



Fall Mandatory & Fundamental Continuing Education Credits for the Entire Dental Team

Friday, September 22, 2023

Zoom Webinar

Preliminary Program

8:30

Infection Control and Compliance: It's All Hands on Deck

India R. Chance, BSDH, RDH

- Evaluate your dental team's adherence to infection control and compliance guidelines
- Consider new evidence related to infection prevention and control
- Set the stage for effective, ongoing infection prevention and control adherence within your dental office

10:00

Break

10:15

It's Hot in Here! Using Conflict Resolution Skills When Emotions Flare

Sharon Press, JD

- Identify root causes of conflict within your dental practice, including friction with patients, between coworkers, and within your home
- Navigate workplace conflicts, including today's hot-button political differences
- Create new techniques to manage conflict and maintain relationships

11:45

Break

12:30

Heads Up! Insurance Changes are Coming

Teresa Duncan, MS

- Discover your office's true insurance position
- Update your practice's insurance metrics
- Sidestep typical insurance staffing, ethical, and systemic pitfalls

2:00

Break

2:15

Let's Move Your Patients to Yes!

Teresa Duncan, MS

Communicate treatment needs more effectively

Overcome common patient plan objections

Establish stable financial arrangements that work for your office and your patients

3:45

Adjourn

Meet Our Experts

India R. Chance, BSDH, RDH, is an independent compliance consultant who provides continuing education for dental professionals to improve their knowledge of infection prevention and safety in their workplace environment. Ms. Chance has trained dental practice teams to implement and strengthen their dental safety programs and provides one-on-one coaching to many dental practice owners.

Teresa Duncan, MS, is the Owner and President of Odyssey Management, Inc. She received her Master's Degree in Healthcare Management from Marymount University. She is a widely published author, podcast expert, and dental and health-related publications contributor. Dental Products Report magazine has named Teresa one of the Top 25 Women in Dentistry. She has provided consulting services to the American Dental Association's Guidelines for Practice Success™ and is a contributing author for the ADA's CDT Companion Guide.

Sharon Press, JD, is a Professor of Law and serves as the Director of the Dispute Resolution Institute at the Mitchell Hamline School of Law. She teaches the Mediation and Negotiation course, directs the Israel Study Abroad Program: Conflict Resolution from Religious Traditions, coaches the Mediation Representation Team, and serves as the academic advisor to the students completing a Certificate in Conflict Resolution Theory and Practice. She completed her undergraduate and legal studies at The George Washington University. Press is the Co-President of Community Mediation Minnesota, a board member of Community Mediation and Restorative Services and the Institute for the Study of Conflict Transformation.

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Minnesota credits

- 6 Fundamental Credit Hours
- Includes CORE Subject Areas Ethics, Patient Communication and Record Keeping