



Newsletter

North Dakota State Board of Dental Examiners

► Fall 2003

PRESIDENT'S MESSAGE

by Scott A. Preisler, DDS



If there is one thing that is constant, it is change. What a profound statement this is. Fortunately, we are able to have change in leadership that consistently brings new ideas to our regulating bodies that affect many different aspects of our lives. This has never been more true than with our current North Dakota dental community.

Changes that have occurred over the last year during my presidency include expanded duties performed by registered dental assistants, local anesthesia being administered by licensed dental hygienists, and new anesthesia categories. These new changes will allow us to practice in a more proficient manner and subsequently, with the expanded duties we will have more teamwork, job satisfaction, and overall improved work environment. These changes are made possible by many visionary people of our dental community.

The personnel of the dental examining board have changed as well this last year. We have welcomed new board members Dr. James O'Connell, Erma Hauglie, and Rita Kunz. Dr. O'Connell is from Grand Forks, and has been helpful in assisting on the complaint committee. Erma Hauglie is our new public member from Bismarck, and has been doing a wonderful job in learning about our chosen dental profession. Following in the footsteps of Dr. Wayne Mattern as Executive Director will not be an easy task for Rita Kunz, but she has past board experience and has exceptional organizational skills. Rita

will be all handle the board business efficiently from her Bismarck location. Remaining board members include Dr. John Fishpaw (Immediate Past President), Linda Nepl, RDH (President Elect) and Dr. Dale Dohms (Secretary-Treasurer). Legal counsel for the Board is Jerry Kettleon. I would be remiss...involved with all aspects of the board, not only as Executive Director, but also on many committees including liaison for the CRDTS Steering Committee and liaison for the AADE. The time and commitment that Wayne has provided is exceptional and beyond the normal call of duty. The board will greatly miss Dr. Wayne Mattern as he has "directed" the board for many years, in many capacities. A heartfelt thank-you to Dr. Wayne Mattern!

This has been a very interesting, exciting, and challenging year as President of the North Dakota State Board of Dental Examiners. I am happy to say that even with these many changes there has been and will continue to be an amicable relationship between the North Dakota State Board of Dental Examiners and the North Dakota Dental Association. These leaders of our dental community are committed to improving the quality of dental care being provided. I am honored to have worked with all of you and thank you for your assistance throughout this past year. Although there have been many changes, our charge is to protect the care and rights of the people of North Dakota. This will never change!

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COMMENTS FROM THE CENTRAL OFFICE

by Rita M. Kunz, RDH, BA, Executive Director

Nearly seven years ago I had the unique experience of beginning a five-year term on the Board of Dental Examiners. What a tremendous privilege it was. In addition to the various responsibilities that serving on the Board presented, I became involved with CRDTS (Central Regional Dental Testing Service). This involvement has provided the opportunity to create new friendships and grow educationally and professionally. I am fortunate that this combination of experience and circumstance has now led me toward further service as the Executive Director of the Board.

Since that time, many faces have changed on the Board. A new consumer member, Erma Hauglie (Bismarck), is now serving her first term, along with Dr. James O'Connell (Grand Forks). A long-time member, Dr. Wayne Mattern (Bismarck), has served the Board since 1994. Wayne will now have more time for his bridge game as he completes his last term in March 2004. We will all need to keep Dr. Mattern on speed dial since his vast knowledge and history of the Board will be greatly missed.

Other changes taking place include new continuing education requirements. These regulations will take effect beginning January 2004. All licensees will be on a two-year cycle. Under the new requirements, dentists will submit 32 credit hours per two-year cycle (maximum nonclinical hours is six, home study hours is ten) while hygienists will be required to submit 16 credit hours per two-year cycle (maximum non-clinical hours is three

and maximum home study hours is five). Infection control and CPR requirements have not changed. These two requirements do not have to coincide with your CE cycle.

The new licensing will be every two years. Your license, upon renewal, will be valid from January 1, 2004 to December 31, 2005. Late fee renewals have been modified to reflect these changes.

A public hearing is being planned for January 30, 2004 at the Ramada Plaza Suites in Fargo. The public hearing will address the adoption of several rules changes pertaining to the duties of dental hygienists and dental assistants. When the rules changes process has been finalized, the update can be seen on the Board's website at www.nddentalboard.org. Public hearings provide the opportunity for your suggestions and participation.

NDSBDE WEB SITE

Check out the
North Dakota State Dental Board's
official web site at:

www.nddentalboard.org

UPDATE ON LOCAL ANESTHESIA ADMINISTERED BY DENTAL HYGIENISTS

by James L. McDonald, DDS

In April Governor John Hoeven signed Senate Bill No. 2217, which will permit licensed dental hygienists to administer local anesthesia. The bill reads as follows: Supervised Administration of Anesthesia Board Rules. A licensed dentist may delegate to a dental hygienist, licensed by the board the administration of block and infiltration anesthesia to a patient who is at least 18 years old. The dental hygienist must be under the direct supervision of a dentist and the dental hygienist must complete the educational requirements as required by the commission on dental accreditation and approved by the board. The board shall adopt rules to implement this section.

Several steps are required before the new law will actually be in effect: At the September meeting of the North Dakota

Board of Dental Examiners, proposed rules changes regarding the educational requirements were discussed. The board voted unanimously to approve the proposed changes and move on to the next step.

The public hearing is scheduled to be held in Fargo at the Ramada Plaza Suites on January 30, 2004. After the public hearing a 30-day comment period is required. After this, the Board is required to submit the proposed rules to the Attorney General for his approval. At that time the Board finally approves the rules and again submits them to the legislative council for inclusion in Administrative Rules publication.

ANNUAL REPORT OF THE NORTH DAKOTA STATE BOARD OF DENTAL EXAMINERS

JULY 2003

by Dr. Wayne Mattern, DDS

The function of the North Dakota State Board of Dental Examiners is described in Chapters 4328, 43-20 and Articles 20-01 through 20-05 of the North Dakota Century Code.

As an overview, the primary responsibility of the State Board is to serve the greater good of the citizens of North Dakota by protecting state residents from illegal and unethical dentistry. The goal is accomplished through licensing, education and examination of those persons practicing dentistry or dental hygiene in North Dakota, and the registration of Dental Assistants.

Officers for 2003 are listed below:

President: Dr. Scott Preisler (*Fargo*)

President Elect:

Ms. Linda Nepl, R.D.H. (*Fargo*)

Secretary/Treasurer:

Dr. Dale Dohms (*Minot*)

Remaining Board Members:

Ms. Erma Hauglie (*Bismarck*)

Consumer Member

John Fishpaw, D.D.S. (*Minot*)

Jim O'Connell (*Grand Forks*)

Wayne Mattern, D.D.S. (*Bismarck*)

During the past 12-month period, the Board issued 18 DDS unrestricted North Dakota dental licenses and 50 unrestricted North Dakota hygiene licenses. The number of dental licenses was up 3 from last year and hygiene licenses were up 14. Of the 18 dental licenses, two are oral surgeons, one is a periodontist and two are orthodontists.

In the area of discipline, most cases were minor. We continue to work closely with peer review. In this area the Board thanks the North Dakota Dental Association for its efforts. We believe our state has a strong peer review committee due to the concern and work of the Dental Association. The Board feels strongly that this relationship has worked well and many of the cases that are reported to the Board are appropriate for peer review only.

The Board encourages everyone to review and know the ADA pamphlet on Ethics (*especially helpful regarding appropriate advertising and handling of the patient records*). **All pertinent records must be**

transferred per patient request "even" if the patient has a balance due! In addition, the Board strongly encourages practicing sound risk management principles.

Other areas of interest:

1. During the 2003 session, the Legislature passed and the Governor signed S.B. 2177. This bill allows properly trained and registered hygienists to administer local anesthetic to patients age 18 or older. A rules process to specify training and education requirements will be implemented by the Board.

2. Rules process by the Board to include but not limited to the following: Local anesthetic criteria, Dental Assistants (duties allowed), anesthesia permit modifications and housekeeping changes as necessary.

3. The Board (at its June meeting) elected Ms. Rita Kunz as its new Executive Director, replacing Dr. Mattern. Ms. Kunz is a Registered Dental Hygienist from Bismarck and has served a 5-year term on the Board. As a Board member, she served several years as the Secretary/Treasurer.

4. Re: Handling of Complaints The current Complaint Committee has three members: Dr. Jim O'Connell, Dr. John Fishpaw and Dr. Wayne Mattern. All complaints will be given to this committee and Dr. O'Connell, as Chairman, will be the contact and distribution person, sending cases to peer review, if appropriate.

5. During the past 12 months, the jurisprudence exam was updated by a Committee chaired by Ms. Linda Nepl (a job well done).

6. The Board is working in the area of oral health access. As a group, we have an interest in the externship program and the Bismarck area association called Bridging the Dental Gap and are working with the Dental Association on these issues. The Board is willing to help the Association and the other community leaders in North Dakota as needed.

7. Regarding APT (management company

for the Board): All is going real well. Jacinda Simmons is the Portfolio Manager for the Board of Dental Examiners. She is a 2001 business graduate of Minot State. The Board has its own phone line for CE, licensing, renewal and license verification questions. The number is 701/258-8600. The Board is on the internet. The web site is www.nddentalboard.org. The site has all the current Board news and a complete directory of the Board. The forms for application and CE registration are also available on the web site. All questions and licensure verification can be handled via phone during regular office hours or by the Board's email (ndsbd@aptnd.com). Office hours are Monday-Friday, 8:00 a.m. to 5:00 p.m.

8. The Board annually publishes a newsletter to keep everyone informed, and as a method of loss prevention. Please look for the newsletter and biennial renewal materials around Thanksgiving time. Your early response for renewal is greatly appreciated!

9. As of July, 2003, there are 367 licensed dentists, 535 licensed dental hygienists and 381 registered dental assistants.

Minutes of all meetings are bound and are in the central office. Copies of the minutes of any meeting may be obtained by writing to the address below.

In addition, the Board makes available copies of Chapter 43-28, 43-20 and Articles 20-01 through 20-05 (Practice Act and Rules), as well as rosters of all dentists of hygienists licensed to practice in North Dakota and assistants who are registered. If interested, please write to the address below.

**North Dakota State Board
of Dental Examiners
PO Box 7246
Bismarck, ND 58507-7246**

Respectfully submitted,
Wayne Mattern, D.D.S.

NEW BOARD MEMBERS



Dr. James R. O'Connell

Born and raised in Valley City, ND, I attended the University of North Dakota, from 1971-1975. I attended dental school at the University of Minnesota years 1976-1980. Moving to Grand Forks, ND in April of 1980, I began practicing in July of that year. I also practiced one and a

half days a week in Fargo, ND with Dr. John Volkerding. John was very helpful in teaching me the business aspects of dentistry. I remained with Dr. Volkerding for a year and a half. Along with Dr. Charles Bridgeford, we opened a one-day a week practice in Michigan, ND, while establishing our own practice in Grand Forks. We continued to work in both cities for a couple of years, until devoting full time to our practice in Grand Forks.

I am currently working with the County Board of Public Health, North Dakota Dental Peer Review Committee and the Dental Board of Examiners. My goal is to see the board address expanded duties of hygienists, assistants and dealing with the shortage of qualified staff. Also, to see the Board help maintain quality dental care for the public.

In June of 1984, I married Barb Kramer, who now heads the Healthy Families Program in Grand Forks County. Although we have no children, together we have nineteen nieces and nephews.

I am happy to be able to give back to the community of Grand Forks, the University of North Dakota, Empire Arts Theatre and others, to help the community grow.



Mavis Patchen

I was first approached by past NDSBDE board member, Mavis Patchen, about the possibility of serving as the consumer member on the Board. With little knowledge of the dental industry, I wondered what I would be able to contribute. After some thought, I decided to

take on the new challenge. It was my honor to be appointed to the Board by Governor John Hoeven in April, 2003.

I am a North Dakota native, born in Landa (Bottineau County) and spent my adolescent years in Landa, Minot and Jamestown, ND. Upon graduating from Jamestown High, I moved back to Minot where I worked as a secretary for the Ward County Welfare Board and a year later married my high school sweetheart, Roy Hauglie. I continued working in the secretarial field for various businesses in the Minot area and in October 1978 my husband's job transferred us to Bismarck. There continued to work in the secretarial field until my semi-retirement in 1997. I was employed by a division of the Burleigh County State's Attorney's Office for 16 years and have also worked six legislative sessions as secretarial support

staff for the North Dakota Senate and the North Dakota House of Representatives. I currently work for two of Medcenter One's satellite clinics on an "as needed" basis in Medical Records. I also do volunteer work at Medcenter One.

I have been widowed for 8 years. I have two married children and five grandchildren, and feel fortunate to have all of them here in Bismarck. Some of my hobbies are socializing, reading, card games, board games, dancing, walking, biking, cross-country skiing, interior decorating, crocheting, and traveling to warmer places in the winter time.

It is a privilege for me to serve as the consumer member on this Board and I look forward to learning much during the term of my appointment about the duties and responsibilities of the Board. I will strive to do my best to represent the people of North Dakota. Thank you for the opportunity.

BRIDGING THE DENTAL GAP BECOMES A REALITY

by Rita M. Kunz, RDH, BA, Executive Director

The role of the North Dakota Board of Dental Examiners is multi-faceted. One function of the Board is to protect the public and promote quality dental health care for the citizens of North Dakota. The Board has identified the issue of access to care and has addressed this concern on several fronts, not the least of which is legislative.

An exciting development is now coming to fruition for some 22,000 low-income residents in the Bismarck Mandan and surrounding areas as the 'Bridging the Dental Gap' concept

becomes a reality. The primary goal of BDG is to provide access to basic and urgent dental care for a segment of our population who has not been able to access appropriate care to meet their dental needs. Whenever the health and well being of our citizens is improved, recognition of such efforts is deserved. So, a heartfelt "congratulations" goes to the many patrons, sponsors and contributors of the BDG Dental Clinic. Paula Flanders, Director of the BDG should especially be recognized for the countless and dedicated hours she has devoted to the project. Kudos to you Ms. Flanders!

ADDRESSING COMPLAINTS

by Rita M. Kunz, RDH, BA, Executive Director

Many complaints come to the Board from patients who claim they never agreed to a treatment or regarding the cost or outcome of the treatment. Somehow the outcome of the treatment varies from the patient's perception of the treatment. Better communication with the patient is key in keeping complaints to a minimum.

Tips for optimum patient communications include:

- Make sure all treatment options are documented and discussed with the patient.
- Discuss the prognosis, benefits and risks of each option.
- Document which option the patient chooses and give a written estimate of the costs the patient will incur for various options.
- Discuss the nature of the procedure and make sure the patient understands the appointments that will be necessary to complete the procedure. These discussions should also include the risks and benefits of no treatment at all.

When a patient comes through your door they rely on you for knowledge and trust that you will make them aware of all options so they can make an informed decision about their own health care. When patient/doctor communications break down a solution is often only a phone call away. Fortunately, most complaints are only misunderstandings and can be resolved by further communication between patient and doctor. Even though these suggestions may seem only to be common sense, they are sometimes overlooked.

APT CORNER

by ??????



Jacinda Simmons has been your first phone contact with the NDSBDE since she joined APT, Inc. in June 2001. APT, Inc. an association management company and contracts with various associations and state boards, including NDSBDE, providing them administrative, management, accounting, technology (custom website and database applications), and government relations services.

In addition to answering the phone, Jacinda handles many other Board duties and is responsible for recording all continuing education and the initial licensing process with final approval of the license by the Board. Jacinda worked with Dr. Wayne Mattern during his term of Executive Director and now works with the new Executive Director, Rita Kunz.

Jacinda received her bachelor's degree in business administration from Minot State University in December 2001.

MEMBER DIRECTORY

BOARD MEMBERS

President

Scott Preisler, DDS
Fargo, ND
Term Expires: March 2005

President-Elect

Linda Neppel, RDH
Fargo, ND
Term Expires: March 2006

Secretary/Treasurer

Dale Dohms, DDS
Minot, ND
Term Expires: March 2007

Erma Hauglie
Bismarck, ND
Term Expires: March 2008

James O'Connell, DDS
Grand Forks, ND
Term Expires: March 2008

John Fishpaw, DDS
Minot, ND
Term Expires: March 2006

Wayne Mattern, DDS
Bismarck, ND
Term Expires: March 2004

EXECUTIVE STAFF

Executive Director

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Board Office Staff

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Tel: (701) 258-8600
Fax: (701) 224-9824
ndsbd@aptnd.com

North Dakota State Board
of Dental Examiners web Site:

nddentalboard.org

MEDICAL RECORDS REMINDER

One frequent source of complaints received by the Board stems from confusion regarding the law governing the release of medical records. Dentists are required to release medical records, including x-rays. A dentist may not hold the records because there is an outstanding bill for services. Digital radiographs must be transferred via a readable hard copy or by other means capable of producing an acceptable image. It is unprofessional conduct to refuse to release records on a patient's request. If you refuse for any reason and the patient files a complaint you may be found in violation of the law.

CHANGE OF ADDRESS

You are required to forward any address change to the Board with 30 days of the move. This is very important since the Board is required to reach you at the address you have on record. Failure to notify the Board of an address change could subject you to penalties. You may send all correspondence to:

**North Dakota State Board of Dental Examiners
PO Box 7246
Bismarck, ND 58507-7246**

NEXT BOARD MEETING

January 30, 2004 at 1:00 p.m.

Ramada Plaza Suites
Fargo, North Dakota

Please keep this newsletter on file for future reference.