

# SPEAKER

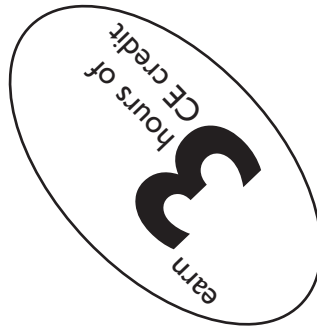


## **Richard Small, J.D.**

received his  
Bachelors Degree  
from Michigan State  
University in 1978  
and the University of  
Detroit Law School

in 1981. He is the Executive Director  
of the Michigan Society of Oral &  
Maxillofacial Surgeons and the Great  
Lakes Society of Oral and Maxillofacial  
Surgeons. He is also on the Council  
of Michigan Dental Specialties and the  
Michigan Society of Oral & Maxillofacial  
Surgeons. Mr. Small has been published  
in *Contemporary Oral & Maxillofacial  
Surgery*, *Orthodontic Treatment* and  
the *Journal of the Michigan Dental  
Association* and currently runs  
The Richard Small Agency.

Oklahoma Dental Association  
317 NE 13th Street  
Oklahoma City, OK 73104



## **THE OKLAHOMA DENTAL ASSOCIATION**

*presents*



**Friday, September 11, 2009**

**8:30 AM - 12:00 PM**

*\*Continental Breakfast Included\**

**Hilton Tulsa Southern Hills**

7902 South Lewis Avenue

Tulsa, OK 74136

Tel: 1-918-492-5000

***Register by August 28!***



Dental malpractice is skyrocketing and even “good” dentists find themselves sued. Managing risk is more important than ever. This course offers practical advice on improving office systems to enhance care and avoid litigation. Valuable for dentists and staff, one of our experienced speakers presents this three-hour, interactive seminar in lecture format with audience participation.

Fortress Insurance Company is a wholly owned subsidiary of OMS National Insurance Company (OMSNIC). OMSNIC, an ADA CERP Recognized Provider, develops and sponsors *Managing Risk in the Dental Office*. All attendees will receive three (3) continuing education (CE) credits for completing this course.



**FORTRESS INSUREDS WHO COMPLETE THIS COURSE RECEIVE A 10% PREMIUM DISCOUNT FOR THE NEXT THREE POLICY PERIODS.**

# SEMINAR TOPICS

- Risk Management in Perspective
  - > Why Patients Sue
  - > How Risk Management Prevents Lawsuits
- Communication
- Documentation
  - > Recognized Requirements
- Informed Consent
  - > Elements of the Process
- Office Issues
  - > Withdrawal from Care
  - > Confidentiality
  - > Customer Service
  - > Clinical Case Examples

# SEMINAR OBJECTIVES

At the conclusion of the seminar, attendees will be able to:

- > Understand how risk management impacts claims and their defensibility
- > Utilize communication techniques to improve patient rapport and care
- > Implement sound record keeping practices to improve patient care and minimize loss
- > Realize the importance of informed consent
- > Maintain confidentiality of patient health information
- > Apply customer service techniques to enhance patient care

## REGISTER TODAY!

ONE FORM PER PERSON  
MAKE COPIES AS NEEDED

Registration Fee	Check One
ODA Member Dentist: \$75	_____
Non-ODA Mem Dentist: \$135	_____
Hygienist: \$51	_____
Assistant: \$51	_____
Office Auxiliary: \$51	_____
Spouse: \$51	_____

**REGISTRATION DEADLINE – Aug. 28, 2009**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

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

\_\_\_\_\_  
Daytime Phone

\_\_\_\_\_  
Fax Number

\_\_\_\_\_  
Email Address

**Make Checks Payable to:**  
Risk Management Seminar

Mail to: Oklahoma Dental Association  
317 NE 13th Street  
Oklahoma City, OK 73104

**To pay by credit card, contact the ODA at  
(405) 848-8873 OR (800) 876-8890.**

*The ODA will refund registration fees, less a \$15 administration fee, if notified **on or before Aug. 28, 2009.** After this date, no refunds will be issued.*