



Protecting the public through licensure, enforcement and information

**FLORIDA**

**BOARD OF DENTISTRY**

SPRING 2017

# THE CHAIR'S MESSAGE



**Joe Thomas**

DDS, MAGD, FACD, DICOI, FICD  
2017 Board of Dentistry Chair

### Greetings!

I am ecstatic to serve on the Board of Dentistry, alongside the other appointed Members who share a common passion focused on the caring and protective aspects of this awe-some profession, cohesively termed as dentistry.

The current board is more accessible today than it has been in decades, and we are always open to questions, feedback, and input from all interested parties. We as Board Members are not prejudiced and do not assume anyone's intentions. As we strive to keep far ahead of the times, we understand loud and clear that there is a constant evolution in the pro-ession. Discussion at the board is never over, and the ability to debate is not considered a bug or flaw, but the driving force in widening our horizons to see the opposing point of view.

When I attend National Dental Board Meetings, it is a compliment to witness other boards attempting to follow Florida's lead on hygiene and dental matters. The stellar, yet heartfelt, passion and joint purpose of this current board is greater than the fears and excuses that we may face.

Florida's guidelines on dental in-office patient safety, mandated airway management training and remedial coursework to competency are a few of the principles that are still the gold standard for the country.

In all humility as members of the Board of Dentistry, we revive our charge for 2017: continuing to uphold Florida dentistry at the forefront of the nation and maintaining Florida's status as the safest environment for the delivery of dental excellence.

May God's blessings abound!

*Joe Thomas*

Joe Thomas DDS, MAGD, FACD, DICOI, FICD

### 2017 MEETING DATES

May 19

August 25

November 17

## P2

- Telehealth Survey

## P3

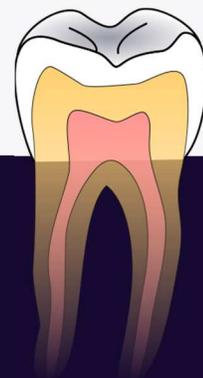
- Subscribe for Email Updates
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- 2017 Board Members

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- Complaint Process
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## P6

- Are You Renewal Ready?





## Telehealth Survey

During the 2016 Legislative Session, House Bill 7087 was passed and became law on April 14, 2016, as [Chapter 2016-240](#), Laws of Florida. This bill creates the Telehealth Advisory Council and also requires the Agency for Healthcare Administration (AHCA), the Department of Health (DOH) and the Office of Insurance Regulation (OIR) to survey health care facilities, health care practitioners, insurers and health maintenance organizations regarding the use of telehealth in Florida. The Telehealth Advisory Council is tasked with reviewing the survey and research findings and making recommendations to increase the use and accessibility of telehealth in Florida.

Effective July 1, 2016, DOH will survey all health care practitioners, as defined by section 456.001, Florida Statutes, upon and as a condition of renewal. The telehealth survey conducted by DOH during licensure renewal is required, and the Department may assess fines for non-compliance with the survey request.

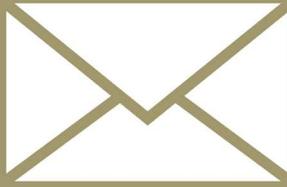
AHCA has launched a dedicated webpage for House Bill 7087, which includes information regarding the Telehealth Advisory Council, telehealth resources and links, telehealth industry surveys and frequently asked questions. For more information and to sign up for Telehealth Advisory Council updates, visit [www.ahca.myflorida.com/SCHS/telehealth](http://www.ahca.myflorida.com/SCHS/telehealth).

To view a full list of bill summaries from the 2016 Legislative Session, please visit [www.FLHealthSource.gov/2016-bills](http://www.FLHealthSource.gov/2016-bills). Once there, you will be able to view summaries, effective dates and a link to the final enrolled text.

### Chapter 2016-240

“An act relating to health care; requiring the Agency for Health Care Administration, the Department of Health, and the Office of Insurance Regulation to collect certain information; creating the Telehealth Advisory Council within the agency for specified purposes; specifying council membership; providing for council membership requirements; requiring the council to review certain findings and make recommendations in a report to the Governor and the Legislature by a specified date; requiring the agency to report such information to the Governor and Legislature by a specified date; providing certain enforcement authority to each agency; providing for expiration of the reporting requirement; reenacting s. 409.975(6), F.S., relating to provider payment of managed medical assistance program participants; providing legislative intent regarding the effect of other legislation; providing an effective date.”

[Click to Read More](#)



## Subscribe for Email Updates

Don't have time to check the Board's website for new information?

Subscribe to receive an email when new posts are added to the website. Examples of the types of updates provided by the subscription system includes changes in the law and board rules, reminders about legal requirements and updates that impact professionals and consumers in Florida. Click [here](#) to subscribe today!

Subscribers' email addresses are not publicly displayed and are not posted onto the Board's website or onto public practitioner profiles.

## 2017 Board Members

- William Kochenour, DDS
- Robert L. Perdomo, III, DMD
- Joseph Calderone, DMD
- Naved Fatmi, DMD
- Joseph J. Thomas, DDS *Chair*
- T.J. Tejera, DMD, MD
- Claudio L. Miro, DDS
- Catherine Cabanzon, RDH, *BASDH Vice-Chair*
- Angela Sissine, RDH
- Tim S. Pyle, Consumer

## How do I update my address?

How to update your address online:

- Login to [online services](#) entering your User ID and Password
- From within your online account under the "Manage Your License Information" header, click on the drop down menu to the right of your license number that states "Choose an Activity."
- Select the option "request address change."
- There will be options to change both the mailing address and practice location address.
- If you would like a new license that reflects any changes you make, you may request a duplicate license from under the "manage my license" drop down menu. The fee will be \$25.



### About Your Practice Location Address

The practice location address will display on the internet and your license. Your practice location must be a physical location address and must not include a Post Office box. The mailing address will only display on the internet if you have not provided a practice location address to us.

### Sedation Permit Holders

Your address change must be reported directly to the board office at [info@floridasdentistry.gov](mailto:info@floridasdentistry.gov) so that a proper inspection can be scheduled.

### Establishment/Facility Name or Address

If the name or address change is for a dental lab that has changed location, a licensure application must be submitted. See your profession's web page for additional information.

**PROCESSING TIME:** If you are submitting an address change request by mail, please allow 5-7 business days for processing. Online requests will be processed within 48 hours. Please Note: An updated license will not be automatically sent. A duplicate license request must be submitted.

## Have a question?

Visit the Board website for more answers to your Frequently Asked Questions (FAQs) at [floridasdentistry.gov/help-center/](http://floridasdentistry.gov/help-center/).



# The Complaint Process

The Department of Health investigates complaints and reports involving health care practitioners regulated by the department and enforces appropriate Florida Statutes. Action which may be taken against health care practitioners is administrative in nature (e.g., reprimand, fine, restriction of practice, remedial education, administrative cost, probation, license suspension or license revocation). The department cannot represent you in civil matters to recover fees paid or seek remedies for injuries. You may wish to consult a private attorney regarding these matters.

The Consumer Services Unit (CSU) is where the complaint process begins. It is the central intake for all complaints, including complaints alleging the practice of a healthcare profession or the operation of facilities/establishments without the appropriate license. CSU includes investigators and analysts assigned to specific professions. Staff reviews each complaint for possible violations of laws and rules.

### How we review complaints

All complaints are assigned a computer generated complaint number for tracking purposes. Staff reviews each complaint for possible violations of laws and rules. Only complaints that are legally sufficient are investigated.

### How we determine legal sufficiency

Section 456.073(1), F.S., specifically provides that "...A complaint is legally sufficient if it contains ultimate facts that show that a violation ...has occurred." After review of a complaint, if the allegations and supporting documentation show that a violation may have occurred the complaint is legally sufficient for investigation. The complainant is notified by letter as to whether an investigation is initiated, additional information is needed or the complaint is determined not to be legally sufficient and is being closed. For legally sufficient complaints, the letter will include the name, address and telephone number of the office that will conduct the investigation.

Examples of complaints that may be investigated

- Practicing below minimum standards or negligence
- Impairment/medical condition
- Advertising violation
- Sexual misconduct with a patient
- Misfilled/mislabeled prescription
- Failure to release patient records

Examples of complaints that may not be investigated

- Fee disputes (broken or missed appointments)
- Billing disputes
- Personality conflicts
- Bedside manner or rudeness

### Anonymous Complaints

CSU may investigate an anonymous complaint provided it is legally sufficient, the alleged violation of law or rules is substantial, and CSU has reason to believe, after preliminary inquiry, that the violations alleged in the complaint are true.

### The Investigation

Many legally sufficient complaints are forwarded to the appropriate field office with the [Investigative Services Unit](#), but CSU may mediate and conduct investigations involving minor violations.

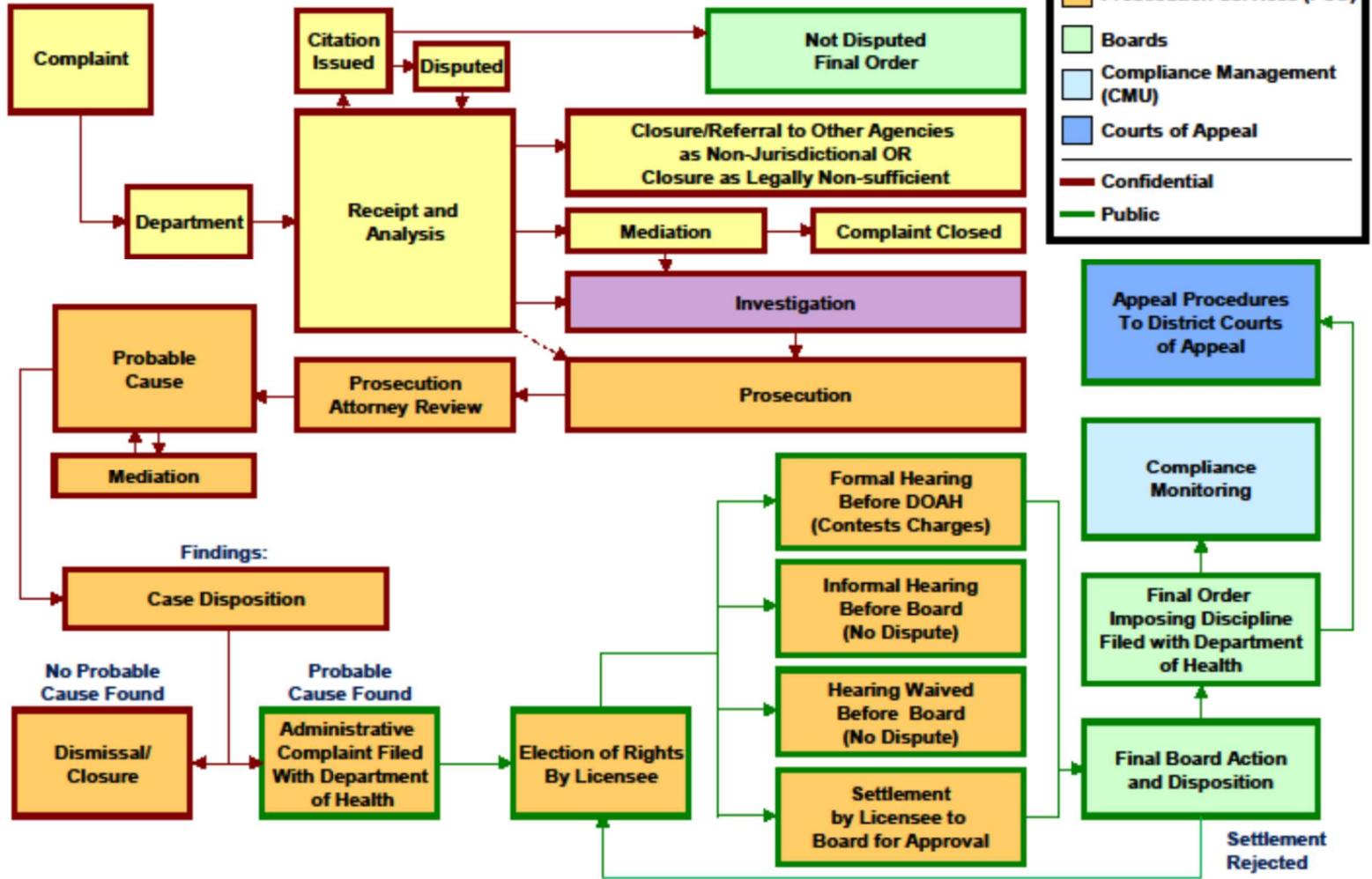


## Have a Complaint?

To access the portal, visit [www.flhealthcomplaint.gov](http://www.flhealthcomplaint.gov).



# Division of Medical Quality Assurance Enforcement Process



A Diagram of the Division of Medical Quality Assurance's Enforcement/Complaint Process

## Inspectors Wanted

### Seeking Consultants with Sedation Permit for Inspections

Working as an anesthesia inspector offers a range of benefits from flexible working arrangements and receiving continuing education hours to networking and seeing how others in your profession work in your field. The Board of Dentistry is looking for dentists who hold a sedation permit to serve as dental consultants to perform new and routine inspections on sedation permit holders. Specifically, there is a need for inspectors in north and central Florida. Inspectors are compensated and receive two hours of continuing education.

For more information, or to request an application, please email the board at [info@floridasdentistry.gov](mailto:info@floridasdentistry.gov).





# Are You Renewal Ready?

Point. Click. Record CE/CME.



The Department of Health will verify continuing education (CE) completion at the time of license renewal for all licensed dentists and dental hygienists. All course completion must be reported in your CE account prior to renewal.

**1 RENEW ONLINE**  
(Department of Health)

**2 TRACKING SYSTEM**  
(Review Your Records)

**3 VERIFIED**  
(Proceed with Renewal)

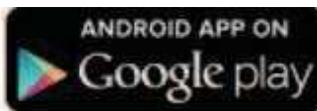
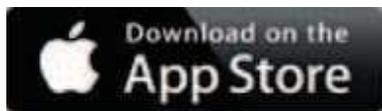
**4 REPORT CE**  
(www.CEBroker.com)

If your records are up-to-date in the electronic tracking system, you can renew your professional license without interruption.

If not, you will be prompted to report your hours in CE Broker before renewing.

MQA is committed to making your reporting experience quick and easy. In an effort to expedite the reporting process we have added a Quick Report feature to the CE accounts. Using the Quick report feature will allow you to report all of your CE hours completed with the same approved organization at one time.

There are three CE/CME accounts to select from: Concierge, Professional and Basic. The Basic account is free and the only account the Department requires you to create; the other accounts are optional and available to you if you wish to take advantage of their services. Please visit [www.flhealthsource.gov/ayrr](http://www.flhealthsource.gov/ayrr) to create the account that best fits your needs.



Website: [www.FloridasDentistry.gov](http://www.FloridasDentistry.gov) Email: [info@floridasdentistry.gov](mailto:info@floridasdentistry.gov)

Customer Contact Center: (850) 488-0595

## Contact Us

Give us a call for more information about our services and products

## Customer Contact Center

Monday – Friday  
8 a.m. to 6 p.m. EST  
(850) 488-0595

## Board Office

8 a.m. to 5 p.m. EST  
(850) 245-4474  
Fax: (850) 921-5389

## Mailing Address:

Department of Health  
Board of Dentistry  
4052 Bald Cypress Way  
Bin C-08  
Tallahassee, FL 32399-3258

## Mailing Address Applications and Fees Only:

Department of Health  
Board of Dentistry  
P.O. Box 6330  
Tallahassee, FL 32314-6330

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## 2018 Board Meeting Dates

February 16  
May 18  
August 24  
November 16

Past meeting minutes and audio at:  
[www.floridasdentistry.gov/meeting-information/past-meetings](http://www.floridasdentistry.gov/meeting-information/past-meetings)

The Florida Board of Dentistry meets four times a year. The full Board meetings include disciplinary cases, licensure approvals, correspondence items, committee reports, policy discussion items and other necessary Board action.