



# Mega - Bites

[www.tndaa.org](http://www.tndaa.org)

Vol 5, No. 1    Newsletter of the Tennessee Dental Assistants Association    Winter 2009

## Call For Comments

Please see below the ADAA's proposal on the **Definition of a Dental Assistant**. This item will be on the agenda of the American Dental Assistants Association Board meeting February 4, 2009. Please share your comments with our Fourth District Trustee, Nanette Hill at [nanette416@embarqmail.com](mailto:nanette416@embarqmail.com)

**Whereas**, The American Dental Assistants Association was created in 1924 to promote the advancement of the career of dental assistants and the dental assisting profession in matters of education, legislation, credentialing and professional activities which enhance the delivery of quality dental health care to the public; and

**Whereas**, The American Dental Association and numerous state dental boards have attempted to clarify and further delineate the duties of a dental assistant and have requested that our association establish a working definition of the dental assistant; and

**Whereas**, The profession of dentistry, the profession of dental assisting, and the public would benefit from a national standard of education and training for dental assistants to insure patient safety and quality of dental care for all; and

**Whereas**, Dental assistants are essential members of the dental team whose duties include but are not limited to clinical activities, laboratory procedures, and management duties, therefore, be it

**Resolved**, That the American Dental Assistants Association defines a dental assistant as an individual that utilizes knowledge gained through education, experience, and observation to assist in all aspects of delivering the full scope of dental care.

**Rationale**: Although we cannot place our ideals into a definition, we must place a uniform standard of care that insures patient safety and quality of dental care.

## In this issue

Page 1....ADAA Proposal  
 .....Comments regarding proposed definition  
 Page 2....Comments regarding proposed definition  
 Page 3....Comments regarding proposed definition  
 Page 4....Comments regarding proposed definition  
 .....New CE Cycle  
 .....TNDAA/TDHA Annual Session  
 .....Free Classifieds  
 Page 5....Calendar of Events  
 Page 6....Association information  
 .....Subscription information  
 .....TNDAA Officers  
 Pages 7-11 **Continuing Education Course**

---

## Comments Regarding "Definition of a Dental Assistant"

Nanette,

I would like to see the "education" portion of our definition changed to reflect completion of an ADA accredited program. As you know, in our own state, proprietary schools are turning out minimally trained individuals who are marketing themselves as dental assistants. I think making the education component more specific in our definition would emphasize our desire for a national standard.

I would also like to see the word "observation" deleted. That could be taken as a stand-alone qualification and merely observing is not sufficient for any aspect of the profession.

Thanks. Lynda  
**Lynda F. Snider, CDA,**  
 Jamestown, NC 27282

(Continued, page 2)

"Definition of a Dental Assistant", cont.

Nanette –

I know I sent you a short blurb the day I received this but I have had more time to reread and process what President Steve is proposing. The more I mulled it over the more passionate I got and knew I had more to add. It is a very BROAD description of what a dental assistant DOES and truly includes no specifics, such as in the clinical area which is where so much of our passion comes from. I think there still needs to be some sort of delineation between clinical assistant and business assistants, educators and sales representatives. I have been a CDA for more than 20 years. I have been a clinical assistant, an office manager, I have taught dental practice management and now I am in sales. I believe that the MAJORITY of assistants began as CLINICAL assistants and I think this is where the basis of dental assisting must stem from. I think if the public knew that an assistant is not required to have any formal training or certification there would be more of an outcry. Even a dog groomer needs to be licensed and certified as does the tech that does your nails and most recently the Governor of SC rescinded a *law* requiring SHAMPOOERS at hair salons to have 1500 hours of continuing education...not to *CUT* but to *WASH* hair! Every doctor I have ever asked, "What is the one member of you staff that you cannot do without?" and the answer is always, "My assistant." The doctor can clean teeth if his hygienist doesn't show up and leave the phone to the answering machine if the business assistant is out but they DO NOT want to do without their CLINICAL assistants! We have to find a way to separate this out so that we can some day (hopefully sooner rather than later) have a national standard for credentialing. Education and certification must be stressed. A dental hygienist must have a license in order to practice in ANY state yet an assistant doesn't have to even be a CDA to practice...

Lori Paschall, CDA,  
President SCDA

---

Nanette,

As you know my career inside the dental field has changed from being a RDA and CDA to a CDPMA, Practice Manager, Provider Relations Representative and now a Dental Consultant, Trainer and Public Speaker. I am going to have to agree with Janice on this. I can't believe I am saying what I am about to say because I have tried for the longest to get everyone involved with our organization regardless what part of

the dental profession they were involved in...HOWEVER, this simply cannot be done. The rationale behind this thought is because each part of the dental profession has different educational requirements. Also...we all have to admit that we want someone such as an organization that SPECIFICALLY REPRESENTS the part of dentistry that we participate in. In other words Dentists want their own organization just like the Hygienist do. The same goes with the other branches of dentistry (Clinical Dental Assistants, Dental Practice Managers, Dental Laboratory Techs, etc.). I understand why the ADAA is trying to encompass everyone, because they are hoping that would increase membership.

I was all for that until recently. I now see the need for why each branch of dentistry needs to keep their own identity. Each branch has their own specific needs and educational requirements that fits that specific role in dentistry. There is no way one organization is going to meet the needs of all people in this field. The definition is too broad and non-specific. A Practice Manager does not need the same type of training and education requirements as a Clinical Dental Assistant needs (and vice versa).

I am proud to be who I am today in the field of dentistry and I am proud of my roots. My roots started as a Clinical Dental Assistant. Let's just be blunt and to the point...the ADAA needs to decide which direction they want to go. Trying to define a "dental assistant" the way they are proposing to define it now is not going to encourage membership.

This is going to upset more people than it is going to attract. Janice's comments is proof of that. I did my own personal survey while traveling as much as I did to different dental offices on business this past year. I asked the front office staff and lab staff did they consider themselves as "dental assistants". NO ONE answered yes. They defined a "dental assistant" as being someone that was directly assisting a dentist in the "clinical setting". I truly feel the "Clinical Dental Assistants" want someone to exclusively represent them. There are already other organizations that represent Dental Office Managers, Dental Lab Technicians, Dental Consultants, etc.

Thank you,  
Terri Rollins,  
Vice President, TNDA,  
President, Nashville Dental Assistants Assoc.

"Definition of a Dental Assistant", cont.

Hey Nanette,

This language seems extremely vague and watered down from the standpoint of promoting education and testing for dental assistants. If we want a uniform model for a "national dental assistant" I would think that we would want to stress the importance of education and testing for dental assistants, especially while we still have states who do not require this and yet are demanding more and more duties for dental assistants.

The experience that I have personally been involved with in TN as it relates to "dumbing down" our profession is more about keeping income down for dental assistants and less about patient safety and well-being and access to care. Since access to care is a big issue right now all over our country, why would we not want the same standard of care for the lowest income people as we would for any other segment of our public.

This speaks to patient safety for everyone whether we are talking about knowing the disinfection and sterilization techniques and how it relates to transmission of infectious diseases or the basic anatomy of the body as a whole to know how that relates to the medically compromised patient. How many assistants are not sterilizing handpieces because the dentist don't want them to? How many are using a tuberculocidal disinfectant to clean the operatories or even know to use this? How many dental assistants are holding the sensors or film in the oral cavity with their fingers or hands because they don't know any better and the dentist has told them it is okay or will not hurt them?

How many are not fully protecting their patients by not using an apron with a thyroid collar even though the thyroid is the most radiosensitive organ in the body? On and on it goes.

Why is the ADAA choosing not to do PSA's for dental assistants and their profession even though the outcry from the San Antonio meeting was there. We are not being heard, we have no voice, and until we see and hear our voice being spoken by those who are in the position to do so with the ADAA, we will continue to lose members as we sit by and wonder what to do. We have spoken, we want to be heard and we want the ADA and the ADHA to hear us as well. Yes, we all must work

together, however, we must have a seat at the table and have a voice in any decisions being made or we will never be taken seriously or be promoted to the place we should be as a profession.

Thank you for asking for our input and I hope others will have the courage to speak up and be heard so that we can continue to be counted as a organization before it is too late.

Respectfully,  
Janice R Harper, TNDA, President

---

Nannette,

I find myself completely agreeing with both Janice and Terri on this issue. I am a Registered Dental Assistant trained to assist my dentist with any procedure he or she may be undertaking in the operator. I would love to have my organization the ADAA represent me and my needs. I just feel the description is too bland and politically correct.

If you ask anyone on the street what a Dental Assistant does, they will say they assist the Dentist. They never mention the front desk duties, or anything else that is referred to in the description.

I fully support a formal education and formal testing standard for Dental Assistants across the United States. I am certainly not trying to stir up old fires, but just this week, I had two of the dental assistants trained in one of these so called proprietary schools land in my office. They are two that remain out of a night class that began with 15 students. They have been charged an outrageous tuition of over \$22,000.0. I understand these schools do not receive state funds because they are not accredited. So any classes they have taken could not be transferred to another institution in order for them to continue their education.

I have heard stories of how they were basically given books and taught themselves, and it is only because these two had the drive to learn it on their own that they have any knowledge of assisting at all. These two have a hunger to learn and to do well. Not everyone being cranked out by these facilities have that hunger or desire, (Continued on page 4)

“Definition of a Dental Assistant”, continued

and since there is no formal testing in TN, who knows who or what will be working in your mouth next month. These two students were not even required to have the basic Hep vaccines prior to going out to work.

Our office wasn't even formally contacted to act as a location for them to get their clinical hours... We were told they were coming to observe. As far as the school is concerned, they are done... they have been given the application for Registration because they finished Radiology and Sealants and Nitrous Oxide Monitoring....

Nannette, I apologize for ranting like this... but this is exactly the reason we need an organization (ADAA) that will stand up for us...

I, for one, would like a definition that says who I am... what I have accomplished... what I stand for... what I care about... among other things. I almost feel like I have been sold out....

I hope that I have not offended anyone with my comments, as that was certainly not my intention... I just feel very strongly about this subject.

Brenda Gray, RDA President, Chattanooga Area Dental Assistant's Society, Secretary TNDA

Please share your comments with our Fourth District Trustee, Nanette Hill at [nanette416@embarqmail.com](mailto:nanette416@embarqmail.com)

## TDHA/TNDAA Annual Session

**April 17-19, 2009**  
**Franklin Marriott Cool Springs**  
**700 Cool Springs Blvd.**  
**Franklin, TN 37067**

**Hotel Accommodations:**  
**Cool Springs Marriott**  
**700 Cool Springs Blvd.**  
**Franklin, TN 37067**  
**(615) 261-6100**  
**1-888-403-6772**

[www.marriott.com](http://www.marriott.com)

**More info coming Soon**

---

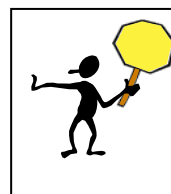
## FREE CLASSIFIEDS

Dental Assistant needed in Mt. Juliet, TN. One year of experience preferred. Contact:

Jenna and Josh Gunnels DDS  
 3441 Lebanon Pike  
 Hermitage, TN 37076  
 615-889-6415

## New CE Cycle –January 1, 2009 – December 31, 2010

All registered dental assistants are required to fulfill 24 hours of continuing education during the two calendar year cycle (January 1 of an odd year - December 31 of an even year) and keep a current C.P.R. card at all times. Dentists must fulfill 40 hours and registered dental hygienists are required to fulfill 30 hour of CE during the same two-year cycle. A minimum of 2 of the required biennial hours for all dental professionals must be obtained in the area of chemical dependency education.



### CAUTION!

Not all CE providers are approved by the Tennessee Board of Dentistry! For specific details, consult the

TBD website at

<http://health.state.tn.us/boards/dentistry/>

## One Team One Goal

*Improving Oral Health*

No matter the setting or the location, assistants enhance the delivery of quality dental health care and are critical members of the dental team. The role of dental assistants has evolved over the years, with assistants now involved with many aspects of a dental practice.



**March 1-7, 2009,**

has been designated by the American Dental Assistants Association, along with the American Dental Association, the Canadian Dental Association and the Canadian Dental Assistants' Association, as the perfect time to acknowledge and recognize the versatile, multitalented member of your dental team—your Dental Assistant.

ADA American  
Dental  
Association



This message is promoted by the American Dental Association's Council on Dental Practice in cooperation with the American Dental Assistants Association, Chicago, IL, the Canadian Dental Assistants' Association, and the Canadian Dental Association, Ottawa, Ontario.

# Happy New Year! Happy New Year!

## 2009 Calendar of Events

### January

31 RAM USA in Knoxville. Visit [www.ramusa.org](http://www.ramusa.org) for details

### February

National Children's Dental Health Month

6 Give Kids a Smile Day

### March

1-7 Dental Assisting Recognition Week Visit

[http://dentalassistant.org/events\\_page.htm](http://dentalassistant.org/events_page.htm) For complete details

19-21, Thomas P. Hinman Dental meeting, Atlanta, GA visit [www.hinman.org](http://www.hinman.org)

### April

17-19 TFHA/TNDAA Annual Session, Franklin Marriott Cool Springs

27-28 Chicago Dental Association Midwinter Meeting

### May

7-8, 9:00 am Board of Dentistry Meeting, Iris Room, Health Related Boards Conference Center, Suite 150, Nashville

14-17- TDA Annual Session, Knoxville

### September

10-11 9:00 am Board of Dentistry meeting, Iris Room, Health Related Boards Conference Center, Suite 150, Nashville

12 8:00 am Coronal Polishing Examination at Meharry Medical College, School of Dentistry

### October

1-4 - ADA/ADAA Annual Session, Honolulu, HI

16 National Bosses Day

**The ADAA's  
Statement of Professional  
Commitment:**

"As a professional dental assistant, I will promote the advancement of the careers of dental assistants and the dental assisting profession in matters of education, legislation, credentialing and professional activities which enhance the delivery of quality dental health care to the public."

Join the  Today!  
[www.dentalassistant.org](http://www.dentalassistant.org)

---

**TENNESSEE DENTAL  
ASSISTANTS' ASSOCIATION**

The Tennessee Dental Assistants' Association's objectives shall be:

- To share in the responsibility for quality dental health care delivery to all;
- To advance the practice of dental assisting toward the highest standards of performance obtainable by supporting and encouraging formal education and in providing quality continuing education;
- To support educationally-based national and/or state credentialing for the dental assisting profession; and
- To communicate effectively with all members of the health-related professions.

---

**TNDAA OFFICERS**

**President** – Janice Harper, Memphis  
**Vice President** - Terri Rollins, Nashville  
**Secretary** – Brenda Gray, Chattanooga  
**Treasurer** – Mary Ellen Vaughn, Second District



***Subscription Information***

For a free subscription to this quarterly newsletter, send a blank e-mail to [subscribe@tndaa.org](mailto:subscribe@tndaa.org)

Submit articles and comments to [mega-bites@tndaa.org](mailto:mega-bites@tndaa.org). The TDAA Board and/or the managing editor must approve all content prior to publication and distribution.

Publication of articles submitted to and approved by the "Mega-Bites" Editorial Review Board does not imply endorsement of any particular products or service.

The views reflected in this newsletter are not necessarily intended to be official statements of the Tennessee Dental Assistants' Association.

You DO have permission to print, photocopy, FAX, e-mail, or otherwise distribute this newsletter provided it is done so in its entirety.

**Editorial Review Board:**

Karen Castleberry, Editor  
 Michelle Ehmling  
 Rachel Obptande  
 Mary Ellen Vaughn  
 Janice Harper



**Medicaid and Medicare Dental Benefits  
for the State of Tennessee**  
written by Terri Rollins, RDA, CDA, CDPMA, FADAA  
a Continuing Education Article  
**Sponsored by the Tennessee Dental Assistants' Association**

This article offers dental professionals one (1) hour of Continuing Education Credit. To earn credit, read the article and follow the directions on the exam and answer sheet pages. The exam will be graded by an officer of the Tennessee Dental Assistants' Association, an approved continuing education provider. A score of 75% or better is required to earn the CE certificate, which will be mailed within 2 weeks of course completion. The certificate should be retained in your continuing education files. This article, exam, and blank answer sheet may be photocopied and used by others.

## **Medicaid and Medicare Dental Benefits for the State of Tennessee**

Medicaid and Medicare dental benefit coverage differs from state to state. In the State of Tennessee, the Medicaid program is called TennCare<sup>SM</sup>. Both TennCare and Medicare programs are administered by Managed Care Companies or "MCC's". In this course, you will learn the difference of each plan, how they work and which age group the plans cater to. Benefit structure and other common questions will also be addressed regarding each program.

### **TennCare**

The dental component of TennCare is managed by Doral Dental of Tennessee, LLC (Doral). In Some states MCCs administer both medical and dental Medicaid benefits. In Tennessee we operate under a "Carved - Out" dental program. This means Doral is the only MCC that handles anything related to the dental side of TennCare.

The TennCare program is a budgeted program that is both Federal and State funded. The focus is providing access to medically necessary quality dental care to Tennessee's children within a predictable budget for children from ages 0 to 20. A TennCare eligible member loses all dental benefits through the state's Medicaid program as soon as he or she becomes 21 years of age.

There are many oral health issues which are of great concern by any Federal and State funded programs. According to the U.S. Department of Health and Human Services, Oral Health in America: A Report of the Surgeon General, National Institutes of Health, 2000 and the Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion, Oral Health: Preventing Cavities, Gum Disease and Mouth and Throat Cancer, 2003, the following are very alarming statistics that need to be addressed...

- Employees lose more than 164 million hours of work a year due to dental issues. That is over 82,000 work years.

- More than 51 million school hours are lost each year to dental illness. This is over 45,000 school years.
- Pregnant women with periodontal disease are 7 times more likely to give birth to a low-birth-weight pre-term baby.
- More than 1 in 3 people over the age of 30 suffer from periodontal disease.
- Tooth decay affects nearly 20% of 2-4 year-olds, more than 50% of 8 year-olds, and more than 75% of 17 year-olds.

The 1998 John B. Consent Decree, signed by Judge Nixon, requires the State of Tennessee to ensure at least 80% of all TennCare children receive their age appropriate health screenings, including dental. Doral has gone to great lengths to meet and exceed the State's requirements regarding the John B. Consent Decree. Doral employs a full-time EPSDT (Early Periodic Screening Diagnosis and Treatment) Coordinator. The Coordinator travels the State of Tennessee collaborating with various community based organizations and volunteer dentists to provide dental screenings and educate TennCare children and their families on the importance of good oral health.

Doral has approximately 827 credentialed dental providers statewide to administer quality dental care to TennCare eligible children. All counties in the State of Tennessee are in need of additional specialist such as Endodontist, Periodontist and Oral Surgeons to provide TennCare dental services. However, Shelby, Davidson and Knox Counties are considered "closed counties", and therefore not accepting any new general dentists or pedodontists. Hamilton County is only closed to general dentists at this time. Doral continues to encourage dentists to join the TennCare dental network in rural areas.

In order to be a TennCare provider, the dentist must complete a credentialing process which is mandated by the State of Tennessee. This process can take up to 15 weeks and does require a submission of an application directly to Doral.

TennCare dental benefits for the TennCare member range from preventive and diagnostic services, such as exams, prophys, fluoride, sealants and x-rays, to extensive work such as restorative, oral surgery and prosthodontic services. There are no annual caps of benefits. All dental procedures are based on medical necessity. Doral provides an ORM (Office Reference Manual) for providers to explain what procedures are covered, which procedures require a prior-authorization and what outpatient facilities are available for outpatient services.

### **Medicare**

Until recently, there was very little if any dental coverage for Medicare patients. However, many Medicare health plans are now offering supplemental dental benefits to eligible Medicare members. The majority of Medicare members meet the criteria for Social Security Income (SSI) and are over 21 years of age or standard Medicare eligible and 65 years and older. Medicare members do pay a premium to their health plan for dental coverage and co-payments often apply.

Doral administers a variety of dental benefits for several health plans throughout the State of Tennessee. However, several of the health plans only operate in specific regions of the state.

*UAHC (United American Health Care) Gold Plus and Gold Choice* are Medicare products offered to members located in Shelby County only. Both plans covers limited preventive diagnostic and preventive services as well as fillings, extractions and corresponding anesthesia.

*UNISON* is a Medicare product that is currently offered in Shelby, Fayette, Tipton, Carroll, Lake, Obion

and Lauderdale Counties in Tennessee. There are four different benefit packages referred to as Advantage Basic, Advantage Choice, Advantage Plus and Advantage Preferred.

*WELLCARE* is a national Medicare product available statewide. WellCare offers various levels of coverage called Duet Open Access PFFS Plans. There are four duets, each with different benefits chosen by the member upon enrollment.

Beginning January 2008, additional Medicare plans will be introduced to the Tennessee market, which will include supplement dental coverage. Similar to TennCare, dental providers are required to complete a credentialing process. All plans have an ORM that provides program details including specific covered benefits.

For both TennCare and Medicare it is highly recommended the dental provider always check eligibility of the member each time the member comes in for a dental visit. Eligibility files are updated with Doral daily. Doral encourages providers to verify eligibility via its website at [www.doralusa.com](http://www.doralusa.com) on the date of service and print a copy of the eligibility confirmation to reduce the risk of denied claims.

For more information regarding the TennCare dental program and Medicare dental products, visit [www.doralusa.com](http://www.doralusa.com) or contact your local Tennessee Provider Relations Representative at 888-68-DORAL.

**CE Article Post-Test:  
Medicaid and Medicare Dental Benefits for the State of Tennessee**

1. What does MCO stand for?
  - a. Medical Care Offices
  - b. Managed Care Organization
  - c. Managed Care Officer
  - d. Medical Centers Organization
  
2. Who is the MCO for TennCare and the Medicare dental products?
  - a. Delta Dental of Tennessee
  - b. Blue Cross Blue Shield of Tennessee
  - c. Unison
  - d. Doral Dental of Tennessee, LLC
  
3. Which alarming statistic is of great concern by any of the Federal and State funded programs?
  - a. Employees lose more than 164 million hours of work a year due to dental issues.
  - b. More than 1 in 3 people over the age of 30 suffer from periodontal disease.
  - c. Tooth decay affects nearly 20% of 2.4 year-olds, more than 50% of 8 year-olds, and more than 75% of 17 year-olds.
  - d. All the above.

4. Which Consent Decree requires the State of Tennessee to offer medical and dental screenings to 80% of the State's children?
  - a. Grier Consent Decree
  - b. John B. Consent Decree
  - c. John D. Consent Decree
  - d. Gabby Consent Decree
  
5. Which of the following does the TennCare ORM (Office Reference Manual) not tell the provider about the TennCare program?
  - a. How many TennCare members there are enrolled into the program
  - b. What procedures are covered
  - c. Which procedures require pre-authorization
  - d. What outpatient facilities are available for outpatient services
  
6. What age group does the Medicare dental plan supplements cover?
  - a. 2-8 years of age who are not required to meet SSI or Medicare criteria
  - b. 20 years of age and under that meets the criteria to obtain SSI (disability) or Medicare benefits.
  - c. Anyone over the age of 21 that meets the criteria to obtain SSI (disability) or Medicare benefits
  - d. None of the above
  
7. UAHC stands for...
  - a. United American Hospital Corporation
  - b. United Airlines Housing Communities
  - c. United American House Calls
  - d. United American Health Care
  
8. UNISON is offered in which counties in the State of Tennessee?
  - a. Davidson, Rutherford, Sumner and Wilson
  - b. Hamilton, Knox, Blount and Sevier
  - c. Shelby, Fayette, Tipton (with Carroll, Lake, Obion and Lauderdale Counties coming on in January 2008)
  - d. Montgomery, Cumberland, Scott and Monroe
  
9. WELLCARE is a Medicare product that is not offered statewide.
  - a. True
  - b. False

10. There is no need to verify member eligibility at each dental visit because TennCare and all the Medicare dental products will pay anyway if the patient is covered or not.
- a. True
  - b. False

**Answer Sheet Exam for CE Article Post -test:  
Medicaid and Medicare Dental Benefits for the State of Tennessee**

**Instructions:** Use this answer sheet to record your answers to the exam on the previous pages. Completely darken the letter box which best represents the best answer to each numbered question. Only one answer is correct.

- |                         |                          |
|-------------------------|--------------------------|
| 1. [ a ][ b ][ c ][ d ] | 6. [ a ][ b ][ c ][ d ]  |
| 2. [ a ][ b ][ c ][ d ] | 7. [ a ][ b ][ c ][ d ]  |
| 3. [ a ][ b ][ c ][ d ] | 8. [ a ][ b ][ c ][ d ]  |
| 4. [ a ][ b ][ c ][ d ] | 9. [ a ][ b ][ c ][ d ]  |
| 5. [ a ][ b ][ c ][ d ] | 10. [ a ][ b ][ c ][ d ] |

Mail this completed answer sheet and photocopy of ADAA membership card OR  
check for \$15 payable to **TNDAA** to:  
**Terri Rollins, 284 Cherry Lane, Murfreesboro, TN 37129**

**PLEASE PRINT**

Name \_\_\_\_\_ Telephone: (\_\_\_\_\_)\_\_\_\_\_

Street Address: \_\_\_\_\_

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

e-mail address: \_\_\_\_\_

This article offers dental professionals one (1) hour of Continuing Education Credit. To earn credit, read the article and follow the directions on the exam and answer sheet pages. The exam will be graded by an officer of the Tennessee Dental Assistants' Association, an approved continuing education provider. A score of 75% or better is required to earn the CE certificate, which will be mailed within 2 weeks of course completion. The certificate should be retained in your continuing education files. This article, exam, and blank answer sheet may be photocopied and used by others.