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# QCDS Bulletin

PUBLISHED BY AND FOR THE DENTISTS OF QUEENS COUNTY

Volume 64 Number 5

September/October 2023

## From the President

[ajfdmd@gmail.com](mailto:ajfdmd@gmail.com)

### It Was a Busy Summer at QCDS

By Dr. Arthur Feigenbaum

The summer has passed quickly, but many things have happened since my last message. It continues to be a rewarding year for our society and for me personally. I never believed it possible to have such great experiences.

This spring, I was invited along with other leaders by our friends at EDPAC to a cocktail party and a meet-and-greet with the governor of New York State, Kathy Hochul. It was great to network with other leaders and be introduced to the governor. She gave a short speech showing support for the dental profession and acknowledging the dedication and respect for our occupation. She spoke to all in attendance and shook hands with all in appreciation for our service.

Next up was the NYSDA House of Delegates meeting in Saratoga Springs, New York. It is always interesting to watch policy being created. I served as a delegate for our society along with others from our county and served as the chair of our delegation. I also was honored to be chosen to sit on the Committee on Constitution and Bylaws.

During the House of Delegates meeting, our own Dr. Praba Krishnan was installed as president-elect for the New York State Dental Association. She will be only the second woman in the history of the state dental society to serve as president. She deserves a lot of credit for her hard work and dedication to organized dentistry. I can't even imagine the amount of hard work Dr. Krish-

—Continued on page 12

## World's Fair of Dentistry Draws Record Attendance



By Marc Katz

It may have been raining and windy outside, but inside the Queens County Dental Society's Annual World's Fair of Dentistry the atmosphere was warm and welcoming.

A record attendance of more than 400 dental professionals from throughout the metropolitan area convened at Terrace on the Park in Flushing in early September for two days of speakers, enabling them to earn up to 16 CE credits, an opportunity to meet with a large number of exhibitors displaying a wide range of dental products, and an occasion to get to know, share experiences and dine with colleagues.

The featured speaker was Dr. Gordon J. Christensen, one of the most recognizable and respected authorities in the dental community worldwide. He discussed "Producing the Best Crowns for 2023." An internationally known speaker in dentistry, Dr. Christensen is the founder and CEO of "Practical Clinical Courses," a world-wide continuing education organization founded for dental professionals. He is also the CEO of "Clinicians Report" and has published hundreds of articles and books. He has also presented over 45,000 hours of continuing education around the world. He is a practicing

prosthodontist in Provo, Utah.

Another speaker, Peter J. Klein, the chief investment officer and founder of Aline Wealth, discussed "Investing with a Fiduciary for Dentists." Mr. Klein, a well-known investment advisor, is a published author on investing and finances.



"There is nothing I love more than helping clients propel their business," he said. "Except, maybe, helping them use the fruits of that success to benefit others." He serves as the chairman of the Tilles Center for the Performing Arts Council of Over-

—Continued on page 10

# OSTEOGEN® STRIP

## BIOACTIVE RESORBABLE MINERALIZED COLLAGEN BONE GRAFTING STRIP



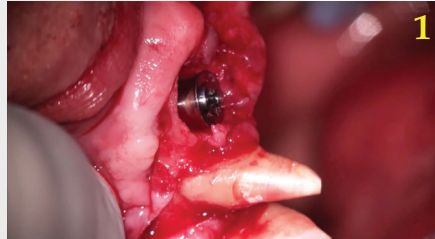
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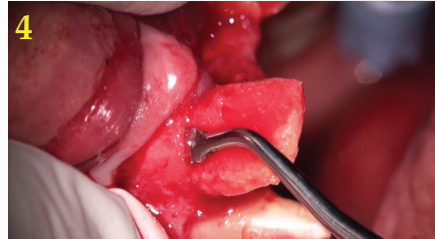
The Impladent Ltd **OsteoGen® Bone Grafting Strip** infuses **OsteoGen®** bone graft crystals into a collagen sheet which eliminates issues associated with particulate migration. The **OsteoGen® Strips** are a predictable solution for grafting gaps around immediately placed implants and can be utilized in the sinus or anywhere particulates are typically used.

### CLINICAL CASE EXAMPLE

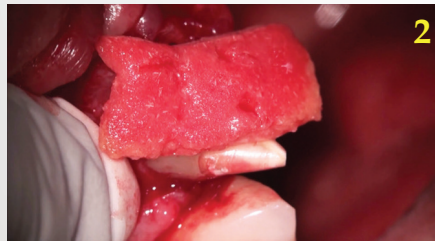


**1** Implant is placed lingually following extraction. OsteoGen® Strip will be used to fill gaps and to reinforce the buccal wall

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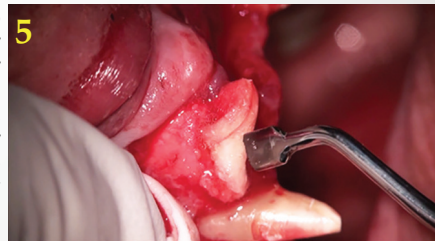


**4**

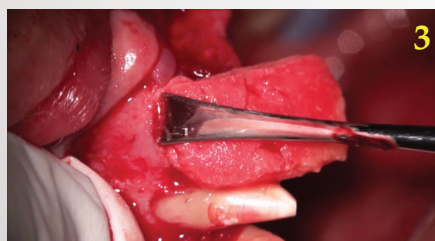


**2** OsteoGen® Strip is hydrated with patients blood from the surgical site and, if desired, autologous serum or other growth factors prior to delivery

OsteoGen® Strip can be folded after hydration and prior to or during placement with a blunt instrument for additional bone width and stability

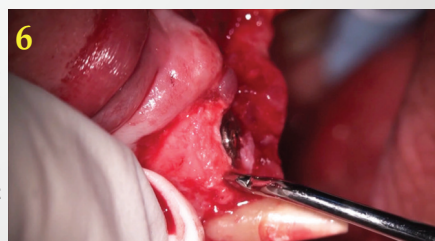


**5**



**3** Buccal plate is reinforced by feeding the OsteoGen® Strip downwards in between the implant and the buccal wall

OsteoGen® Strip is in place which reinforces the buccal wall while grafting the gaps between the buccal plate and the implant



**6**

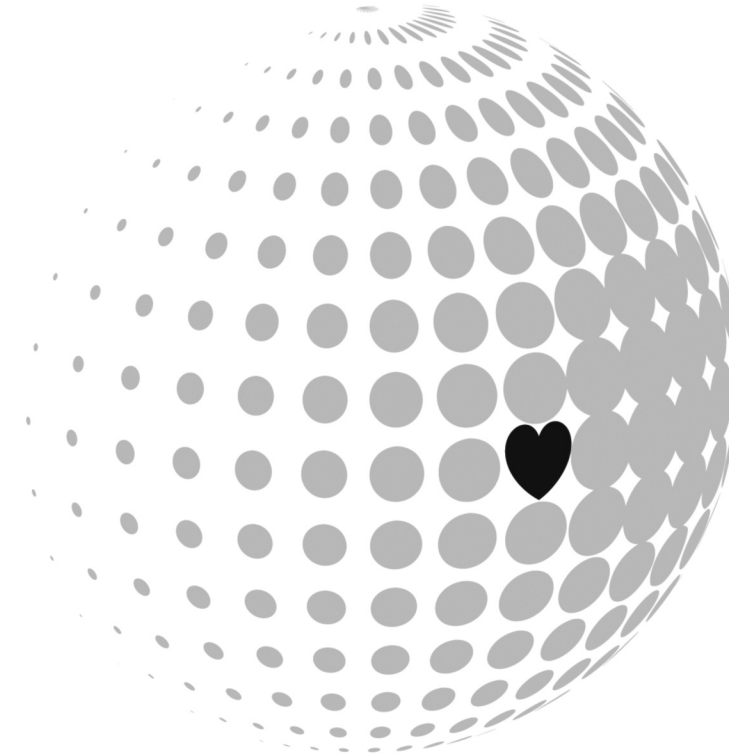
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The *Bulletin* is published six times a year, bimonthly. It is the official publication of the Queens County Dental Society. Neither the Society nor the *Bulletin* assumes responsibility for the points of view or opinions of its contributors.

Deadlines for manuscripts is six weeks prior to the date of publication. For example, the deadline for March/April issue is January 10th. All Submissions must be typed as a word document and emailed to QCDSBulletin@gmail.com.

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Subscription is included in the annual membership dues of the Queens County Dental Society. The Subscription rate for non-members is \$30 per year, or \$5 per issue.

The QCDS Board of Trustees meets on the third Tuesday of each month (Except July and August) at QCDS Headquarters. For information about the Society, Call QCDS at (718) 454-1020.



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# Report Of The Nominating Committee

In accordance with QCDS Bylaws, the Committee met and considered all nominations that were received. The following Committee recommendations are made for 2024:

**President: Pratix Shroff (per QCDS Bylaws, automatically assumes the office)**

**President Elect: Savitha Reddy**

**Vice-President: Chiran Reddy**

**Secretary: Chad Gehani**

**Treasurer: Mitchell Greenberg**

**ADA Delegates (Vote for 2)**

R.Gehani     V. Jhaveri

**NYSDA Delegates (Vote for 7)**

Robert Shpuntoff	Viren Jhaveri	Prabhakar Koppikar	Hanette Gomez
Pratix Shroff	Arthur Feigenbaum	Savitha Reddy	

**NYSDA Alternate Delegates (Vote for 3)**

Rekha Gehani     Chad Gehani     Beatrice Vallejo

**QCDS Board of Trustees (Vote for 25)**

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Charlene Berkman	Ashok Dogra	Sudhakar Shetty	Amita Persaud	Daljeet Sidhu
Deepak Bhagat	Rekha Gehani	Naushir Lalani	Alan Queen	Raj Singla
Mohammad Bhuyan	Doron Kalman	Lawrence Lehman	Richard Yang	Beatrice Vallejo

In accordance with our Bylaws, any additional nominees for an elective office may only be made by written petition signed by twenty members in good standing and received by the Executive Director not later than ten days after the October 1st general membership meeting at which the report of the Nominating Committee is presented. No additional nominations, including nominations from the floor, shall be accepted for elective offices to be filled by a vote of the General Membership unless otherwise specifically provided in these Bylaws. Voting shall take place at the November 5th General Membership meeting.

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### MANAGEMENT OF NEGATIVE ONLINE REVIEWS



Dentists recognize that along with their practice websites, public websites such as Yelp, Healthgrades, and Rate MDs and social media sites like Facebook and Twitter can be used as marketing tools to inform the public of their services. The online community, however, is afforded an opportunity to respond, rate, and, at times, complain about those services. These statements and reviews are readily accessible to anyone with an internet-ready device.

While there is a basic instinct to immediately respond to negative online reviews, dentists must remember that privacy rules make a complete response via social media inappropriate, and responding directly to an online post puts the provider at risk of disclosing protected health information (PHI). Your response may not contain any identifying statements, but the mere recognition of a patient-provider relationship is a potential HIPAA violation.

	YES	NO
1. All social media posts are critically reviewed for accuracy and authenticity. While some negative statements regarding the performance of the dentist(s) or staff may be difficult to read, these reviews are evaluated to determine if there is any opportunity for learning or process change.	<input type="checkbox"/>	<input type="checkbox"/>
2. We do not engage in online arguments or retaliation — especially if the comments made are particularly negative and potentially detrimental to the reputation of the practice or dentist(s).	<input type="checkbox"/>	<input type="checkbox"/>
3. In order to protect patient privacy, all patient concerns and complaints are resolved by our practice through direct patient contact and not through social media.	<input type="checkbox"/>	<input type="checkbox"/>
4. A standard response, which also serves as a marketing opportunity for our practice, is used for social media responses. Some examples include: <ul style="list-style-type: none"> <li>• "[Insert name] Practice is proud to have been providing dental care in the community since [insert year] and takes the treatment of our patients and their privacy seriously. Because federal privacy laws govern patients' protected health information, it is not the policy of [insert name] Practice to substantively respond to negative reviews on "ratings" websites, even if they provide misleading, unfair, or inaccurate information. We welcome all our patients and their families to address any concerns/requests or information about their care with us directly, as we strive to continue to provide individualized care in our community."</li> <li>• "At our practice, we strive for patient satisfaction. However, we cannot discuss specific situations due to patient privacy regulations. We encourage those with questions or concerns to contact us directly at [insert phone number]."</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
5. Local authorities are notified if at any time the safety of the staff is threatened or at risk.	<input type="checkbox"/>	<input type="checkbox"/>

If the patient's complaint has disrupted the provider-patient relationship, discharging the patient from your practice is considered. This action may be viewed as retaliatory by the patient and may set off a new series of negative posts. Attorneys at Mercado May-Skinner\* are available to assist with this process. They can be reached by calling **(844) MMS-LAW1 (844-677-5291)**.

\*The attorneys of Mercado May-Skinner are employees of MLMIC Insurance Company.

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# State's Prescription Monitoring Program Data Submission Instructional Videos

Instructional videos for New York State Prescription Monitoring Program Data Collection Tool are now available. These videos give online guidance in the use of various features and functions of the PMP Data Collection Tool and data submission process. The trainings may also be accessed from within the PMP Data Collection Tool Data Collection Help area.

- New York State Prescription Monitoring Program Reporting Requirements: This tutorial explains the requirements and steps necessary for pharmacies and practitioners to report dispensed controlled substance prescription data to the PMP.
- New York State Prescription Monitoring Program Getting Access to the NYS Health Commerce System Training for Practitioners: This training explains the necessary steps for practitioners to gain access to the Health Commerce System in order to submit dispensing data to the PMP.
- New York State Prescription Monitoring Program Getting Access to the NYS Health Commerce System Training for Pharmacies: This training explains the necessary steps for

pharmacies to gain access to the Health Commerce System in order to submit dispensing data to the PMP.

- New York State Prescription Monitoring Program Data Submission: This tutorial reviews the process of submitting data to the NYS PMP Registry using the PMP Data Collection Tool.
- New York State Prescription Monitoring Program Submission Status Review: This training discusses the review of controlled substance prescription data submissions using the PMP Data Collection Tool on the Health Commerce System.
- New York State Prescription Monitoring Program Reviewing Submitted Records: This tutorial discusses the use and layout of the Rx Review Tab within the PMP Data Collection Tool.
- New York State Prescription Monitoring Program (PMP) Error Correction: This training explains how to retrieve and correct dispensed controlled substance data that was transmitted electronically to the New York State Department of Health by pharmacists and dispensing practitioners.

“...videos give online guidance in the use of various features and functions of the PMP Data Collection Tool and submission process.”

# Be Prepared for Random Visits From the Office of Radiological Health Inspectors

By Martin Schnee

There seems to be a new policy by the inspectors for the New York City Office of Radiological Health: they are now doing random checks at dental facilities.

One dental office received a summons for not having a copy of their last CRESO report to show to the inspector. A CRESO report is always left at a facility. It is the dentist's responsibility to have it on hand and readily available.

The following items must be available to show an inspector, if requested:

- A current permit,
- A copy of last CRESO report, dated within 5 years,
- A copy of Article 175,
- Proof of training and annual evaluations of staff, appropriate office policies and regulatory requirements concerning Article 175, and
- Posted Notice to Employees.

For a CRESO report contact: ORH at 718-786-6002 or ORH@health.nyc.gov.

For copy of a permit or renewal forms contact: DCWP at 212-487-4060.

If you miss a designated date for a CRESO inspection or a permit is not up-to-date, you will receive a summons by mail. Unfortunately, sometimes the mail is not delivered as it should

be. You may not receive your Commissioners Order for your five-year inspection. That is not an excuse for not complying with the requirement to be inspected. Think of your car the day after an inspection was due. You may be getting tickets from a meter maid. You must keep track of your due dates (hint: use Siri or Alexa).

Martin Schnee, the author of this article, is from Big Apple Radiation Safety, Inc. To discuss this topic with Mr. Schnee he can be reached at 718-373-6348 or 718-986-4996.

## Contacting QCDS?

Note the new QCDS headquarters phone numbers:  
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*If you have not yet renewed your membership, please do so as soon as possible.*

*You will no longer be receiving communications from the ADA, NYSDA, or QCDS unless you renew for 2023.*

*Please don't let your membership lapse!*

*Call the QCDS Executive Director at 718-454-1020 if you are experiencing temporary financial difficulties to explore possible options.*



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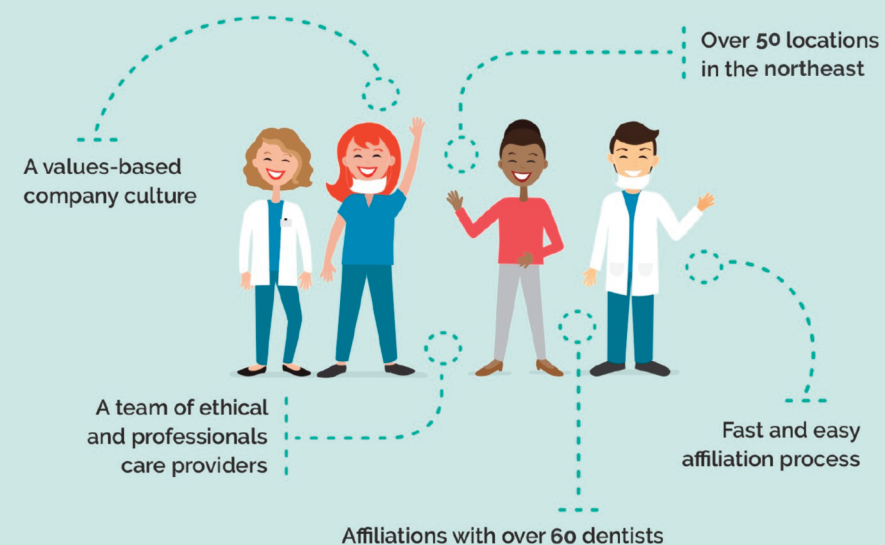
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# QCDS World's Fair of Dentistry Draws Record Attendance Despite the Weather

Continued from page 1

seers, is president of the Claire Friedlander Family Foundation, a major charitable organization, and a member of the boards of the Holocaust and Tolerance Center of Nassau County and Huntington Hospital, among others.

"Buying, Selling or Closing a Dental Practice" was the topic of a presentation by Al Anthony Mercado, Esq., the downstate manager at Mercado MaySkinner and an attorney with MLMIC Insurance Company, who practices in the fields of medical and dental professional liability and healthcare law. He reviewed the pros and cons of deciding between a startup

versus an acquisition of an existing practice and touched upon the myriad of elements that come into play, ranging from financing and business development to patient demographics and everyday business matters such as employment contracts, insurance networks, professional liability insurance, and general operations.

Dr. Suzanne Ebert of ADA Practice Transitions spoke about "The Keys to a Successful Transition." She discussed making plans to buy or sell a practice, bringing on a new associate to manage growth and beginning a new associateship.

In all, close to a dozen noted presenters attracted large au-

diences to their presentations.

Dr. Doron Kalman, who has been an organizer of the World's Fair since its inception, credited QCDS Executive Director Dr. Chad Gehani and Executive Secretary Lucy Chabria with much of the organizational success of the event.

"Many dentists attend every year," Dr. Kalman said, analyzing the increasing success of the World's Fair of Dentistry. "Since the event is open to all dentists, regardless of where their practice is located, it draws dental professionals not only from Queens, but also from throughout the five boroughs, as well as Nassau, Suffolk and Westchester counties.



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**Rent Opportunity:** Queens dental office for rent. 860 square feet, waiting room, lab, private doctor's office and plumbed for 3 operatories. Some equipment and patient charts available to purchase separately. Ground floor of multi-family doorman building with separate entrance near subway. Foot traffic and parking are a plus. Please contact 516-510-6471.

**Job Opportunity:** Established general dentistry family practice in Commack area expanding and looking for recent graduates for dental associate position 1-2 days weekly. Great potential for more days, as well. Please contact Dona via email at dona@drgrillo.com or fax 631-462-4288 or call 631-462-4266.

**Great Job Opportunity!** Queens general practice seeks for a periodontist or endodontist to share space at our busy location in Jamaica. Looking for someone able to work at least once or twice a week to start. References and experience required. Please send resume to: ronaldgarrettds@gmail.com.

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## From the President: A Busy QCDS Summer

*Continued from page 1*

nan has done to reach this position. Thank you so much, Dr Krishnan.

But, it wasn't all work this spring. There was fun to be had, also. I would like to thank the Chinese-American Dental Association for inviting me to their installation dinner. It was enjoyable. Great food, cultural events including a Dragon Dance and a raffle (I won third prize).

Lastly, it was so exciting to have Dr. Gordon Christianson as our keynote speaker at the Queens County Dental Society's annual World's Fair of Dentistry in early September. I saw him speak more than 30-years ago and still remember it as the best lecture I ever attended. It is such an honor to have a speaker of this magnitude lecture for our society

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