cancer screening techniques and resources for smoking/vaping cessation.

Learning Objectives

- Describe electronic nicotine delivery systems (ENDS)
- Identify products embedded in ENDS and the risk factors associated with use
- Discuss the trends in marijuana use
- Develop dental care plans for smoking/vaping cessation
- Illustrate the oral cancer screening process

8:30 am–11:30 am

The Wow Factor: Tips and Tricks Every Auxiliary Must Know

Ellen Gambardella, CDA

FEE: $60
CODE: F3EG
3 CEUs
Audience: H,A,O,L

Attention assistants and hygienists! This informative and fast paced session is designed to empower you with dental tips and tricks you need to know. Enhance your skills in infection control, equipment maintenance, impression taking, mixing cements, whitening, laboratory procedures, marketing, communication, and much more. With the effective strategies presented in this fun course, you will improve the patient experience, increase workplace satisfaction, boost office productivity and distinguish yourself as a leader in your practice.

Learning Objectives

- Discover clinical shortcuts without compromising quality
- Learn techniques that will reduce supply costs
- Acquire strategies that will increase office productivity and improve communication
- Enhance infection control protocols
- Use hints to boost dental ingenuity

8:30 am–11:30 am

Making White Spot Lesions a Thing of the Past

Irene Iancu, RDH, CTDP

FEE: $60
CODE: F3II1
3 CEUs
Audience: H

You are an expert at debriding teeth, a wizard at prophy, and a champion at all aspects of hygiene care. That is until an orthodontic patient comes in from your referring practice and you're faced with the challenge of trying to help prevent the dreaded WSL! White Spot Lesions (WSL) are a dental professionals' worst nightmare! Between 40–70% of orthodontic patients ultimately en counter white spot lesions post orthodontic treatment. Today you will expand your knowledge of these lesions and discuss effective identification tools, preventative measures, and management options available to you. You will learn some tricks to enhance hygiene visits with fixed and removable appliances and review homecare recommendations for the orthodontically compromised patient.

Learning Objectives

- Identify nutritional factors that are linked to poor nutrition and the caries process
- Discuss oral hygiene education techniques to prevent the uncontrolled multiplication of cariogenic oral pathogens
- Recommend therapeutic choices to patient and caregivers
- Implement caries reduction strategies and for orthodontic patients at all stages of treatment
- Describe short and long-term solutions for remineralization

Friday, May 8 Courses

8:30 am–11:30 am

Taking Dental Hygiene to the Next Level

Ann-Marie DePalma, CDA, RDH

FEE: $60
CODE: F3AD1
3 CEUs
Audience: H

Based on statistics from the US Department of Labor, employment of dental hygienists is expected to grow much faster than the average of all occupations. As hygienists, what opportunities exist for you to develop and grow in your profession? Clinical hygiene is great, but for some hygienists, something is "missing." Dental hygiene has become a job and not the career once envisioned. This program will review options for hygienists, both in and out of clinical practice. Participants will understand how to achieve optimum potential, career/job satisfaction and patient care benefits. Review of various products and technology to increase patient treatment and oral health education may be discussed.

Learning Objectives

- Discuss the roles of a dental hygienist and define mission statements
- Examine the role of mentors and networks in professional relationships
- Discuss products to assist the hygienists in patient treatment and education
- Evaluate and prepare alternatives to clinical dental hygiene practice

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8:30 am–11:30 am

Dental Assistants: Become a Superstar on Your Team

Mary Govoni, CDA, RDH

FEE: $60
CODE: F3MG1
3 CEUs
Audience: D,A

As a dental assistant, have you ever been frustrated by your role in the dental office? Too often assistants feel left out of the loop, ignored by meeting and trade show exhibitors, and perceived by doctors as "overhead" rather than valued producers. It's time for dental assistants to feel valued and take pride in their contributions to excellence in patient care and the success of the practice. This high-energy presentation will explore the many ways that dental assistants can enhance the productivity and success of a dental practice while simultaneously increasing their personal and professional satisfaction and engagement. The course offers a uniquely empowering session on leadership strategies, empowerment skills, and communication techniques that will transform the ordinary to the extraordinary.

Learning Objectives

- Discover the important distinction between success and significance
- Identify strategies for increasing self-esteem and job satisfaction
- Discover how to implement work practices that enhance the dental assistant's value to the team
- Enhance communication skills for greater effectiveness as a team member

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8:30 am–11:30 am

The Secret to Creating a High Performing Dental Team

Tracy Civick

FEE: $60
CODE: F3TC
3 CEUs
Audience: ALL

Are problems and employee drama driving you crazy? Do you spend more time worrying about gossip than providing an excellent patient experience? If so, there are very specific protocols that can turn the practice culture around almost immediately. If you are ready for a team that communicates well and truly loves coming to work, then this course is for you!

Learning Objectives

- Learn to create a positive environment and understand how it directly affects the success of the practice
- Learn how to bridge in-office communication gaps
- Maximize morning huddles
- Understand the importance of sincere recognition
- Practice "20 ways to improve in-office communication when conflict comes"

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September 9, 2020
Presented by: Michael DiTolla, DDS
Topic: Restorative

October 7, 2020
Presented by: Uche Odiatu
Topic: Health & Wellness

November 11, 2020
Presented by: Kevin Donly, DDS
Topic: Pedo

January 13, 2021
Presented by: Ellen Eisenberg, DMD and Easwar Natarajan, DDS
Topic: Oral Pathology

February 10, 2021
Presented by: Joel Rosenlicht, DMD
Topic: Oral Surgery

March 10, 2021
Presented by: Lou Graham, DDS
Topic: Diagnostics/Technology

April 14, 2021
Presented by: Mary Jane Hanlon, DMD
Topic: One Day MBA

May 5 – 7, 2021
CSDA's 156th Annual Charter Oak Dental Meeting

Visit the "Continuing Education" page of CSDA.com for complete details.
The full brochure will make its debut at the Annual Meeting. Registration will officially open on June 5!

Friday, May 8 Courses

8:30 am–11:30 am

Build Your Culture: The Power of Culture in Your Practice

Penny Reed

FEE: $60
CODE: F3PR1
3 CEUs
Audience: ALL

What is culture? Think of it as the "personality" of your practice. It's less about "what" you do and more about how you interact with your team, your patients, and how you get things done. While systems are important, the culture of your practice is what drives consistency, harmony and peak performance. This program will discuss measurable ways you and your team can improve and sustain your practice culture in order to thrive in today's changing dental economy.

Learning Objectives

- Establish an environment that gets your team on board
- Discover the one skill that every dentist and team leader must have to effectively support their team through change
- Discover the Five Drivers that determine the growth of your practice
- Identify the characteristics you and your team must have for continued growth and results

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9:00 am–10:00 am

Getting to the Root: Understanding Our Differences, Examining Our Biases and Embracing Our Strengths*

Joelle Murchison

FEE: $30
CODE: MAND6
1 CEU
Audience: ALL

This course is also being offered Thursday afternoon.

Human beings are predisposed to bias. Many are unconscious which means they might show up in the workplace, when we least expect it. The challenge that exists is that when our biases show up, they can influence our decision making and impact our relationships with colleagues, staff and patients. This session will provide an opportunity to define and examine our biases, how they might impact our ability to be successful and effective in our workplace interactions as well as suggestions for eradicating them. Participants will learn how to watch out for blind spots and avoid bad decisions and cultural mishaps that could cause us to miss out on coveted opportunities for business, growth and engagement.

Learning Objectives

- Examine our own biases
- Take steps to unlearn behaviors that impact our ability to interact with others
- Develop an action plan for future learning and engagement

9:00 am–11:30 am

Pain Relief for the Dental Professional

Lee Albert, NMT

FEE: $50
CODE: F3LA
2.5 CEUs
Audience: ALL

This course is also being offered Thursday morning.

If you are experiencing neck, shoulder or back pain, aching hips, knees, ankles, or joints, tension headaches, sore muscles, or loss of functional range—this course will demonstrate simple, yet effective, clinically proven techniques to quickly diminish or permanently eliminate your pain without medication or surgery. We will examine work-related and life-style practices that can contribute to neuromuscular/musculoskeletal injuries, present useful self-assessment techniques, and explain how to develop an effective personal short and long-term wellness plan. Numerous hands-on demonstrations will be performed. Conference attendees in pain are encouraged to attend. Doctors and support staff will benefit most if they attend together.

Learning Objectives

- Understand how certain work-related repetitive motion and postural/lifestyle practices contribute to musculoskeletal imbalances
- Learn to properly identify basic musculoskeletal imbalances and develop a simple, effective personal wellness plan to keep the muscles in balance
- Identify the best practices in ergonomics, use of equipment, posture and positioning for home and office

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9:00 am–12:00 pm

Annual OSHA Training and Update: A Roadmap to Safety*

Nancy Dewhirst, RDH

FEE: $20
CODE: F3ND1
3 CEUs
Audience: ALL

This course fulfills the requirement for annual OSHA training and is also being offered Thursday morning.

Bring the whole office safety team!

Managing all aspects of your office safety can be confusing. This class focuses your efforts on what you need for your written OSHA program, with an emphasis on managing today's infection control challenges. The course reviews and updates the OSHA-required training topics for ordinary and extraordinary situations, including general safety issues; such as physical and chemical risks, infectious disease transmission and control, hazard communication and waste. Attendees learn ways improve the effectiveness of Standard Precautions including dental waterline management, while adjusting for higher risks such as aerosol transmitted diseases (ATD's). Handouts and references are provided.

Learning Objectives

- Update knowledge of important disease risks and Post Exposure Prophylaxis (PEP)
- Analyze Standard Precautions and their limitations
- Prepare to implement Respiratory Hygiene / Cough Etiquette and aerosol transmitted disease (ATD) screening
- Discuss challenges of sharps and waste management and improve effectiveness of environmental asepsis
- Maximize instrument reprocessing and dental waterline management efforts

Friday, May 8 Courses

9:00 am–12:00 pm

Clear Aligner Therapy for the General Practitioner

Christine O'Hea, DMD

FEE: $60
CODE: F3CO
3 CEUs
Audience: D

Use of clear aligner orthodontic therapy in general dental practices is on the rise as this technology has given practitioners the ability to offer expanded services to their patients. Selecting the proper cases to treat with aligner therapy is crucial to successful outcomes. The goal of this program is to educate general dentists on the types of aligner systems that are available, bio mechanic principals of aligners, guidelines to case selection and discussion of case outcomes.

Learning Objectives

- Differentiate between the various aligner systems that are available to patients
- Understand the bio mechanic principals involved in aligner therapy
- Learn to choose cases that should have successful outcomes in a general dental practice

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9:00 am–12:00 pm

Cementation Sanity: Eliminating Most of the Confusion and Problems with Indirect Restoration Placement

Jack Griffin, DMD

FEE: $60
CODE: F3JG1
3 CEUs
Audience: D, A

Leakage, breakage, lost restorations, sensitivity, and staining…oh my! It's a confusing dental world out there. Was the failure because of the prep, impression, lab, or me? CAD/CAM or pressed, cement or bond, layer or monolithic, etch or no-etch, dry or moist, light or chemical cure? Let's stop the madness. Have you ever had a patient say, "Doc, that tooth was never a problem until you fixed it?" Advances in durable tooth colored restorative materials means changes in preparation and cementation techniques. Our goal is to end the uncertainty with the newer materials and learn how to have the ultimate success with today's indirect materials from planning to preparation to placement.

Learning Objectives

- Understand the more durable indirect esthetic indirect materials…monolithic, maximum strength, acceptable esthetics, minimum effort, great preparations, and long-term clinical success
- Review how to simplify cementation choices – when to bond, when to cement, when to cure, what to use with focus on regenerative materials when the prep is good and maximum adhesion when needed—4.5
- Learn classifications of luting materials, benefits to each and when to use…retention and restoration strengthening
- Review of digital impression techniques and the role of CAD/CAM dentistry. Does it fit your practice?
- Understand the backbone of the restorative practice with posterior restorations and how to apply those techniques for the best, most durable anterior aesthetic cases, veneers, implants, and bridges

9:00 am–12:00 pm

Increasing Treatment Acceptance and Getting Paid

Debra Engelhardt-Nash

FEE: $60
CODE: F3DE
3 CEUs
Audience: ALL

Learn how to present ideal treatment plans and when to utilize visual aids and learning technology. Cross train team members to increase their impact. Discover how to get the patient to say "Yes" and learn when it's okay to say "No" to patient treatment. Learn when and how to talk about third party participation in fees. Discover how to establish the right atmosphere for treatment discussion and fee presentation. Additional topics include—the power of your body language, the importance of beginning with the end in mind, overcoming objections, team roles, designing financial protocols, and treatment presentation skills.

Learning Objectives

- Gain confidence and comfort presenting treatment to patients with new skills
- Learn when it's okay to say "No" to treatment
- Enhance communication skills to increase treatment acceptance and fee collection

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1:00 pm–4:00 pm

Save Someone's Life with an Extraoral Examination

Irene Iancu, RDH, CTDP

FEE: $60
CODE: F3II2
3 CEUs
Audience: H

An extraoral examination can save a patient's life. As clinicians, the goal is early evaluation and identification of all things pathological. The focus for dental hygienists has been oral pathology which, as allied healthcare professionals, there are components of your extraoral examination that have been uncharted territory. This lecture is designed to empower the dental hygienist to make notice to specific dermatological tell-tale-signs of systemic disease. Utilizing case studies and condition imagery to identify early signs of cardiovascular conditions, diabetes, and pre-diabetes. This lecture will ignite a fire within every single person in the room to be more vigil to the extraoral as they are to the intraoral.

Learning Objectives

- Identify signs and symptoms of cardiovascular diseases, pre-cardiovascular diseases, diabetes and insulin resistance
- Conduct an extraoral examination and provide documentation of potential warning signs
- Understanding blood work metrics including HDL/LDL, glucose levels and associated metrics
- Provide client specific periodontal considerations for clients with cardiovascular conditions and diabetic precursors

Friday, May 8 Courses

1:00 pm–4:00 pm

Digital Dentistry...For What?

Damon Jenkins, DMD

FEE: $60
CODE: F3DJ
3 CEUs
Audience: D, A, L

This course satisfies one hour of mandatory CE in CT

Why is digital necessary? What is available? Let's explore the practical use of digital technology in everyday practice. What third party systems work well with these technologies to help make cases more predictable and less stressful? This course is designed to introduce the participants to what digital technology is available: 3D printing, intraoral scanning, desktop scanning, CAD software and third-party partners. What are the pros and cons and how does it work for you? ROI—basic workflows for single crown, multiple anterior case and a full arch implant case.

Learning Objectives

- Understand the ROI associated with digital impression
- Review ROI for in-house milling
- Learn CAD/CAM and 3D printing
- Review how digital dental technology can be used on a day-to-day basis

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1:00 pm–4:00 pm

A Physical Therapy Approach to Managing Temporomandibular Disorders

Philip Silverio, DPT

FEE: $60
CODE: F3PS
3 CEUs
Audience: ALL

Attendees will experience a comprehensive lecture and discussion on physical therapy management of temporomandibular disorders. This course will present examination and treatment strategies through current evidence and case studies. Specific topics include anatomy/ biomechanics of the TMJ, TMJ relationship to cervical spine, manual therapy and exercise interventions, and discussion on multidisciplinary approach to managing TMD.

Learning Objectives

- Recognize the scope of physical therapy practice
- Recognize cervical spine involvement in TMD
- Demonstrate functional assessment of the cervical spine and TMJ
- Conduct alternative intervention strategies for TMD
- Recognize when to create a multidisciplinary approach to TMD treatment

Be sure to like us on Facebook and follow for news and updates on the conference and different events during the year!
facebook.com/CSDAEducation

1:00 pm–4:00 pm

American Heart Association Heartsaver® CPR/AED*

Doug LoPresti, NREMT, and Colleen Atkinson, NREMT

FEE: $95
CODE: F3CPR
3 CEUs
Audience: ALL

This course is also being offered Wednesday evening and satisfies one hour of mandatory CE in CT

This course is limited to 24 people

The Heartsaver CPR AED course trains participants to give CPR and use an automated external defibrillator (AED) in a safe, timely, and effective manner for adults, children and infants.

Learning Objectives

- Understand and describe how high-quality CPR improves survival
- Explain the concepts of the Chain of Survival
- Recognize when someone needs CPR
- Perform high-quality CPR for an adult, child and infant including effective breaths using mouth-to-mouth or a mask for all groups
- Demonstrate how to use an AED for all age groups
- Describe when and how to help a choking victim for all age groups

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1:00 pm–4:00 pm

Freedom from PPOs: Decrease Dependence on PPOs and Increase Patient Experience and Practice Growth

Susan Leckowicz, RDH

FEE: $60
CODE: F3SL
3 CEUs
Audience: D, O

Please bring a pen and something to take notes either paper or a laptop.

Are you frustrated with the amount of money you write off each year due to PPO contracts? Have you ever wished you could be an "unrestricted provider?" Is it getting harder and harder to provide high-quality dental care for your patients, cover your overhead, and compensate both your team and you appropriately? There IS a better way. Discover how to move away, either partially or fully, from the "preferred provider" lifestyle and improve your patient experience and increase your profits—so everybody wins!

Learning Objectives

- Analyze when you're ready to responsibly drop a plan. Discover a step-by-step, 9 to 12 month protocol to become an out-of-network provider without sabotaging your profits or schedule
- Lead your team and patients through an easy transition: get your team on board with why you are making these changes and have conversations with patients about the upcoming change that keeps them in the practice
- Retain patients after the change: learn how to influence patients with financing options and get comfortable talking about money
- Remove insurance driven decisions: implement a shared system of communication to move patients towards scheduling for optimal care
- Attract patients who seek recommended services regardless of insurance: develop a marketing plan that moves your practice from insurance dependence to a schedule full of the dentistry you love to do

Friday, May 8 Courses

1:30 pm–3:30 pm

DSO Panel Discussion

Greg Wappett, Maria Melone, Geoff Ligibel, and Adam Richichi

FEE: $40
CODE: F3DSO
2 CEUs
Audience: A

Enjoy a discussion with executives, advisors, and dentists about what a Dental Support Organization (DSO) is, what sort of differences exist between different DSOs, and how affiliating with a DSO works and what to expect.

Learning Objectives

- Gain a better understanding about what a Dental Support Organization (DSO) is
- Review questions to ask when evaluating the different options that exist
- Understand when it is a good time to evaluate considering a DSO

1:30 pm–3:30 pm

How to Effectively Communicate with Patients Living with Dementia

Carolyn DeRocco

FEE: $40
CODE: F3CD
2 CEUs
Audience: A

Learn the language of dementia! We will share a brief overview of Alzheimer's disease and related dementia's, discuss and share challenges experienced by those effected and provide strategies to address and treat patients in order to have a successful visit.

Learning Objectives

- Define Alzheimer's disease and dementia
- List current dementia facts and figures
- Review strategies to communicate effectively with someone with dementia
- Demonstrate knowledge about the latest research in the oral health-dementia connection

Interested in volunteering? Interested in free CE and free lunch?

We need additional volunteers to help moderate courses during the meeting. **If you would be interested in learning more about how you can take your courses for free** in exchange for co-moderating with a "seasoned" volunteer, check the box on the paper registration form or during your online registration. All potential volunteers will be contacted in April when we know where our greatest needs are.

If you are officially assigned to any courses you've registered for, you will receive your lunch ticket(s) on-site and course fees get refunded the week after the meeting.

1:30 pm–4:30 pm

Ergonomics: It's a Balancing Act

Nancy Dewhirst, RDH

FEE: $60
CODE: F3ND2
3 CEUs
Audience: A

Wear comfortable clothes and be ready to get up, stretch and move!

Aging is inevitable… suffering is optional! Learn how to age in dentistry while avoiding injury and pain. Pathogenesis causes and prevention of various cumulative trauma disorders are discussed, with special focus on upper extremity, spinal and joint pathologies. Preventive strategies are evaluated, including enhanced visualization, chair and equipment design, and body positioning and conditioning. Attendees participate in stretching and strengthening exercises and leave with a plan to reduce pain and fatigue, while optimizing personal career longevity. One lucky attendee wins an operator's saddle chair!

Learning Objectives

- Evaluate various physical signs and symptoms of cumulative trauma disorders commonly found in dental workers
- Understand the physiology of representative cumulative trauma disorders
- Practice and evaluate stretching and strengthening exercises and strategies intended to reduce risk of work-related injuries
- Compare ergonomic features of dental equipment and technology
- Leave with strategies for personal ergonomic protection

1:30 pm–4:30 pm

The Technology Checkup: What You Don't Know Can Hurt You and Your Practice

Ann-Marie DePalma, CDA, RDH

FEE: $60
CODE: F3AD2
3 CEUs
Audience: D, H, A, O

Practices are utilizing practice management software to enhance the patient experience and improve overall care. Most dental teams however are only surviving in the software and not thriving in its use. As dentistry moves toward the medical model of care, technology and software will become a more integral part of the practice and patient care. As a dental team member, do you understand your software and technology or are you just surviving with it? This program will review what the team needs to know about practice management software and what data is important to the practice. The program is NOT a training program for any specific practice management software.

Learning Objectives

- Discuss electronic dental records and how they enhance the patient experience
- Review basic HIPAA requirements as they pertain to electronic dental records
- Examine dental practice management software and key data dental team members should understand
- Explain basic practice management principles as they relate to dental hygiene practice

Friday, May 8 Courses

1:30 pm–4:30 pm

FEE: $60
CODE: F3SS2
3 CEUs
Audience: D

Materials, Techniques & Technologies for the Exceptional Dental Office

Sam Simos, DDS

With today's advanced restorative materials, success is dependent upon 4 major elements: technique, knowledge, accuracy, and team preparedness. This presentation will examine how each element plays a critical role in the success and longevity of your direct restorations when determining materials, systems and techniques.

Learning Objectives

- Learn the newest techniques and technologies for placing direct restorations
- Discuss the newest bonding materials for direct restorations
- Explore building a team approach to bonding while increasing value with patients for new materials
- Review what you need to know about bonding systems and compatibility before you place your next direct restoration

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1:30 pm–4:30 pm

FEE: $60
CODE: F3RM
3 CEUs
Audience: D, H, A, O

Maximizing Non-Surgical Periodontal Therapy

Rui Ma, DMD

This course will provide attendees with an in-depth format for providing effective disease-control periodontal therapy: (1) the etiology of periodontal diseases and motivation of the periodontal patient to control plaque, including a discussion of the relationship between periodontitis and systemic disease; (2) a thorough review of periodontal diagnosis and treatment planning; (3) the sequencing of appointments for scaling and root planing including the rationales of using periodontal hand instrumentation versus power instrumentation will be discussed and, (4) diagnosing and treating peri-implant diseases. The goal of the presentation is to explain how to implement a successful non-surgical disease control hygiene program, and to provide attendees with knowledge in diagnostics of periodontal and peri-implant diseases and up-to-date techniques in removing the etiology of periodontal disease.

Learning Objectives

- Gain in-depth knowledge of the etiology of periodontal and peri-implant diseases
- Learn how to motivate periodontal patients to control plaque including a discussion of the relationship between periodontal diseases and systemic diseases
- Review of periodontal diagnosis and treatment planning
- Learn the sequencing of appointments for scaling and root planing and rationales of using hand instrumentation versus power instrumentation
- Learn how to diagnose and manage peri-implant diseases

1:30 pm–4:30 pm

Conquering the Conflict: Ending the War Between the Front and Back Office

Mary Govoni, CDA, RDH

FEE: $60
CODE: F3MG2
3 CEUs
Audience: ALL

Have you heard members of your team say things like, "If only the back office understood that our job is more than answering the phone"? Or, how about, "We wish the front office appreciated how hard we work"? Do you hear team members say, "It's not my job!"? These are common signs of conflicts in the practice. Left unresolved, these conflicts can negatively impact team morale, patient satisfaction, productivity, and the success of the practice. In this interactive, energizing course, Mary will help participants recognize areas of conflict, causes, and how to implement a system for conflict resolution based on accountability. Participants will learn the importance of developing and following consistent protocols for enhancing the patient care experience and creating a team environment with stress.

Learning Objectives

- Define conflict in the context of the workplace
- Apply techniques for conflict resolution
- Identify common causes of miscommunication and conflict between the clinical and business teams in dental practices
- Implement strategies for creating a seamless treatment experience for patients

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1:30 pm–4:30 pm

Let's Grow Teeth: Excellent Clinical Dentistry Using Bioactive/Regenerative Materials

Jack Griffin, DMD

FEE: $60
CODE: F3JG2
3 CEUs
Audience: D,A

Have you ever had a patient say, "Doc, that tooth was never a problem until you fixed it"? Let's stop the madness. Wouldn't it be wonderful if we could make the tooth grow? With newer regenerative/bioactive materials we can stimulate dentin healing and self-repair in our direct and indirect restorations all while reducing sensitivity. These materials promote oral health by decreasing plaque, reduce bacterial accumulation, or promote cells to cause regeneration of tissues.

Learning Objectives

- Discuss the bioactive/regenerative environment. . .why, how, and what materials
- Review the latest in regenerative materials (i.e. liners, dentin replacements, cements, restorative materials) to provide an environment where tissues can heal
- Explore the most durable indirect restorations ever—zirconia and lithium disilicate crowns formation and sealing of the restoration margins
- Learn efficient direct composite placement—preparation, bonding, matrix selection, bulk fill, and bioactive materials for long term oral health
- Understand soft tissue optimization: lasers, medicament's, and other goodies for soft tissue excellence

Friday, May 8 Courses

1:30 pm–4:30 pm

Getting Your Team Unstuck: Strategies to Boost Performance and Productivity

Debra Engelhardt-Nash and Penny Reed

FEE: $60
CODE: F3NR
3 CEUs
Audience: ALL

Exercise slumps, relationship ruts, and overall mental funks happen to the best of us. Our practice can get stuck or plateau with no growth solution in sight. But while getting stuck is inevitable, staying there isn't. "Plateaus are perfectly normal," says mathematician Hugh Thompson, Ph.D. Change is painful, but nothing is as painful as staying stuck somewhere you don't want to be or that isn't working, whether in business or in life. Learn the traps of getting the practice and the team (including the Dr.) stuck and key strategies to get yourself and your practice unstuck.

Learning Objectives

- Review the common pitfalls that derail doctors and team members and impede productivity
- Learn how to set performance standards as a team to give the team ownership and inspire them to reach their potential in their roles
- Understand how to identify if your team is stuck and acquire the tools to quickly get back on track
- Discover the vital elements of a successful work environment and how it can drive practice productivity

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1:30 pm–4:00 pm

Respect in the Workplace: Anti-Harassment Training

Mary Gambardella, JD

FEE: $40
CODE: F3MG
2.5 CEUs
Audience: ALL

CT Sexual Harassment Training Requirement

This course is intended to comply with Connecticut law requirement for training on the topic of sexual harassment in the workplace. Workplace policies and procedures relating to complaints will also be addressed.

Learning Objectives

- Review what is needed to comply with CT state law and raise awareness of the legal implications of workplace behaviors
- Explore how to raise complaints internally and externally
- Learn how to properly conduct internal workplace investigations of complaints

Closing reception in the exhibit hall | 3:30 pm–5:30 pm

Bring your drink ticket for one complimentary glass of wine or beer, enjoy some light refreshments, and take one last opportunity to visit our valued exhibitors. We will have a money machine on hand allowing a few randomly selected attendees to try their luck at grabbing some cold, hard cash and other great prizes!

Be sure to join us as we close out and celebrate another amazing event!

Exhibit Hall Happenings

EXHIBIT HALL HOURS

Thursday, May 7th: 8:30am – 5:30pm

Friday, May 8th: 8:30am – 5:30pm

FREE COFFEE AND TEA

Thursday and Friday Mornings

Compliments of: UCONN SCHOOL OF DENTAL MEDICINE ALUMNI

FREE CHAIR MASSAGE

Thursday: 11:00am - 4:00pm

Friday: 11:30am - 4:30pm

$250 CASH DASH

Don't miss out on your chance to win! Game is played through the mobile app. There will be THREE chances to win!

DAILY DRAWINGS

There are two drawings each day, for a chance at some really great prizes!

DENTAL STUDENT POSTER PROGRAM

Come Support the Future of Dentistry both Thursday and Friday. The CSDA in collaboration with the UCONN School of Dental Medicine proudly presents the annual Dental Student Research Poster Session. These student research projects range from basic science experiments and clinical studies to translational research.

CLOSING RECEPTION IN THE EXHIBIT HALL

Friday: 3:30pm – 5:30pm

Be sure to join us as we close out and celebrate another amazing event!

Some of the companies you can look forward to seeing at CSDA's 2020 Annual Meeting

3M
42 North Dental
A-dec, Inc.
Affinity Dental Management
AFTCO Transition Consultants
Air Techniques
Almonte Fallago Group
AmWINS Group Benefits
Bank of America Practice Solutions
Beauty and Beyond
Bisco Dental Products
Brasseler USA
Carestream Dental
Chewsi
Choice Transitions
Colgate
CT Dental Health Partnership
Delta Dental of Connecticut
Dental Assisting National Board, Inc.
The DALE Foundation
Dental Associates of CT
Dental Care Alliance
Dental Works
Designs for Vision, Inc.
Doral Refining Corporation
Eastern Dentists Insurance Company
Fortress Insurance Company
Garfield Refining Company
GC America
Hawaiian Moon
Henry Schein Dental
Hiossen
Hu-Friedy
Integrity Systems & Solutions
Kettenbach
Lighthouse 360
LumaDent, Inc.
M&T Bank
Patterson Dental
PerioChip
Philips Oral Health
Planmeca USA
Plum Dental Group
Procter and Gamble
Professional Sales Associates, Inc.
Q-Optics and Quality Aspirators, Inc.
Rose Micro Solutions
Rosen and Associates
Shofu Dental Corporation
Soft Bones, Inc. The US Hypophosphatasia Foundation
Southridge Technology
SS White Dental
Sterling Architectural Millwork
SurfCT.com
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Speaker Bios

Lee Albert, NMT is a national presenter and highly popular neuromuscular therapist and yoga instructor at the world renowned Kripalu Center for Yoga & Health in Lenox, MA. Dedicated to helping people help themselves, Lee created practices and teaches Integrated Positional Therapy (IPT) protocols to reduce and often eliminate chronic pain. People from every walk of life have learned from Lee how to live a pain free life. He is the author of *Live Pain Free: Eliminate Chronic Pain without Drugs or Surgery* and *Yoga for Pain Relief: A New Approach to an Ancient Practice*. Lee is the PBS host of "3 Steps to Pain Free Living."

Erika L. Amarante is a partner in Wiggin and Dana's Litigation Department. She represents hospitals, physicians, and other health care providers in cases alleging professional negligence, lack of informed consent and negligent credentialing. She has extensive experience defending claims of wrongful death, birth trauma, delayed diagnosis of cancer, and brain injuries, as well as the catastrophic injuries that often arise in such claims. Erika also has had the unique experience of serving in a claims management position, setting reserves and valuing cases. She regularly counsels health care providers on issues of liability and risk reduction strategies.

Colleen Atkinson, NREMT, EMSI has many years of service to local communities in both paid and volunteer positions in the human services and emergency medical fields. She is a nationally registered EMT, professional educator, and instructor in Connecticut's Community College system (Nursing and EMS programs). In addition to being a Connecticut EMS Instructor, she is an American Heart Association (AHA) and ASHI instructor, CT State EMS evaluator, CT State Police instructor and Medical Reserve Corps volunteer/trainer. Colleen is a practicing emergency medical technician and is a National Registry training officer.

Joanne Block Rief, DDS started her career in dentistry at age 13, working for her father in his dental practice. In 1982, she received her BS in dental hygiene from the University of Rhode Island and her DDS from the University of Maryland in 1986. She practiced alongside her father for 18 years until she purchased her own practice in Owings Mills, MD. Her practice focuses on cosmetic dentistry and provides excellent customer service for her patients. She also lectures and coaches dental students and dentists on practice management and how to build a thriving and profitable dental practice.

Kevin Budge, JD is a partner at Wiggin and Dana in New Haven, CT. He is the co-chair of the firm's Medical Malpractice Defense Practice Group and has extensive experience representing hospitals, physicians, and other health care providers in all areas of professional liability, focusing on large, complex damage exposure matters such as birth trauma, delayed diagnosis of cancer, and wrongful death. He has significant experience defending physicians and health care providers in Department of Public Health investigations, inquiries, and administrative proceedings. Kevin has unique experience in claims management, setting reserves, and valuing cases. He also counsels health care providers in managing risks and limiting liability.

Tracy Civick is a nationally recognized speaker, coach, and author devoted to the cultivation and development of dental practice excellence. She teaches teams how to streamline front office operations and boost practice revenue. Coaching and inspiring individuals at all practice levels is Tracy's passion, and she does so with a style that is part strategist, part consultant, and all energy. She is an active member of AADOM and ADMC and her life's mantra is, "You can't exceed patient's expectations without exceeding your own expectations."

Brandon Collier, JD, LLM is president of Collier & Associates, Inc., a law and consulting firm representing dentists with practice transitions and providing objective advice regarding the business aspects of their practices. He is the editor of the twice-monthly *Collier & Associates Newsletter* and conducts the C&A doctor seminars at top destinations throughout the country. Brandon also oversees the C&A retirement plan division which designs and prepares 401(k) and defined benefit plans for hundreds of clients. He is a frequent lecturer at national and regional meetings, study clubs and dental schools. Brandon gives back to dentistry through the ADA and AAO Foundations and serves on the visiting committee of the Case Western Reserve University School of Dentistry.

Michelle DeBarge, JD is a partner with Wiggin and Dana and has practiced with the firm for over 25 years. Her practice focuses on regulatory compliance and audits, HIPAA and related privacy/security requirements, negotiation and mediation, and general operational matters. She is respected by regulators and well-versed in both the legal and practical issues that need to be considered to ensure a favorable result. Michelle has been recognized by The Best Lawyers in America since 2006 and Connecticut Super Lawyers since 2007. Michelle received her JD with high honors from the University of Connecticut School of Law, where she was the editor-in-chief of the *University of Connecticut Law Review*. She received a BA from Williams College.

Ann-Marie DePalma, CDA, RDH is a graduate of Forsyth School for Dental Hygienists, Northeastern and University of Massachusetts Boston. She is a member of the Association of Dental Implant Auxiliaries, American Academy of Dental Hygiene, American Dental Hygienists' Association and American Association of Dental Office Management. In 2017, she was the Esther Wilkins Distinguished Alumni of Forsyth Award recipient and is currently a technology advisor for Patterson Dental. Ann-Marie is a published author and textbook contributor in dental hygiene. She served as coach for a national dental practice management company, a faculty member in dental hygiene and chair of a dental assisting program. She is also a consultant examiner for CDCA (formerly NERB).

Carolyn DeRocco, BA is vice president of Programs and Education at the Alzheimer's Association Connecticut Chapter. She has a bachelor of arts degree in Human Relations from St. Joseph's College in Long Island, NY, with certificates in both counseling and human resources. She has been employed at the Alzheimer's Association Connecticut Chapter for over 13 years. Carolyn has over 20 years of experience as a therapeutic recreation director working with individuals with dementia in a skilled nursing facility and over 25 years' experience as a support group leader working with individuals diagnosed with dementia and their caregivers. She is a member of the Western Connecticut Area Agency on Aging Advisory Council and a former board member of the Connecticut Geriatric Society.

Nancy Dewhirst, RDH, BS graduated from the University of Southern California, practiced dental hygiene for 20 years and is adjunct dental hygiene faculty at West Coast University. Ms. Dewhirst is consistently listed as one of the nation's leaders in CE, presents over 80 seminars a year, is featured at major US and Canadian dental conferences, and is a member of the California Dental Association Speakers Bureau. She has had many articles published in dental peer-reviewed journals and has contributed to dental textbooks.

Raymond Dionne, PhD, DDS earned a DDS degree and MS in pharmacology at Georgetown University and a PhD in pharmacology at the Medical College of Virginia. He conducted clinical pain research at the NIDCR and practiced dentistry part-time in Washington, DC, for 27 years. He is currently appointed as a professor in the Cell Biology department at the UConn School of Medicine. Dr. Dionne has been a co-author on more than 200 scientific and educational papers and has edited 5 textbooks and monographs. He is delighted to have returned to the

Speaker Bios

University of Connecticut after 50 years since he graduated and looks forward to contributing to the educational process at UConn Health for a few more years.

Gary DiSanto-Rose, DMD received his dental degree from the University of Pennsylvania where he also completed a general practice residency program. He is a fellow in both the Academy of General Dentistry and the International Association for Orthodontics. He has been an active member of the American Dental Association and has been a senior instructor in the New England Chapter of the IAO for over ten years. He has earned over 3,000 credit hours in orthodontic studies and has incorporated orthodontic treatment in his general dental practice for over 30 years. He has lectured throughout the US and internationally. Dr. DiSanto-Rose maintains a private practice in Johnstown, NY, which focuses on early orthodontic treatment, myofunctional therapy, and airway centered dentistry.

Timothy Donley, DDS, MSD is currently in the private practice of periodontics and implantology in Bowling Green, KY. Dr. Donley is a sought-after speaker whose courses are always highly rated. His forte lies in taking the latest research and packaging it in a way that makes sense. He is a lecturer with the ADA Seminar Series and has lectured worldwide. *Dentistry Today* recently listed him among its Leaders in Continuing Education. He lectures and publishes frequently on topics of interest to clinical dentists and hygienists.

Debra Engelhardt-Nash, AABFA has presented workshops nationally and internationally for numerous study groups and organizations. Debra is a founding member and served three terms as president of the Academy of Dental Management Consultants. She is a member of the American Academy of Dental Practice Administration and Speakers Consulting Network. She has been recognized by *Dentistry Today* as a Leader in Continuing Dental Education and a Leader in Dental Consulting. Debra is on the board of the American Dental Association's Dental Practice Management Advisory Board. She has been chosen as one of the Top 25 Women in Dentistry for 2014 by *Dental Products Report* and is the 2015 recipient of the Gordon Christensen Lecturer Recognition award. She is co-founder of the Nash Institute for Dental Learning.

Jody Erdfarb, JD is a partner in Wiggin and Dana's Health Care Department. She advises healthcare providers on a broad range of issues including compliance, fraud and abuse, HIPAA, patient care, regulatory, and corporate matters. She handles matters involving state and federal licensure and certification, survey deficiencies and penalties, False Claims Act cases, and Medicaid audits. Jody also develops and implements corporate compliance and HIPAA programs for clients. Jody currently serves as the American Health Lawyer's Association (AHLA) vice chair for the Health Information Technology Practice Group's Digital Health Records Affinity Group and is on the editorial board of the AHLA's *Federal Healthcare Laws & Regulations* publication.

Jean Fallago, JD, LLM is an attorney, author, speaker, and frequent lecturer at dental schools and dental meetings with more than 25 years of experience in the area of dental practice transitions. Her recent speaking engagements include Boston University Goldman Graduate School of Dentistry, University of Connecticut School of Dentistry, Harvard University School of Dentistry, Tufts University School of Dentistry, Yankee Dental Congress, and Massachusetts Dental Society. Jean is a graduate of Bryant College with a bachelor's in finance and insurance. She holds an associate's in real estate, a JD degree (cum laude) from Suffolk University Law School and a master's in tax law from Boston University Graduate Law School. Jean also holds a real estate brokers license for the past 30 years.

Ellen Gambardella, CDA, MEd is an acclaimed author and educator who has lectured nationally and internationally. She was selected as Most Effective Dental Assistant Educator in the United States as the result of a nationwide search. The Massachusetts Dental Society presented her

with their Special Award for Teacher of the Year, and she is the recipient of the Goldin Foundation Award for Excellence in Education and the Dr. LeClaire Dental Health Professional Award for innovative and impassioned teaching. The United States Air Force recognized Ellen for her educational support of the 66th Dental Flight and Medical Group. She was recently awarded the title of Fellow from the ADAA. She is a former faculty member of Tufts and Northeastern Universities and Middlesex Community College.

Mary Gambardella, JD brings decades of experience in helping clients comply with ever-changing labor laws and regulations, as well as in managing employment challenges such as sensitive terminations, sexual harassment, reductions in workforce, discrimination claims, and severance agreements. Mary is chair of the firm's Labor, Employment, and Benefits Department and regularly represents employers in state and federal court litigation, administrative and regulatory proceedings, mediations and arbitrations. She handles all aspects of labor and employment law, including discrimination claims, sexual harassment, wrongful discharge, wage/hour, and employment contract claims. She has an AV® Preeminent™ peer rating from Martindale-Hubbell, and she is recognized in Chambers USA and by Super Lawyers® in Connecticut.

Joseph Garzi has had a career in information technology for over twenty years in the Connecticut region and has been supporting information technology for dental practices for almost as long. Joe has led Southridge to the *Inc. 500/5,000* as one of the fastest growing IT companies in America six years in a row. He has worked with outside resources in cyber security breach discovery and prevention and has extensive experience with security and the protection of a dental practice's technical assets. Southridge Technology is the affinity IT partner for the CSDA. www.southridgetech.com

Sharon Gordon, PhD, DDS is dean of the University of Connecticut School of Dental Medicine. She earned her dental degree from the University of Texas Health Science Center and completed a two-year GPR at Medical Center Hospital—San Antonio. She earned an MPH in Epidemiology and PhD in Clinical Investigation from Johns Hopkins University. As a research staff scientist, she directed research training, career development and educational programs at the NIDCR, NIH. She served as the inaugural research dean and department chair for foundational sciences at the East Carolina University School of Dental Medicine. Dr. Gordon is board certified in Dental Public Health. At the national level, she serves as a reviewer for NIH study sections and president of the American Board of Dental Public Health.

Mary Govoni, CDA, RDH, MBA is an internationally recognized speaker, author and coach for dental teams. Her areas of expertise are infection prevention and control, OSHA compliance, HIPAA compliance, ergonomics and efficiency and team communication. Her dynamic presentations are energizing and motivating and are full of practical information that can be easily implemented in the dental practice.

Stefan Green is a regional business development officer for Bank of America Practice Solutions. He oversees all of New England for the dental division of the Bank. He specializes in providing loans to dentists seeking financing for equipment and construction projects, as well as restructuring practice debt to increase practice cash flow. Stefan also assists dentists with the financing of commercial real estate purchases. He has been with Bank of America Practice Solutions since 2016.

Jack Griffin, DMD is a full-time practitioner and has owned multiple practices in the St. Louis area focusing on comprehensive aesthetics. He has been awarded diplomate status with the American Board of Aesthetic Dentistry, Accreditation in the American Academy of Cosmetic Dentistry, Mastership in the Academy of General

Speaker Bios

Dentistry, and Fellowship in the International Academy of DentoFacial Aesthetics. He is a director for the Pacific Aesthetic Continuum and has been published over 100 times in various journals. But most important to Dr. Griffin is providing comfortable, compassionate dental care to his many patients. He considers it a sincere honor to be able to teach other dentists' comprehensive aesthetics, regenerative dentistry, clinical photography, practice management, CAD/CAM and other relative topics.

Irene Iancu, BSC, RDH, CTDP achieved her bachelor of political science from Florida State University in 2005 and realized she would be a TERRIBLE lawyer! After graduating with honors from Oxford College in 2007, Irene followed her curiosity into the various aspects of dental hygiene practice, working her way through each specialty. Today, Irene is a Toronto-based independent dental hygienist who owns her own practice where she incorporates her extensive training in orofacial myology. She is a clinical and theoretical dental hygiene instructor at Oxford College, quality assurance mentor and peer mentor with the College of Dental Hygienists of Ontario, key opinion leader, international speaker, and item writer for the National Dental Hygiene Certification Board while enrolled in the Harvard HMX program at Harvard Medical School.

Damon Jenkins, DMD, MPH is a private practice Prosthodontist in Coventry, CT. He obtained his DMD from UMDNJ in 2001. He completed two general practice residencies -year one at Lutheran Medical Center in Brooklyn, NY, and year two at LSU Charity Hospital in New Orleans, LA. With his desire to pursue more dental education, he enrolled at LSU School of Dentistry in 2003 and completed his specialty degree in prosthodontics in June 2006, along with a master's degree in Public Health. He was an assistant professor at UConn School of Dentistry from 2007 to 2012. Dr. Jenkins served in Operation Iraqi Freedom from 2007–2008 as a captain in the U.S. Army Dental Reserve Corps and ended his service as a major in 2014.

Michael Johnson, DMD, FACS is an oral maxillofacial surgeon who sees patients at Coastal Connecticut OMS. He is full-time faculty at Yale-New Haven Hospital where he serves as the program director for the Oral Maxillofacial Surgery Residency Training Program and associate chief of Dental Services. He has been involved in various research projects and has mentored multiple Yale residents resulting in publications and presentations at national meetings. Dr. Johnson has lectured on topics that include head and neck history and physical exam, craniofacial, maxillofacial bone grafting for dental implants, orthognathic surgery, maxillofacial trauma, head and neck infections, anesthesia, safety culture, office-based emergency preparedness, and the management of medically complex patients. Additionally, he teaches courses in surgical anatomy, oral maxillofacial pathology, and anesthesia emergency management.

Kathy Langlais, RDH has lectured extensively to dental hygiene and nursing students as well as professional dental organizations. She works as a dental hygienist at Connecticut Valley Hospital for the Department of Mental Health and Addiction Services and in an inpatient facility treating patients with substance abuse and or psychiatric illnesses. Kathy's dental hygiene experience includes private practice, a school-based dental program, a community health center dental clinic, and teaching as adjunct faculty at Tunxis Community College in Farmington, CT. Kathy is involved in the Connecticut Coalition for Oral Health and has worked with the Middlesex County Substance Abuse Action Council to bring awareness about opioid addiction to the dental community.

Robert LaRosa, DDS, MAGD, FICOI graduated from Georgetown University School of Dentistry in 1984 and practices general dentistry in Woodbury, CT. His continuing education activities include courses through the Connecticut State Dental Association, New England Master Study Club, the International Association for Orthodontics New England Chapter, the International Congress of Oral Implantologists, and a local study club in Southington, CT. He has earned his masters with the Academy of General

Dentistry, and has taken orthodontic courses through NYU's Linhart Continuing Education Program. Dr. LaRosa is a fellow in the International Congress of Oral Implantology.

Susan Leckowicz, RDH began her career in dentistry as a dental assistant in her father's practice in Connecticut and worked over 20 years as a dental hygienist before becoming a dental coach for the past 12 years. As the founder of Dental Coaches, Susan and her team of experts, work with dentists across the country to grow their practices. She believes strongly in training team members as patient advocates while helping patients reach a collaborative agreement in getting healthy. She works with staff on communicating the value and benefits that dentistry can provide and marketing that attracts the type of patients who want great dental care. In her spare time, she enjoys yoga, golf, and the beach.

Geoff Ligibel, CPA, CFA is the president and CEO of 42 North Dental, a leading dental service organization (DSO) with over 70 locations in the Northeast. Since joining more than 5 years ago, he has led rapid growth at the company, building new practices and partnering with established practices throughout 5 states. Mr. Ligibel was previously a director in Houlihan Lokey's Healthcare Group. During his career, he has executed dozens of transactions involving companies providing services to healthcare providers across the nation. Mr. Ligibel graduated summa cum laude with a B.S. in accounting from Ohio State University. He is a certified public accountant and holds the designation of chartered financial analyst.

Doug LoPresti, NREMT, EMSI has broad experience in all aspects of Emergency Medical Services (EMS), including EMS management, consulting, program development and training, and is certified in Connecticut and Rhode Island. Doug is a nationally registered EMT, professional educator, and instructor in Connecticut's Community College system, teaching in nursing and EMS programs. In addition to being a Connecticut EMS instructor, he is an American Heart Association (AHA) and ASHI instructor and evaluator, and a Connecticut State Police Instructor. Doug is a practicing EMT, working on ambulances in the town of Westbrook and Lyme and is the National Registry training officer for both agencies. Doug is a member/instructor with the Connecticut Medical Reserve Corps (MRC).

Rui Ma, DMD maintains a periodontal and implant practice in Fairfield, CT. A fourth-generation dentist raised in his family's private practice, Dr. Ma excelled in his education achieving his doctor of dental medicine (DMD) from Tufts University in Boston. Previously educated at State University of NY in Albany, he received his bachelor of science in chemistry with summa cum laude and graduated as class valedictorian. Dr Ma completed his post-doctoral training in periodontics at Stony Brook University, in NY, where he was bestowed the certificate of advanced graduate study in periodontology. Dr. Ma is a diplomate of the American Board of Periodontology.

Maria Melone, CPA, CVA founded MORR Dental Solutions in 2012 with like-minded and experienced CPAs. Maria has extensive knowledge of the dental industry and brings a wide breadth of skills to the table—particularly in valuation. As a certified valuation analyst, she is an expert in helping clients understand what a dental practice is worth. Prior to founding MORR, Maria worked for American Dental Partners, Inc., in corporate development, overseeing all aspects of the acquisition process. During her 10 years with ADPI, she facilitated nearly 100 transactions, the biggest of which was a $90,000,000 acquisition of a multi-location, multi-disciplinary group practice. Since founding MORR, Maria has worked with hundreds of buyers and sellers and facilitated over 150 transactions.

All classes and events will be located in the Sky Convention Center at Mohegan Sun!

Speaker Bios

Michael Menapace, JD is a partner at Wiggin and Dana. He is an insurance lawyer, data breach coach, and law school professor. His practice focuses on a variety of insurance, cybersecurity, and litigation matters. Michael lectures and publishes regularly on insurance and cybersecurity topics and has testified before the U.S. Senate Commerce Committee as an invited expert on cybersecurity and insurance. He teaches insurance law at the Quinnipiac University School of Law. He has been listed in Super Lawyers for Insurance Law and is active in the American Bar Association as vice-chair of the TIPS Cybersecurity Committee and in ARIAS-US as chair of the Technology Committee.

David Miller is a vice president and regional business development officer for Bank of America Practice Solutions which is responsible for providing financing options to dentists in the New England market. Dave has been working with dentists since 2010 when he started his career with Bank of America. In just over 5 years with the bank, Dave provided over $130,000,000 in financing to healthcare professionals in the New England market. Following that experience, Dave opened the Boston market for Carr Healthcare Realty, LLC, where he represented dentists and gained invaluable experience about what makes a great location for a dental office.

Joelle Murchison, MEd is an accomplished executive, diversity and inclusion champion, and mom of four. Joelle is a graduate of Brown University, Harvard Graduate School of Education, and Syracuse University's Newhouse School of Public Communications. Following her post-secondary pursuits, Joelle began a career in higher education and the non-profit sector before transitioning to corporate America, and then returning to higher education in 2016. Drawing on her passion and interests in education, inclusion, policy and communications, in 2019, Joelle founded ExecMommyGroup, LLC—an inclusion, communication, leadership and coaching firm. At her core, Joelle is passionate about encouraging people to reach their highest potential and creating space to open dialogue to enhance inclusion and understanding.

Shannon Nanne, RDH graduated from The University of Pittsburgh School of Dental Medicine in 1994. She's authored articles in RDH, JPH, In Focus, and Dimensions of Dental Hygiene and is a KOL for several companies, publications, and associations. She is an ambassador with The Oral Cancer Foundation and has served as the executive director of the Global Oral Cancer Forum and continues serving on the organizing committee for GOCF20. Shannon helps promote the changes required for a substantial impact on incidence, morbidity, and mortality of oral cancer worldwide educating health professionals globally. She has sat on the Corporate Council for Dimensions of Dental Hygiene representing Basicbites, Biotene and Oral7. Shannon continues to create awareness on oral cancer and its horrific side effects.

Christine O'Hea, DMD, MDS has over twenty years of experience with clear aligners in both private practice and academic orthodontics. She received a B.S. in chemistry with Honors from Lafayette College in 1992. She graduated from the University of Pennsylvania with a DMD in 1996 and then received both a master of dental science degree and certificate in orthodontics from the University of Connecticut in 1999. Dr. O'Hea maintained private practices in New Jersey from 1999–2019 while serving as part-time clinical assistant professor at Columbia University from 2014-2018. She presently is a full-time assistant professor at Columbia University. Recognizing the driving interest in clear aligners by general dentist practitioners, she developed an innovative clear aligner therapy protocol for undergraduate dental students.

Yumi Panui, LCSW, CSAC is a licensed clinical social worker and a licensed addictions counselor. She has been in the National Guard since 2010 and recently transitioned to Connecticut from Hawaii to serve as the chief behavioral health officer of the Connecticut National Guard. She has been in the behavioral sciences field since 1992 with specializations in trauma and addiction. Captain Panui's military behavioral health experience includes the Department of Veteran's Affairs in the mental health and

homeless veteran's departments; the active duty Family Advocacy Program, Embedded Behavioral Health clinics, and the Army Substance Abuse Program; as well as in the overarching National Guard Behavioral Health medical and support program sections.

Michael Ragan, DMD, JD is an attorney who represents physicians, dentists, and nurses in civil and administrative litigation. Dr. Ragan practiced dentistry for many years and spent more than 10 years managing healthcare professional liability claims in the insurance industry. Dr. Ragan was a director of Fortress Insurance Company as well as the chairman of the claims committee and currently serves as Fortress's medico-legal consultant.

Penny Reed is a coach, speaker, and author of the book *Growing Your Dental Business*. She runs the Dental Coaching Institute and works with dentists who want to raise the bar on their performance and create an office culture where the entire team looks forward to coming to work every day. Penny coaches dentists and team leaders on implementing systems and standards that drive consistent and predictable revenues. Penny's expertise has been highlighted in published articles both nationally and internationally. She has conducted presentations at dental meetings across the country for over two decades and has received the Leaders in Dental Consulting designation from *Dentistry Today* from 2007 to present. She is a member of ADMC, The Speaking and Consulting Network, AADOM, and the NSA.

Adam Richichi is a dynamic leader with 18 years of dental experience. Mr. Richichi is the CEO of Dental Associates of CT, a unique fast-growing DSO in the North East. His experience leading dental service organizations, dental laboratories, and technology start-ups gives him a unique perspective. Additionally, Mr. Richichi is a speaker and author on leadership.

Philip Silverio, DPT is a licensed physical therapist that specializes in the treatment of musculoskeletal disorders. He received his doctorate degree in physical therapy from Sacred Heart University in 2014 and in 2016 became board certified in orthopedics. He has advanced training in manual therapy, dry needling, and exercise prescription. He currently sees patients at Gaylord physical therapy orthopedics and sports medicine in Cheshire, CT. He regularly works with patients of all backgrounds and in his spare time he enjoys spending time outdoors, traveling, and being with his friends, family, and dog, Mia.

Join us at the Sky Convention Center at Mohegan Sun.

If you are a day guest
The Riverview Garage is the one closet to the Sky Convention Center. Once you are on Mohegan Sun Boulevard, go straight through the first light, fork to the right, following the river, and take an immediate left into the Riverview Self Parking Garage, or the second left into Sky Valet.

If you are a hotel guest
Once you are on Mohegan Sun Boulevard, go straight through the first light and follow signs for "Hotel Only", forking to the right, following the river. Hotel valet parking is to the left at the hotel lobby entrance.

Speaker Bios

Sam Simos, DDS is an implant, restorative, and cosmetic dentist practicing just outside of Chicago, in Bolingbrook and Ottawa, Illinois. People from around the world seek out his services to help enhance their lives. He is internationally recognized as a leader in cosmetic and restorative dentistry. He received his Doctorate of Dental Surgery at Chicago's Loyola University. Dr. Simos teaches post-graduate courses to practicing dentists on cosmetic dentistry, occlusion, and comprehensive restorative dentistry. He is one of a select number of dentists who work with the Dental Advisor to evaluate and consult with dental manufacturers about new products. Dr. Simos promotes awareness, communication, and education within the dental profession, and is an internationally published author on today's use of innovative dental techniques and materials.

Michael Sonick, DMD, is an internationally-known, authority in the field of dental implantology and periodontology. He completed his undergraduate degree at Colgate University. He received his DMD at University of Connecticut School of Medicine and his certificate in periodontology at Emory University. He received implant training at Harvard University as well as the Branemark Clinic in Gothenburg, Sweden. A full time practicing periodontist in Fairfield, Connecticut, he is also a frequent guest lecturer in the international program at New York University School of Dentistry and the University of Connecticut School of Dental Medicine. He is the co-editor of the multi-language textbook, *Implant Site Development*. He serves on the editorial boards of numerous journals including the *Compendium of Continuing Education* and the *Journal of Cosmetic Dentistry*.

Greg Wappett is the director of corporate development for 42 North Dental. He is responsible for all aspects of practice acquisitions and affiliations; beginning with deal origination, going through practice analysis and due diligence, and culminating in integration. He has helped 42 North Dental expand from a single-branded dental support organization in one state, to operating over 20 brands across 5 states. Prior to joining 42 North Dental, Mr. Wappett was a director with Provident Healthcare Partners, a middle-market investment bank. He advised clients across a variety of verticals, including DSOs, multi-site physician groups, retail medical groups, and pharmacy services, through a variety of transactions including mergers, acquisitions, financing events, and growth consulting. Mr. Wappett graduated from Babson College with a degree in business administration.

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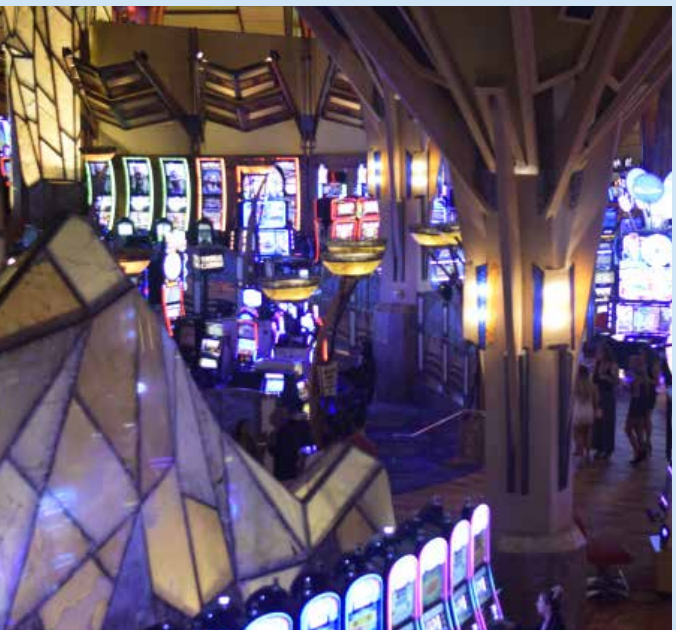
About Mohegan Sun



Location

Sky Convention Center

Parking at Mohegan Sun

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Booking information

Room Rate	$169.00 (plus tax)*
Group Code	"CSDA20"
Deadline	Tuesday, April 14, 2020
Check-in time	4:00 pm
Check-out time	11:00 am

**Mohegan Sun has kindly waived the facility fee for our group which includes: access to the fitness center and pool,* USA Today, *unlimited local phone calls and up to 30 minutes of toll-free usage, in-room hard-wired internet access, in-room bottled water (2), and in-room coffee and tea.*

You can either make your reservations online at our event website (csdadentalmeeting.com) or by calling 1.866.708.1340 and mentioning the group code noted above. A one night deposit will be required to secure your reservation.

Hotel Cancellation Policy

You can cancel your reservation without penalty until April 28, 2020. Cancellations made on or after April 28, 2020 will result in a loss of the one night deposit. There is also an early departure fee so be sure to communicate any change in plans to avoid extra fees.

Address

Mohegan Sun Casino Sky Convention Center
1 Mohegan Sun Boulevard, Uncasville, CT 06382

mohegansun.com

42NORTH DENTAL

Gentle Dental Partners is now 42 North Dental, a leading dental support organization in New England supporting 59 practices comprised of 15 brands across New England. Our mission is to eliminate barriers to quality patient care by providing business and administrative support to dental practices.

We are the partner that offers dental providers clinical autonomy and equity ownership, as well as non-clinical solutions and business support to help practices run efficiently. Partner with 42 North Dental for the resources and support you need to move forward, grow your practice, and realize your personal and career goals.

We are committed to hiring and supporting the best and brightest talent in the industry. We view it as our shared responsibility to help supported dentists chart their career path. 42 North Dental supports you so you can do what you love – provide the best quality care to patients.

OUR SUPPORTED PRACTICES

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Family Dental Practice of Newington

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NHDG New Haven Dental Group

Four Town Dental

Gillis Dental

LEARN MORE ABOUT AFFILIATIONS

Greg.Wappett@42NorthDental.com
617-777-3630

YOUR NEXT CAREER AWAITS

Priyanki.Amroliwala@42NorthDental.com
617-480-6355

Registration Form

155th CSDA Charter Oak Dental Meeting
Registration form

Please print ▪ One registrant per form (duplicate this form for additional registrants) ▪ Register online at csdadentalmeeting.com

Full name _____

☐ DMD ☐ DDS Specialty _____

(if applicable): ADA # _____ AGD # _____

Office name _____

Mailing address

(Where your registration materials will be mailed to. No PO boxes, please)

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City _____ State _____ Zip _____

Phone _____

Email _____

(Please be sure to provide an email address to receive a confirmation and other important information.)

☐ I am interested in learning more about moderating courses
I am registering for in exchange for a refund of course fees.

Registration fee rates	*Early*	*After April 1*
☐ Dentist 1st year CSDA Member	no fee	$40
☐ Package Program Member	no fee	$40
☐ Dental Resident/Student*	no fee	$20
☐ CSDA Retired Life Member	no fee	$40
☐ CSDA Member Dentist	$55	$75
☐ RIDA Member Dentist	$55	$75
☐ ADA Member Dentist	$75	$95
☐ Non-ADA Member Dentist	$195	$215
☐ Hygenist	$40	$60
☐ Dental Assistant	$40	$60
☐ Dental Office Staff	$40	$60
☐ Lab Owner/Tech	$40	$60
☐ Guest/Spouse	$40	$60

Guest/Spouse of _____

Note for dentists only: Non-ADA members must pay an additional $20 for all courses.

* A copy of your student ID or a letter from a department head verifying your status must accompany your registration.

Wednesday, May 6

Course code _____ Speaker's last name _____ Course Fee $ _____

☐ Please register me for the opening night party at Lansdowne Pub ($25 per person)

Thursday, May 7

Course code _____ Speaker's last name _____ Course Fee $ _____

Course code _____ Speaker's last name _____ Course Fee $ _____

Course code _____ Speaker's last name _____ Course Fee $ _____

Course code _____ Speaker's last name _____ Course Fee $ _____

Course code _____ Speaker's last name _____ Course Fee $ _____

☐ I would like to purchase an express lunch for Thursday ($20): ☐ Italian ☐ Chicken Caesar ☐ Turkey BLT ☐ Portabella

☐ Please register me for the party at Game On! ($55 per person)

Friday, May 8

Course code _____ Speaker's last name _____ Course Fee $ _____

Course code _____ Speaker's last name _____ Course Fee $ _____

☐ I would like to purchase an express lunch for Friday ($20): ☐ Italian ☐ Chicken Caesar ☐ Turkey BLT ☐ Portabella

☐ I am planning to attend the closing reception in the exhibit hall (free)

Payment information

Total due (including registration fee)

$ _____

Please note: The CSDA reserves the right to verify registration type. If necessary, you will be contacted to address any discrepancies.

☐ Check payable to CSDA enclosed or ☐ MasterCard ☐ Visa ☐ American Express

Card # _____ Exp. Date ____/____

Billing address _____

City _____ State _____ Zip _____

Signature _____

Mail completed form and payment to: ExpoTrac, c/o CSDA, PO Box 1280, Woonsocket, RI 02895

For questions regarding your registration, contact ExpoTrac at 401.766.4142. All other questions, contact the CSDA at 860.378.1800 or visit CSDA.com.

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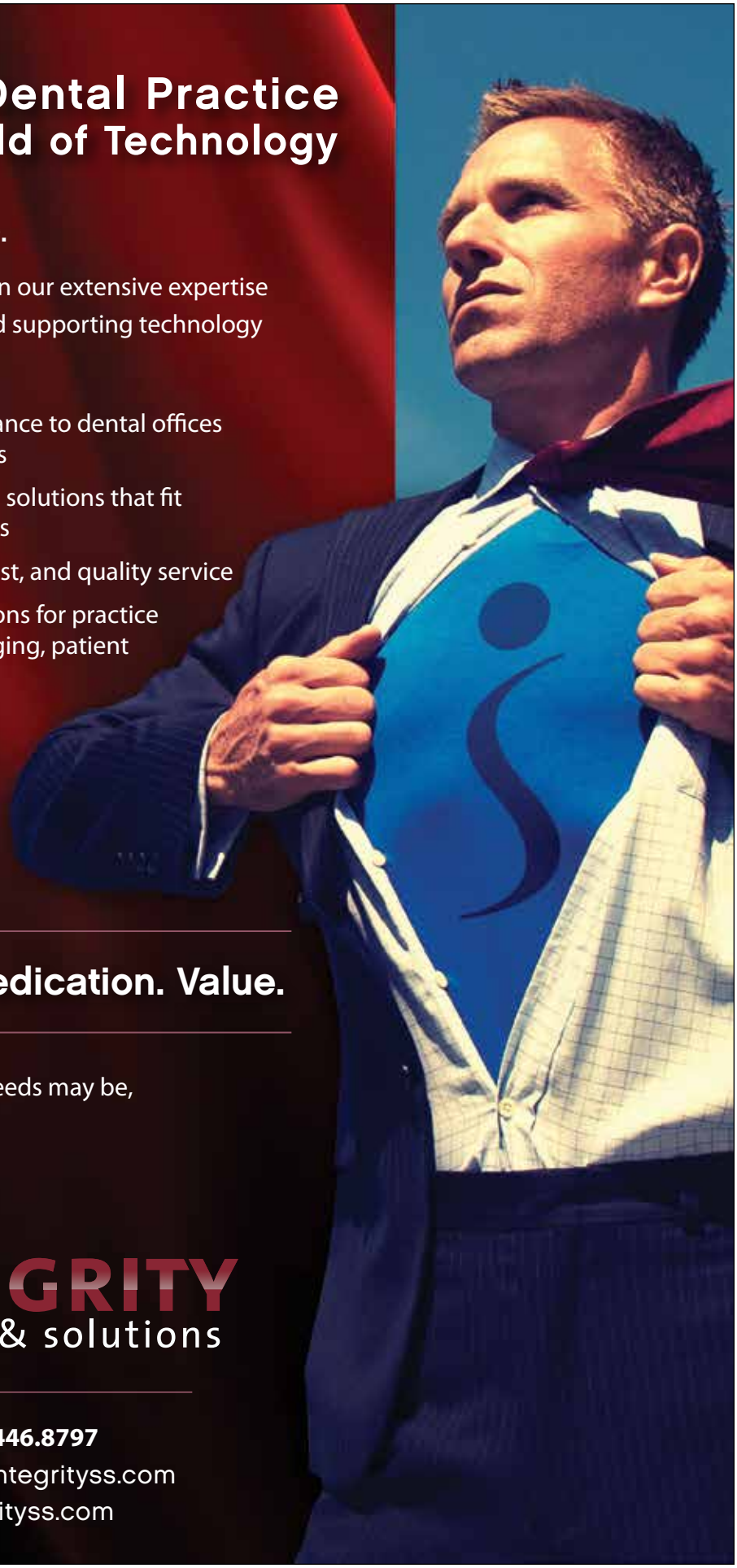

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Photo:* Krishna Desai, DDS and Matthew McCabe, DMD *Select Dental, Rocky Hill, CT

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