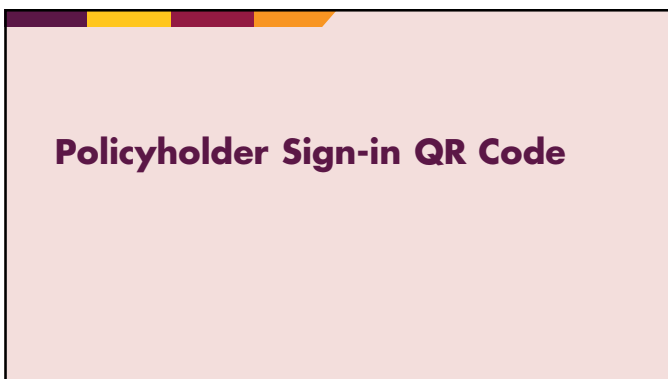




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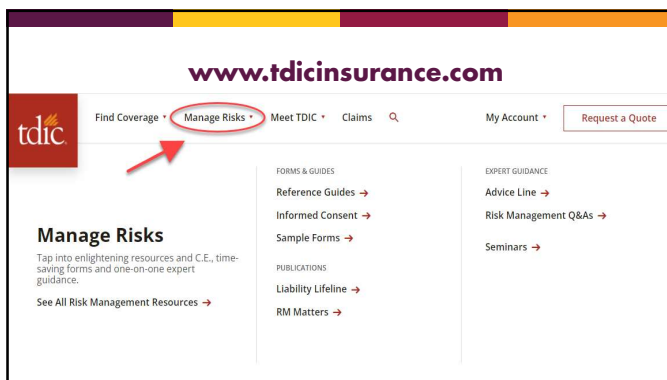
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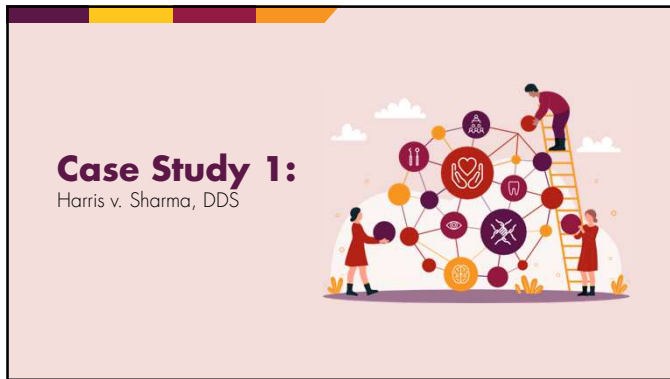


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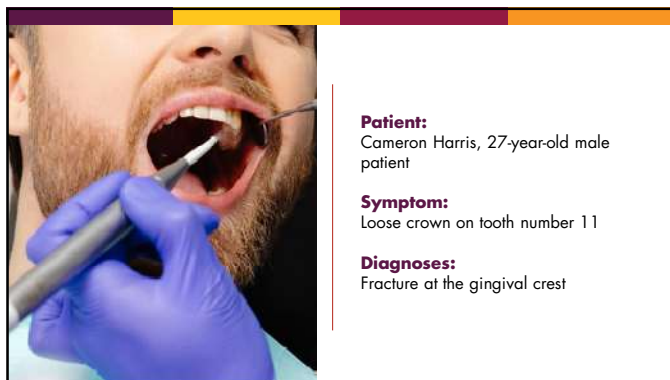
Learning Objectives

- **Understand** the significance of establishing and adhering to protocols and the importance of staff training in medical emergencies.
- **Recognize** your role in providing patient education to achieve optimal levels of care and patient compliance.
- **Incorporate** controls and procedures to reduce the potential for errors in documentation and increase patient safety.

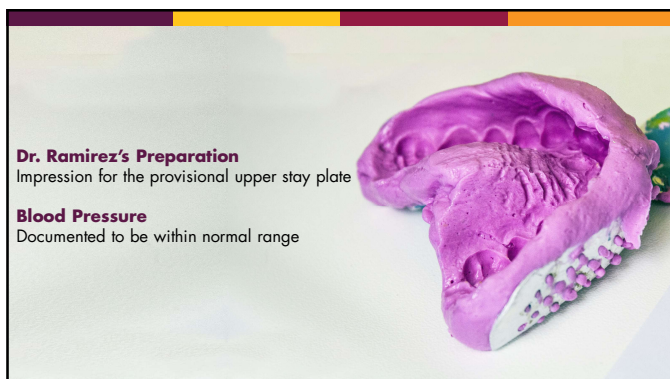
6



7



8



9

A week later...

- ◆ Extraction performed by Priya Sharma
- ◆ Medical history updated
- ◆ Blood pressure reading not documented
- ◆ Procedure completed without complication



10



Prescriptions and post-operative care instructions



Reported feeling lightheaded and sat down



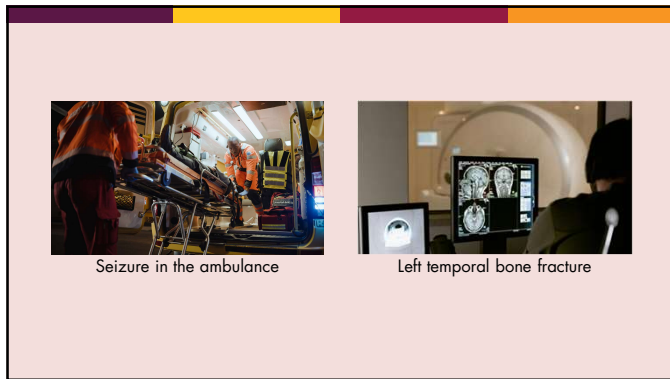
After brief recovery, walked to front desk unescorted

11



The patient lost consciousness and fainted, striking the back of his head on the concrete floor.

12



13

Dr. Sharma consistently made follow-up calls to inquire about the patient's progress.



Unable to work for next two to three months




Not taking antibiotics as prescribed

14

Cameron will not be returning. We would like a copy of his records.


Authorization is needed. We'll send the necessary paperwork.




15

Patient records are protected by privacy laws and federal regulations such as HIPAA.


- PHI: Your Information. Your Rights. Our Responsibility.
- Release of Records sample form
- Access to Patient Records and Retention Guidelines



16



- Once a patient turns the age of majority or is considered a self-sufficient minor, they are considered an adult.
- Certain information can generally be shared with the parents without violating privacy laws such as billing and financial information.
- When in doubt, obtain a written authorization.



Consent to Use or Disclose Patient Health Information sample form

17



18

Keep Communication Separate

TDIC Communications	Patient Records
◆ Policy	◆ Treatment plans
◆ Claims	◆ Registration forms
◆ Legal matters	◆ Clinical notes
◆ Risk management issues	◆ X-rays/Imaging

19

If a dental board representative arrives:

DO	DON'T
◆ Handle the situation with the utmost care.	◆ Modify or alter records.
◆ Express intention to cooperate.	◆ Explain why the patient's complaint is unwarranted.
◆ Advise staff to remain professional.	◆ Speak to a board investigator without legal representation.
	◆ Release records without a proper release.

20

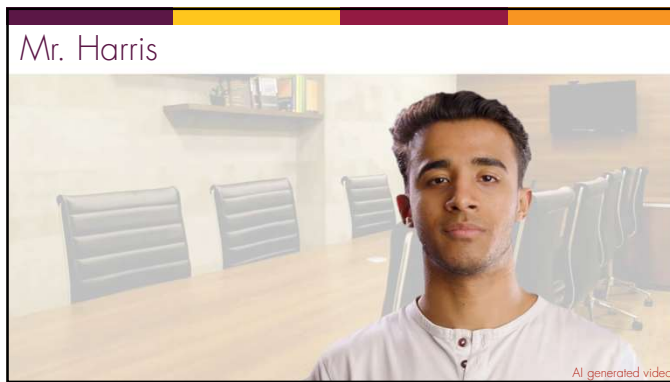


Allegations/Demand <ul style="list-style-type: none"> ◆ Extensive list of injuries ◆ Claim of negligence 	Special Damages \$100,000 General Damages \$200,000
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21



22



23



24

Dr. Ramirez



25

Dr. Sharma

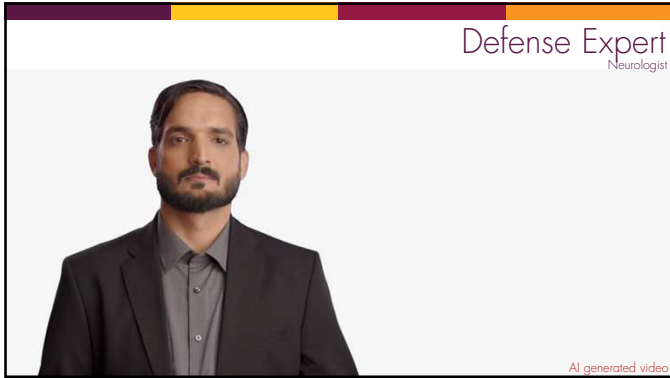


26

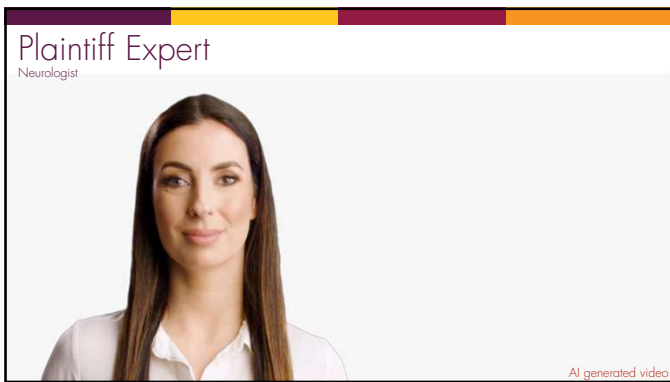
Dental Assistant



27



28



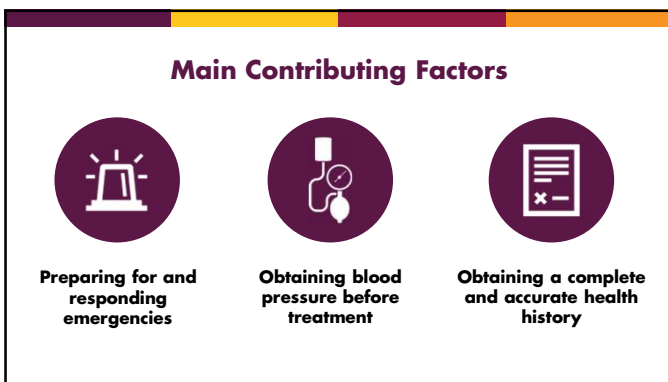
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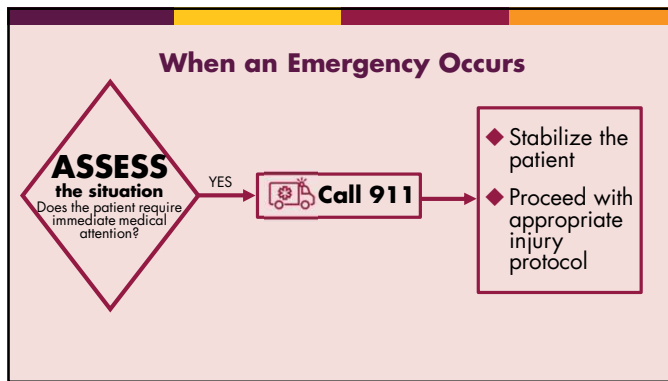
35

Team Member 1

- ☐ Assumes leadership role
- ☐ Positions the patient and stays with the patient
- ☐ Diagnoses the medical symptoms, issues, or emergency
- ☐ Implement CAB's (Chest Compressions, Airway, and Breathing) of BLS (Basic Life Support) or CPR
- ☐ Directs team members in a calm manner
- ☐ Administers any medications as appropriate

36

37

[illegible]


<p style="text-align: center; font-size: small;">The following information is required to complete this form:</p> <div style="border: 1px solid black; padding: 2px; text-align: center; width: fit-content; margin: 0 auto;"> CLC <small>California Licensing Council</small> </div> <p>Addressing Medical Emergencies in the Dental Office</p> <p>Topic Covered</p> <ul style="list-style-type: none"> • Assessment • Assessment on initial call • Interview • Emergency Signage and Equipment <p>Goal(s)</p> <p>Assess your knowledge of Medical Emergencies Identify your Medical Emergency Check List</p> <p>Introduction</p> <p>As a dental professional, you are often called upon to address emergency situations that may arise in your dental office. The following information is intended to provide you with the information you need to be able to respond to these situations in a timely and effective manner. This information is intended to provide you with the information you need to be able to respond to these situations in a timely and effective manner. This information is intended to provide you with the information you need to be able to respond to these situations in a timely and effective manner.</p> <p>Prevention</p> <p>Prevention of medical emergencies is critical to the safety of your patients and your practice. The following information is intended to provide you with the information you need to be able to respond to these situations in a timely and effective manner. This information is intended to provide you with the information you need to be able to respond to these situations in a timely and effective manner.</p>	<div style="text-align: right; font-size: small;"> CLC <small>California Licensing Council</small> </div> <p style="text-align: center;">PATIENTS INCIDENT REPORT</p> <hr/> <p>IDENTIFY INFORMATION</p> <p>Event Name: _____ Date: _____ @ _____ @ _____ @ _____</p> <p>Location: _____</p> <p>Description of incident: _____</p> <hr/> <p>IDENTIFY INCIDENT INFORMATION</p> <p>Location: _____ First Name: _____</p> <p>Age: _____ Sex: _____ @ _____ @ _____ @ _____ @ _____</p> <p>How was incident caused? @ _____ @ _____ @ _____ @ _____</p> <p>First Name: _____</p> <p>Address: _____</p> <p>Cell Phone: _____</p> <p>Any possible incident being noted: @ _____ @ _____ @ _____ @ _____</p> <p>Emergency being noted? @ _____ @ _____ @ _____ @ _____</p> <hr/> <p>EMERGENCY PLAN</p> <p>What was the patient/condition noted to require attention after the office?</p> <p>What was the emergency action?</p> <p>What was the action taken to address the emergency and possible response?</p> <p>What was the emergency action taken to address the emergency and possible response?</p> <p>What was the emergency action taken to address the emergency and possible response?</p>
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Page 2 of 2

HYPERVENTILATION	FAINTING	HYPOGLYCEMIA
<ul style="list-style-type: none"> ◆ Abort treatment. ◆ Remove source of anxiety, if possible. ◆ Attempt to calm patient. 	<ul style="list-style-type: none"> ◆ Assess level of consciousness. ◆ Position patient in Semi-Fowler's position. ◆ Confirm presence of pulse. ◆ Confirm open airway. ◆ Start supplemental O₂. ◆ Take vital signs and start written record. 	<ul style="list-style-type: none"> ◆ Abort dental treatment. ◆ Check glucose level, if possible. ◆ Take vital signs and start written record.

39


Document Medical Emergencies




Actions & Treatment



Referral




Photographs



Separate Documentation

40




Keep all documentation factual and objective


- Incident
- Step 1
- Step 2
- Step 3
- Conclusion

41

Adverse outcomes may be reportable to the dental board

- ◆ Death of a patient during dental or hygiene treatment
- ◆ Discovery of death of a patient related to dental or hygiene treatment
- ◆ Removal to hospital or emergency center


 Adverse Occurrence Guide



42



43



Alex, 45-year-old male

- ◆ Appears nervous
- ◆ Anxious about dental visits
- ◆ Seems agitated

Is a blood pressure assessment necessary?

44

When there are noticeable changes:

- ◆ **Dentists** should discuss readings with patients.
- ◆ Consider not treating.
- ◆ Refer to their physician for evaluation.
- ◆ Refrain from making a medical diagnosis.

Blood Pressure Readings

- March 15:
115/80 mmHg
- April 1:
160/100 mmHg

45


BLOOD PRESSURE CATEGORY	SYSTOLIC mm Hg (upper number)	and/or	DIASTOLIC mm Hg (lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120 – 129	and	LESS THAN 80
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 1	130 – 139	or	80 – 89
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 2	140 OR HIGHER	or	90 OR HIGHER
HYPERTENSIVE CRISIS (consult your doctor immediately)	HIGHER THAN 180	and/or	HIGHER THAN 120

*revised in 2017

46



**Review, update, sign,
and date a health
history form:**


- ◆ At every appointment
- or**
- ◆ At least every six months



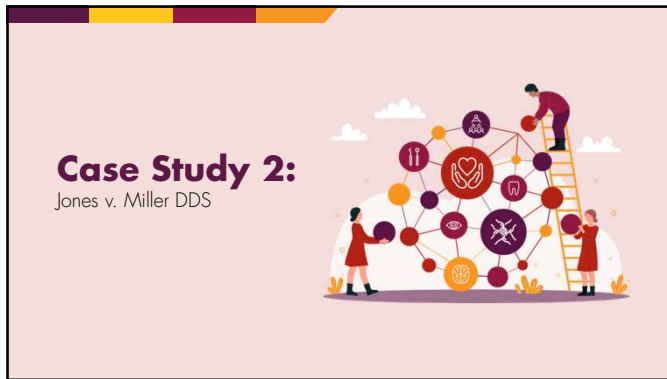
47

**Keeping complete and accurate health
history forms is essential to keeping
your patients safe and providing
appropriate care.**

-  Sample Health History
Forms in multiple languages
-  Health History Guidelines
Reference Guide



48




49


Avery Jones, a 58-year-old software designer, established care with **Dr. Casey Miller** in **1991** when she was 26 years old.

Remained a patient for eighteen years.

- ◆ Crowns
- ◆ Root canals
- ◆ Fillings on several teeth
- ◆ **1994 – 2011**
Intermittent Periodontal Charting
- ◆ **2014 – 2019**
No Periodontal Charting



50



It hurts in the top left of my mouth.

That sounds really bad...and that's really expensive.

If you think it's necessary...I'll do it...

Tooth number 15 is non-restorable with a 2+ mobility with both horizontal and vertical bone loss.

I recommend extraction.

51

It hurts over here now.

There's swelling around the furcation area of tooth number 19.

I'm going to prescribe you antibiotics.

Chart notes do not include:

- ◆ a specific diagnosis
- ◆ recommendations for follow up
- ◆ further treatment recommendations

52

Continual Visits
between 2017 - 2018

Inflamed Tissue
between upper central incisors

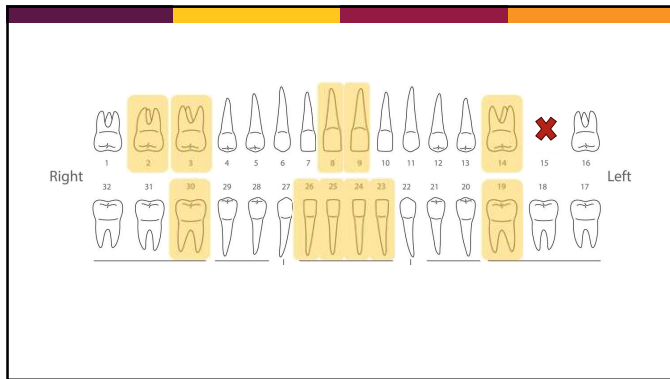
No Further Assessment
to assess cause

53

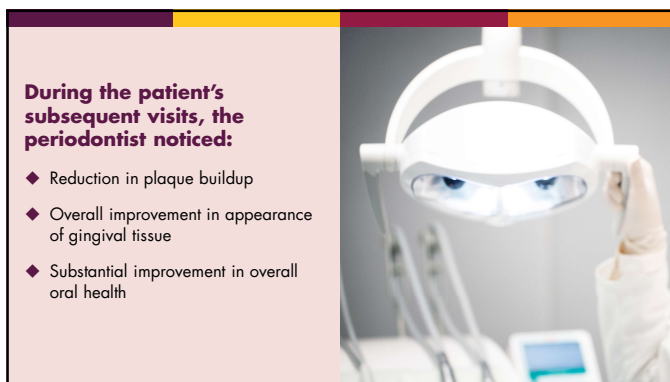
Diagnosis:

- ◆ Advanced stage periodontal disease
- ◆ Localized severe periodontitis
- ◆ Poor oral hygiene
- ◆ Pockets of 6 mm and greater throughout

54



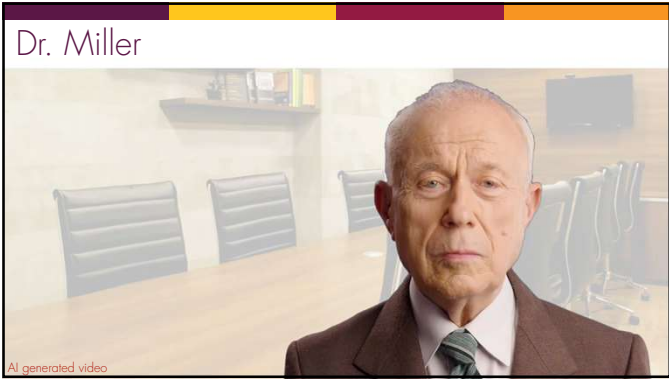
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56



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58



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63

Main Contributing Factors



Practicing Below the
Standard of Care



Inadequate
Documentation

64

Scheduling Regular Radiographs
& Providing Patient Education

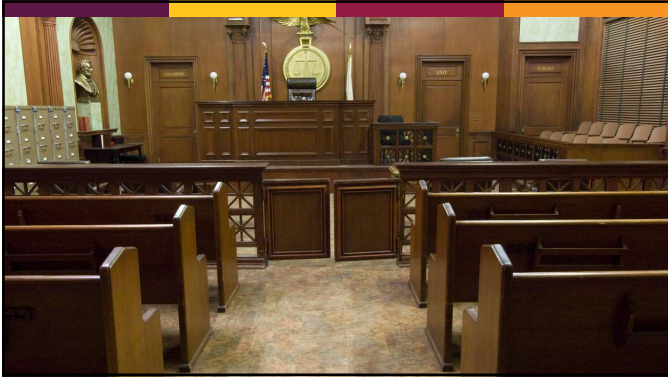


65



The outcome of a malpractice case
often rests on whether the dentist
followed the **accepted standard of
care** in the community.

66



67



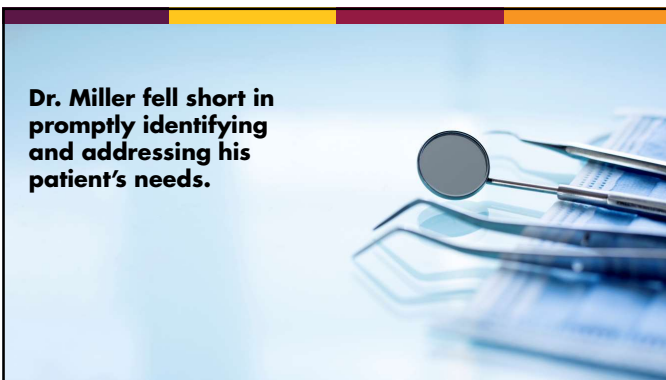
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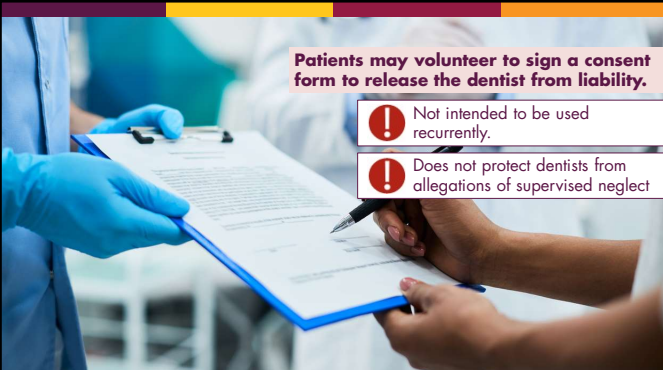


73



PATIENT NON-COMPLIANCE

		
Risk of Supervised Neglect Continuing care despite non-compliance may lead to allegations of supervised neglect.	Standard of Care Responsibility Dentists must adhere to the accepted standard of care	Patient Refusal vs. Standard of Care Patient refusal doesn't excuse deviation from the standard of care

74



Patients may volunteer to sign a consent form to release the dentist from liability.

-  Not intended to be used recurrently.
-  Does not protect dentists from allegations of supervised neglect

75

Facts and circumstances can vary.
Assess dismissals on a case-by-case basis.

 Sample letters, forms and reference guides

 www.tdicinsurance.com

 877-269-8844



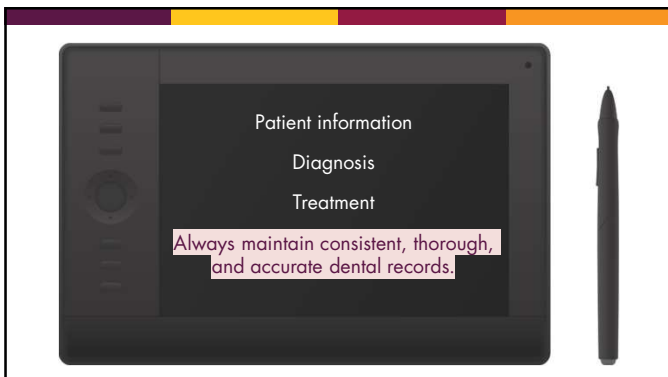
76



A pattern of failed and canceled appointments can also be considered **noncompliant behavior.**

-  Call
-  Document
-  Dismiss

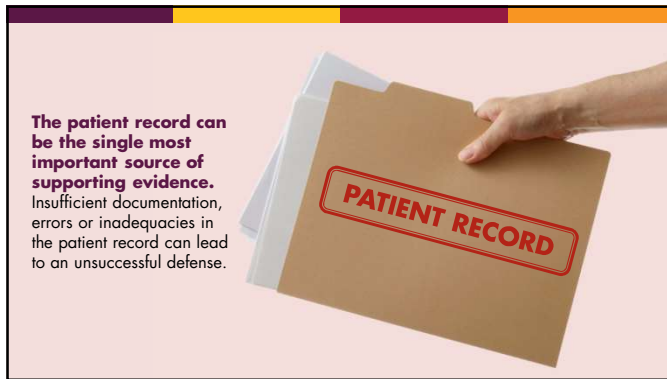
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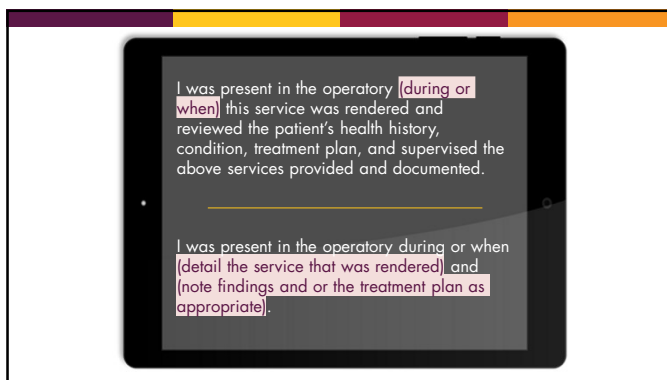
Patient information
Diagnosis
Treatment

Always maintain consistent, thorough, and accurate dental records.

78



79



80



81

Attachments provide supporting documentation:

- ◆ Compare patient oral health over time
- ◆ Treatment diagnosed and performed
- ◆ Potential for complications

They can also reinforce:

- ◆ Cooperation needed from the patient
- ◆ Patient's refusal of treatment recommendations



82

Dr. Miller's records contained several deficiencies that compromised the quality of care provided to Ms. Jones and made the case difficult to defend.



Health History



Name Change



Patient Records

83

Case Study 3:

Nguyen v. Silva DDS



84

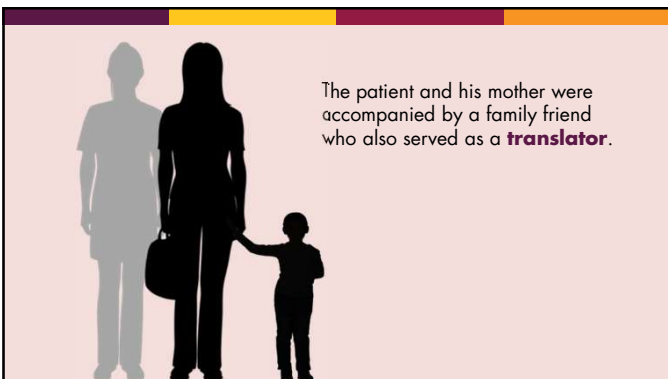
Tony, an energetic four-year-old boy, was visiting the U.S. with his family from Vietnam. His mother scheduled him for his **first ever dental visit** with a local general dentist.



85



86



The patient and his mother were accompanied by a family friend who also served as a **translator**.

87



88



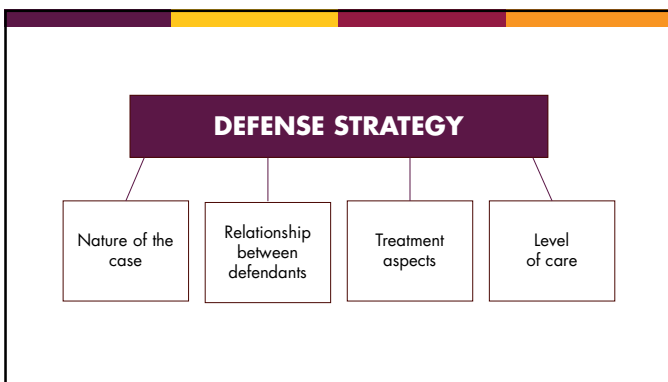
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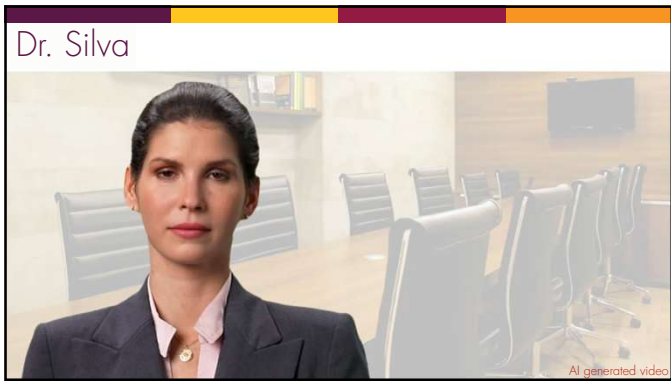
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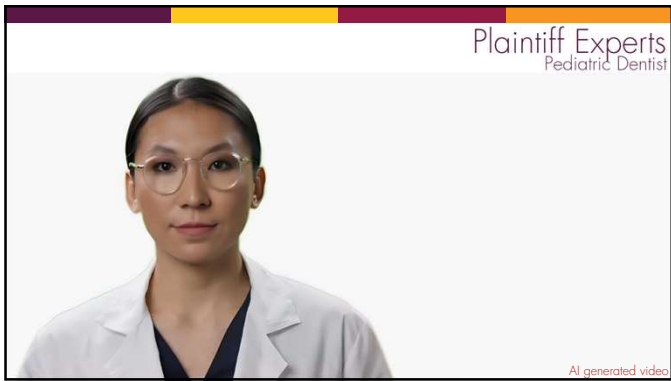
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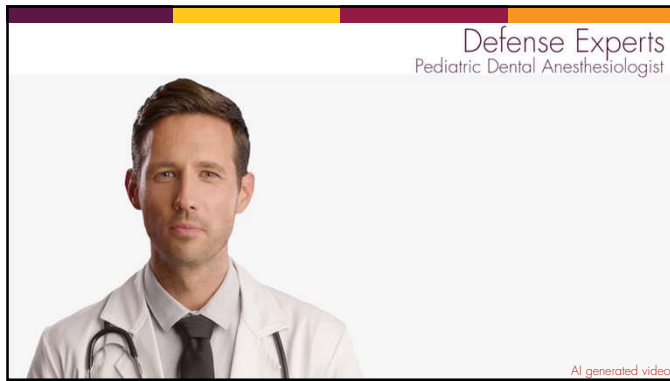
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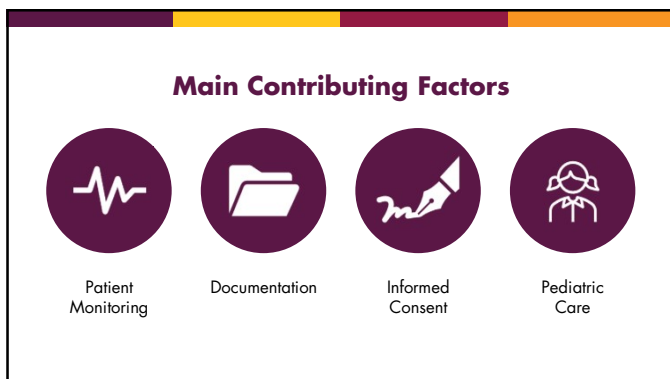
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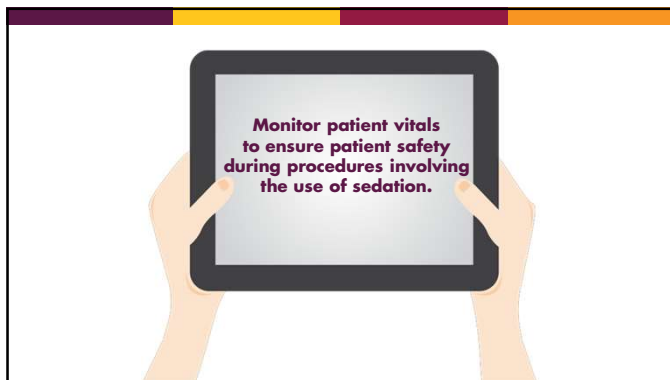
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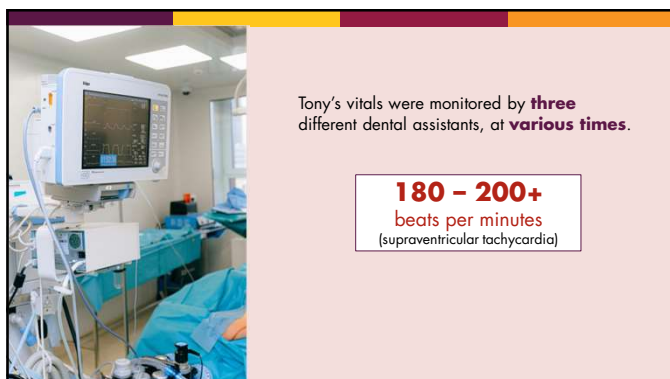
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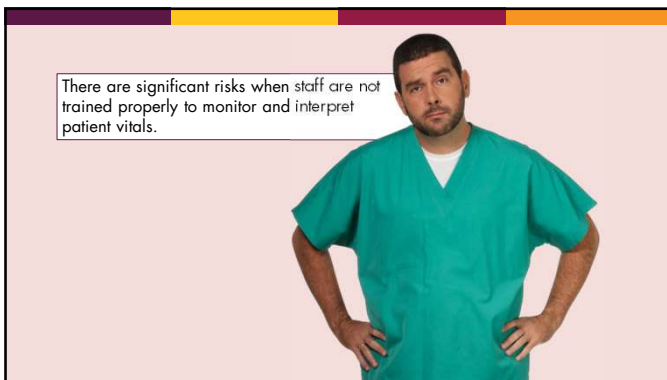
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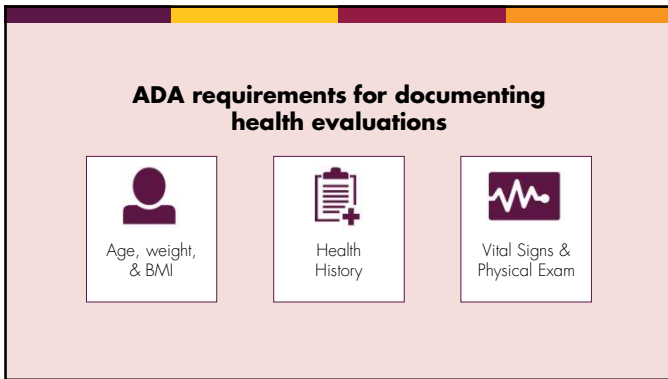
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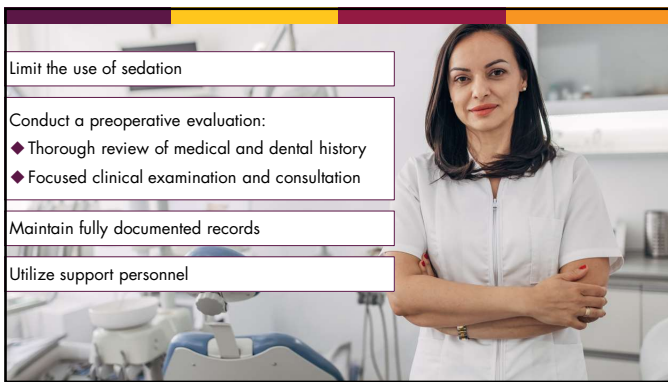
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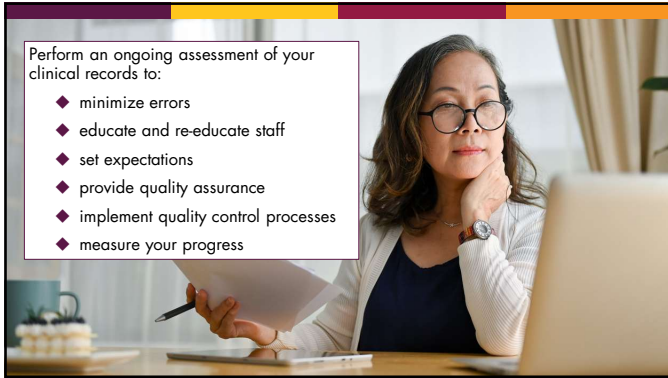
107



108

Perform an ongoing assessment of your clinical records to:

- ◆ minimize errors
- ◆ educate and re-educate staff
- ◆ set expectations
- ◆ provide quality assurance
- ◆ implement quality control processes
- ◆ measure your progress



109

If an emergency occurs during sedation, follow the ADA guidelines.

"If a patient enters a deeper level of sedation than the dentist is qualified to provide, who? must do what? until the patient returns to the intended level of sedation. who? is responsible for the sedative management, adequacy of the facility and staff, diagnosis and treatment of emergencies related to the administration of moderate sedation and providing the equipment, drugs, and protocol for patient rescue."

110

Obtaining Informed Consent & Providing Specialty Care



111



Informed consent is a discussion that involves:

- 1 Dentist
- 2 Patient
- 3 Staff

112

The actions taken at Dr. Silva's office could have resulted in negative consequences.

Provided forms only in English

Interpreter relayed information

Informed consent delegated to staff

113

Translators must:

- ◆ be fluent in both the patient's language and the dentist's language.
- ◆ have cultural competence.
- ◆ be impartial.



114

Procedure Specific Informed Consent Forms

<div>FORMULARIO DE CONSENTIMIENTO INFORMADO PARA EXTRACCIONES DENTALES</div>	
<div>Discussion and Informed Consent for Extractions</div>	
<div>Thảo luận và Thông báo đồng ý đối với Mổ răng và Cạo răng</div>	
Tên bệnh nhân: _____ Ngày: _____	<div>All Languages</div> <div>English</div> <div>Korean</div> <div>Spanish</div> <div>Chinese</div> <div>Japanese</div> <div>Vietnamese</div> <div>Russian</div> <div>Tagalog</div> <div>Traditional Chinese</div>
Chức danh: _____	
(Điền họ): _____	
Sự kiện cần xem xét	
Nhân viên của Ủy ban _____	
<div>Cạo răng là một thủ thuật (phục hồi) thường bao gồm một khung kim loại hoặc sứ, răng nhai tạm, và các chi ốc ngoài, và hoặc kim loại. Nó lắp đặt không thông qua răng là một loại sứ và hàn các sứ dính vào các răng khác. Cạo răng là một thủ thuật là gắn kết có định (phục hồi) cho phép thay đổi một hoặc nhiều răng để răng nhai tạm. Nó hoặc nhiều răng sứ và/hoặc sứ thay đổi loại là của răng thay đổi đặt để cạo răng trên hoặc "neo" cho cạo răng.</div>	
<div>Xô lý răng bằng một số thủ tục liên quan đến việc phục hồi các chi của vùng bị tổn thương của răng ở trên và dưới lip mép của răng đặt vào răng. Quá trình này thường đòi hỏi phải đặt một mô răng tạm thời, thường gọi CAD/CAM được sử dụng để tạo mô răng, mô răng tạm thời không bị được sử dụng.</div>	
<div>Một kim loại răng tạm thời có thể được đặt, được cung cấp loại là thủ tục để đặt mô răng vĩnh cửu có một chi ốc không thể hoặc loại cho răng nhai tạm mô răng vĩnh cửu. Nếu mô răng tạm thời, loại hoặc răng tạm thời mới, các bộ phận khác cho răng. Không thay đổi mô răng tạm thời bằng mô răng vĩnh cửu có thể làm mất mô răng, bệnh nhiễm trùng, nhiễm trùng, các vấn đề về khớp cắn và mô răng.</div>	

115

[illegible]

116

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Questions & Answers



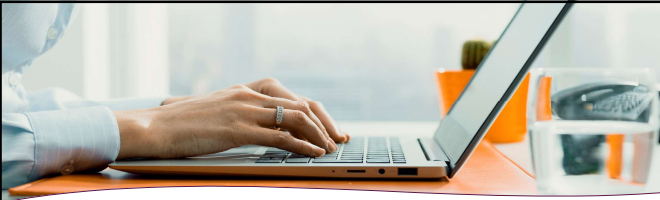
117

Call to Action

Review your office protocols and staff training regarding:

- ◆ Medical Emergencies
- ◆ Patient Education
- ◆ Documentation

118



**Upcoming
RM Courses**

- Course
- Course

RM courses and registration: <https://www.tdicinsurance.com/ManageRisks/Seminars>

119

Course Evaluation QR Code

120



121

TDIC Risk Management

Call our free, confidential Advice Line **877-269-8844**

Email us at **riskmanagement@tdicins.com**

Visit **tdicinsurance.com** to find informed consents, reference guides and sample forms

122
