



ARIZONA STATE BOARD OF DENTAL EXAMINERS

4205 North 7th Avenue, Suite 300 • Phoenix, Arizona 85013

Telephone (602) 242-1492 • Fax (602) 242-1445

www.dentalboard.az.gov

BOARD UPDATE

This has been a challenging but interesting technology year at the Dental Board. The State mandated Agencies to reformat their websites to a certain template and then mandated that our phone system be updated and to date, we still do not know the cost of the unfunded mandate! I still do not yet know how to transfer a call but at least I know how to retrieve messages! The general phone number (602.242.1492) remains as is; however, Board staff now has direct dial numbers which can be obtained by listening to the general phone message.

Board staff is on phone calls many hours each day. Board staff hears from licensees and the public (complainants) stating either that the Board sides with the licensee or the Board always sides with the complainant. Recently, a licensee complained about how no one represented the licensee! As a reminder, the Board is comprised of six dentists, two dental hygienists, two public members and one business entity member. Licensees are represented on the Board. The Board takes its duty to protect the public very seriously. The Board also has a duty to remediate licensees.

The Board's process is objective and affords due process to the licensee in accordance with the Dental Practice Act. Many times the complainant believes the complaint is "their" case; however, the parties to a complaint are the Board and the licensee and the complainant is a witness in the case. Licensees who file complaints against their fellow licensees need to recognize that they too are a witness in the case.

At its last Board meeting on August 1, 2014, the Board:

- Approved Guidelines for Imposing Sanctions Against Licensees
(This is a result of the Auditor General recommendations and is now Substantive Policy Statement #24 available on the Dental Board website)
- Approved 10 non-disciplinary consent agreements which included continuing education in:
 - Risk management (2 cases)
 - Record keeping (4 cases)
 - Diagnosis and treatment planning of implants
 - Diagnosis and treatment planning of impacted third molars
 - Diagnosis and treatment planning of orthodontics with impacted cuspids
 - Fabrication of dentures
- Approved 3 disciplinary actions which included continuing education in:
 - Crown and Bridge (2 cases)
 - Endo
 - Record keeping
- Approved 7 letters of concern which included:
 - Dr. Fitzgerald should have a process in place to verify the tooth being extracted is the proper tooth. (2 different licensees received a letter similar to this)
 - Dr. Dockett should provide adequate retention form and ferrule to retain all crowns.
 - Dr. Warner should ensure all crown margins are closed and sealed.
 - Dr. Floyd should report in the treatment notes full documentation, including post-operative x- rays of any implants placed.
 - Dr. Arais should ensure a patient's records are clear, concise, and understandable.
 - Dr. Stanton should inform patients of the risks involved when performing a root canal.

- The Board also discussed the Pharmacy Board's report cards and their request for the Board to establish criteria for reporting licensees who appear to be prescribing excessive amounts of controlled substances. Board voted to table this matter for a future Board meeting.

In closing, I'd like to take the opportunity to once again remind licensees of responding to a subpoena for records. We recognize the challenges some offices have with transitioning from paper to digital; however, it does not mitigate the responsibility to ensure ALL dental records are provided to the Board. In many cases, it does affect the outcome of an investigation.

Thank you again for your cooperation and may the Arizona Cardinals improve their team cooperation!