The President’s Message

Greetings!

After serving in various capacities as a member of the Maryland State Board of Dental Examiners in my initial term, I was reappointed by Governor Martin O’Malley to a second 4-year term. On June 1, 2010, I became President of the Board.

As I reflect on the past years, I feel privileged to have worked with four former board presidents and other dedicated board members and staff who faced many challenges, but remained focused, committed, and dedicated to the mission of the board – protecting the public and helping to ensure that the field of dentistry is represented by competent professionals. I have grown under their tutelage and assure you that maintaining the mission of the board is my personal commitment. The board has achieved a number of milestones. A new voting process to select board members was implemented last May. Practitioners may now vote online.

New technologies, new modalities of treatment, continued curricular changes in dental education, increased expectations of our patients, and increased government regulations remind us that our responsibilities are never static, but dynamic and progressive. These changes require that all of us be well informed, trained, and capable of responding.

Our Executive Director, Laurie Sheffield-James, has been with us for over a year and has implemented many of the Board’s mandates. Under her leadership and in addition to other tasks, we are in the process of amending our unprofessional conduct and disciplinary regulations, and establishing new sanctioning guidelines. She, along with our Compliance Officer, Dr. Leslie Grant, testified before the Legislature and were instrumental in extending the Board’s next Sunset Review to July 1, 2021. Accolades are also given to Murray Sherman, Esquire, for the outstanding legal assistance he provides to the Board.

The licensing unit continues to provide a high level of service to our certificate and license holders. The unit has received a number of kudos from dental professionals.

At its June 2010 annual meeting, the American Association of Dental Boards honored Mr. Zeno St. Cyr, II, Board Consumer member, with its “Citizen of the Year Award.” In June 2010 Mr. St. Cyr completed his second four-year term as a Consumer Board Member. He will be missed.

As we move forward, the board will continue to work to fulfill its mission, and will be pro-active in responding to the many issues that come before it. Your commitment and continued support will assist us in moving forward. The profession of dentistry and the public warrant nothing less than our best.

I hope that you enjoy our newsletter and wish to thank all of those who contributed to its contents.

T. Earl Flanagan, Jr., DDS
President
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Zeno W. St. Cyr, II

On October 8, 2010, Mr. Zeno W. St. Cyr, II, MPH, a former Board consumer member, received the prestigious “Citizen of the Year Award” presented by the American Association of Dental Boards. The AADB has never elected a consumer as its Citizen of the Year. Consequently, this honor was especially notable. Recognized nationally as a dental advocate for consumers, the Board was privileged to have worked with Mr. St. Cyr during the 8 years he served on the Dental Board.

MARYLAND STATE BOARD OF DENTAL EXAMINERS

2011 ONLINE LICENSE RENEWAL

DENTISTS AND DENTAL HYGIENISTS

MAY 1, 2011 to JUNE 30, 2011

DEBORAH A. WELCH, LICENSING UNIT COORDINATOR

The Maryland State Board of Dental Examiners will be utilizing an online renewal system for the 2011 license renewal. Renewing your license online using your credit is secure and efficient. We have essentially eliminated paperwork!

Upon completion of your online renewal application, the Dental Board mails your renewal license within 24 to 36 hours.

2011 online renewal instructions were mailed on April 25, 2011.
It’s that Time Again!

An election for those who wish to serve as members on the Maryland State Board of Dental Examiners is being held. Nomination Petition Forms have already been received. Those who have an e-mail address on file with the Board have received an e-mail solicitation to vote. Once you have selected a candidate and submitted your vote you will be sent an e-mail confirmation acknowledging receipt of your vote. If you do not have an e-mail address on file with the Board and wish to vote with a paper ballot you will be permitted to do so.

Only dentists may cast a vote for dentists and dental hygienists may cast a vote for dental hygienists.

How does someone become a Consumer Board Member?

The Board has a total of 16 members; 9 dentists, 4 dental hygienists and 3 consumer members. The Board is conducting the dentist and dental hygienist elections on-line. Consumer members are not elected but are appointed to the Board by the Governor with the advice of the Secretary of the Department of Health and Mental Hygiene, and the advice and consent of the Maryland Senate.

If you are interested in becoming a consumer member, please contact Ms. Anna Lieberman, Administrator of Executive Nominations at (410) 767-4049. Ms. Lieberman will guide you through the application process. At present, the Board has one consumer member vacancy. If you are interested in serving please let Ms. Lieberman know as soon as possible.

Important Dates for Dentists and Dental Hygienists

April 25, 2011: Those of you with e-mail addresses should have received an e-mail solicitation to vote.

April 25 – May 6, 2011: Dates between which you must submit your e-mail ballot.

May 10, 2011: Last day for Election Trust, LLC to receive a paper ballot.

For a paper ballot, please contact Sharon Gregg-Jones at (410) 402-8506.
The law requires that dentists and dental hygienists notify the Board in writing within 60 days of any change of address. This is very important since the Board is required only to attempt to contact you at the address you have on record.

The Board is authorized to proceed with its duties, including discipline, with or without your participation. Failure to notify the Board of an address change may result in your failure to receive a renewal notice, which in turn may lead to disciplinary action for practicing on an expired license.

In addition, untimely notification will result in an address penalty fee.

The Mission of Mercy project held this past October in Cumberland, Maryland was a huge success due to the hard work and dedication of the 125 Maryland dental professionals who volunteered. Dentists, dental hygienists, dental assistants, dental and dental hygiene students along with many other “non-dental” personnel worked for two days from 6:00 am to 6:00 pm to ensure that people with urgent dental needs received much needed care. A tremendous thank you goes to Dr. Diane Romaine (and staff), who was a leader in organizing the event and coordinating the volunteers, so that over 800 patients could receive more than $800,000 of donated dental care. I am honored to have been able to work alongside such dedicated dental professionals and look forward to participating in the next Mission of Mercy event in 2011.
Since July of 2000 dentists from 20 states have assisted their neighboring states in holding free dental clinics for the underserved called Missions of Mercy. Nationwide to date, dental professionals have given back to their communities by providing over $22,000,000 of free care to nearly 40,000 patients through Missions of Mercy projects. On October 29 and 30, 2010 at the Allegany County Fairgrounds in Cumberland, 85 dentists and 40 dental hygienists from all over the State, came together in a 55 dental chair mobile clinic which was rented from the Virginia Dental Association to hold the first Mission of Mercy free dental clinic in Maryland. In those two days, over $800,000 of dental care was provided to 850 adults from Western Maryland. Allegany County Maryland recently ranked last in the State with the lowest median household income of $38,000. It is interesting to note that the local hospital in Allegany County, Western Maryland Regional Health System, averages 45 dental ER visits per month with an annual fiscal impact of over a million dollars. The over $800,000 of dental services delivered at the Mission of Mercy incurred expenses of just $40,000 as a result of our volunteers’ organizing abilities and commitment. The clinic created a tremendous amount of goodwill and gratitude from both patients and providers. Volunteers also benefited by receiving up to 8 continuing education credits toward those required by the state board for licensure. It is hoped that this incentive offered by the State Board to promote volunteerism will result in more dentists and hygienists stepping forward to assist with future projects. This program recently initiated by the Board of Dental Examiners was greatly appreciated by the volunteers.

While this Mission of Mercy project was the first in Maryland, the model of mobile dental clinics to create a safety net for the underserved, has been used in the bordering states of West Virginia and Virginia where many dentists have a great deal of enthusiasm, commitment and experience with such projects. At the Mission of Mercy project in Cumberland, there were 8 such out of state dentists who volunteered even though they were not able to engage in the practice of clinical dentistry because of the present volunteer dental law in Maryland. Imagine how many more in need Marylanders could have been provided dental services had these qualified dental professionals been able to treat patients. The present restriction for qualified out of state dentists and hygienists to help with volunteer clinics is a barrier to care that MSDA and the Maryland Board of Dental Examiners recognized and worked together to address with the introduction of Senate Bill 578 at our current legislative session in Annapolis. SB 578 addresses the opportunity for qualified out of state dentists to come into Maryland and assist us at short term volunteer clinics to help our underserved, without compromising the quality of care provided for our residents.
Beginning with the 2011 license renewal cycle, each dentist and dental hygienist must complete a 2 hour Board-approved course on abuse and neglect as it relates to Maryland law in every other renewal cycle. For example, those renewing their license in 2011 must complete the course as a condition of license renewal in 2011, and then must complete the course again for the 2015 and 2019 renewal cycles and so on. Those renewing their license in 2012 must complete the course as a condition of license renewal in 2012 and again in 2016 and 2020 and so on.
Three out of every 100 people will experience an eating disorder sometime during their life. Oftentimes, people with eating disorders keep their illness a secret. Occasionally, dentists and dental hygienists are the first health care professionals to discover the disorder.

The eating disorder bulimia nervosa is very destructive to overall health and harmful to oral health. This disorder may also be called “the binge-purge syndrome.” The disease is more prevalent among older adolescents or young adult women. Those with bulimia may eat large amounts of food at one time and then try to rid themselves of the calories by purging (throwing up or using laxatives).

Anorexia nervosa patients see themselves as overweight. The illness is characterized by a fear of weight gain and the desire to become thinner. Patients with bulimia or anorexia may have numerous dental complications.

Many people with eating disorders do not get enough calcium in their diets. Consequently, the body begins taking calcium out of bones and teeth. Teeth stripped of calcium can become weak.

The purging associated with bulimia increases the rate of harmful acid attacks on tooth enamel. Repeated vomiting strips the teeth of enamel. After an extended period of bulimic activity, the teeth weaken causing decay, crumbling, fracturing, and teeth may fall out. The effects of bulimia can be observed on the inside surface of the upper front teeth.

Additional symptoms can include:
- Bad breath from constant purging
- Increased cavity rate
- Sore throat
- Oral sores with traumatic ulceration of the palate
- Dentine sensitivity
- Swelling or enlargement of the parotid salivary gland
- Trauma of oral and mucosal membranes
- Irritation to the lips and other soft tissue

For additional information visit the American Dental Association’s website at www.ada.org and the U.S. Department of Agriculture’s website at www.usda.gov/cnpp.
MARYLAND STATE BOARD OF DENTAL EXAMINERS
DENTISTS AND DENTAL HYGIENISTS
SUMMARY OF CONTINUING EDUCATION REQUIREMENTS

This bulletin summarizes the continuing education requirements for biennial license renewal for dentists and dental hygienists holding general licenses in Maryland. It is not intended to be exhaustive. Please refer to the Code of Maryland Regulations (COMAR) 10.44.22 titled Continuing Education for the text of the regulations. Note that dentists holding general anesthesia and sedation permits have additional continuing education requirements not discussed here for renewal of those permits.

A licensee must earn at least 30 hours of continuing education from Board approved sponsors. Of the required 30 hours, 2 hours must be in infection control. The 2 hours of infection control count toward the required 30 hours.

Cardiopulmonary resuscitation (CPR) certification must be continuously maintained and must not expire. The CPR course does not count toward the required 30 hours.

Beginning with the 2011 renewal cycle, each licensee must complete a 2 hour Board-approved course on abuse and neglect for every other renewal cycle. For example, those renewing their license in 2011 must complete the course as a condition of license renewal in 2011, and then must complete the course again for the 2015 and 2019 renewal cycles. The course on abuse and neglect must relate to Maryland law on the subject of abuse and neglect.

Up to 17 hours of continuing education credit may be earned for self-study activities such as internet courses the licensee has successfully passed.

A licensee may earn up to 8 continuing education hours for providing volunteer pro-bono dental services at Board-approved programs within the State of Maryland. Each 60 minutes of pro-bono services will earn 1 continuing education hour up to 8 hours. These hours count toward the required 30 hours. Those interested should review the Board's Bulletin titled Optional Pro Bono Dental and Dental Hygiene Services for Continuing Education Credit. Please contact the Board before engaging in pro-bono services for continuing education credit to ensure that the services that you provide will qualify.
A licensee may earn up to 4 continuing education hours for successful completion of Board-approved courses on cultural competency. These hours count toward the required 30 hours.

A dental hygienist who, after graduating from dental hygiene school, successfully completes a Board-approved course on local anesthesia in order to qualify to receive Board recognition to administer local anesthesia by infiltration, may receive continuing education credit toward renewal of their general license if the course is completed within the prescribed continuing education timeframe.

With the exception of the required course on abuse and neglect, the optional courses on cultural competency, and the optional pro bono program, the rule is that all continuing education courses or programs must be “designed to enhance the licensee’s clinical knowledge and ability to treat dental patients.” Therefore courses or programs that will not be approved for continuing education credit include, but are not limited to, those courses or programs on money management, personal finance, personal health and recreation, politics, memory training, and speed reading, etc.

The 2 year period for completing continuing education extends from January 1 through December 31 of the following year. This 2 year period in which the continuing education must be completed ends on December 31st of the year preceding the year in which the license is due for renewal. For example, if a license expires on June 30, 2011, the period to complete all continuing education requirements extends from January 1, 2009 through December 31, 2010. A licensee may ask the Board for an extension until June 30, 2011 to complete the continuing education. However a license may not be issued until all continuing education requirements have been met.

A licensee must maintain accurate records of continuing education hours for at least 5 years.

Please keep in mind that the Board’s laws and regulations change over time. All licensees are responsible for complying with the applicable law.

Dentists who have questions should direct them to Ms. Deborah Welch, Licensing Coordinator at 410-402-8511, and dental hygienists with questions should contact Ms. Sandra Sage, Dental Hygienist Coordinator at 410-402-8510.
Changes to Continuing Education Regulations

Effective April 18, 2011, the Board’s continuing education regulations were amended to allow dentists and dental hygienists under certain prescribed conditions, to earn up to 8 hours of continuing education credit for Board-approved pro bono services, and up to 4 hours of continuing education credit for Board-approved courses on cultural competency. A Bulletin describing in greater detail the requirements to earn continuing education credit for pro bono services, and a Bulletin generally summarizing continuing education requirements appear in this Newsletter.

Please keep in mind that the Board’s laws and regulations change over time.

Forms regarding pro bono services may be found on the Board’s website at www.dhmh.state.md.us/dental.
On April 18, 2011 new regulations took effect in Maryland permitting dentists and dental hygienists, under certain prescribed conditions, to earn up to 8 hours of continuing education credits per renewal period for performing pro bono dental and dental hygiene services. Participation in the pro bono program is optional and not required. The amendments appear in the Code of Maryland Regulations, (COMAR) 10.44.22 titled Continuing Education. The following is a summary of the significant provisions of the optional pro bono for continuing education amendments:

1. A dentist or dental hygienist may provide volunteer pro bono care at a Board-approved program that is a non-profit entity or event that provides substantial pro bono dental services to the indigent or dentally underserved populations.

2. With the exception of food, lodging, and parking fees, a dentist or dental hygienist may not receive direct or indirect remuneration of any kind, including but not limited to remuneration for materials purchased or used.

3. With the exception of those pro bono services provided at a dentist’s or dental hygienist’s office as outlined in 4. below, the program shall require a dentist or dental hygienist to sign-in and sign-out daily upon commencement and termination of the provision of services.

4. A dentist or dental hygienist may provide pro bono services for continuing education credit at the dentist’s or dental hygienist’s office if: (a) the patient is referred to the dentist or dental hygienist by a Board-approved non-profit entity that provides substantial pro bono dental services to the indigent or dentally underserved populations; and (b) the dentist or dental hygienist applies to the Board and the Board provides prior written approval of the provision of the dental or dental hygiene services on an individual case by case basis.

5. Continuing education credit shall be calculated based on the time a dentist or dental hygienist has actually dedicated to the performance of dental or dental hygiene services.

6. Continuing education credit shall be calculated at the ratio of 1 continuing education credit for each 60 minutes of patient services.

7. Credit may not be provided for missed appointments.

Other amendments include earning up to 4 continuing education credit hours for the successful completion of courses on cultural competency offered by Board-approved sponsors. Please read the accompanying Bulletin titled Summary of Continuing Education Requirements which provides an overview of the entire chapter on continuing education.
8. Board-approved non-profit entities that provide substantial dental services for continuing education credit shall: (a) retain patient records; (b) retain documentation of all pro bono assignments and the hours of service provided; and (c) provide the records and a copy of the assignments and the hours of service provided to the Board upon request.

9. The Board may revoke the approval status of any non-profit entity that fails to cooperate with the Board.

10. A dental hygienist who provides pro bono dental services shall work under the direct supervision of a dentist which means that the supervising dentist: (a) diagnosis the condition to be treated; (b) authorizes the procedure; and (c) examines the patient before dismissal.

11. A dentist or dental hygienist that is employed by a non-profit entity that provides substantial pro bono dental services to the indigent or dentally underserved populations may not obtain credit for pro bono services at the entity at which the dentist or dental hygienist is employed, but may receive credit for qualified pro bono services at other non-profit entities.

12. A dentist who is a Board-recognized specialist and who has announced a specialization shall limit the pro bono services exclusively to the announced special areas.

13. In accordance with COMAR 10.44.12 (Anesthesia and Sedation), a dentist may administer general anesthesia or sedation only with the appropriate Board permit issued for the specific practice location at which the dentist wishes to administer general anesthesia or sedation.

14. A dental hygienist may administer local anesthesia by infiltration only with the appropriate Board recognition.

15. Dentists and dental hygienists who provide pro bono dental services shall: (a) maintain proof of such services for at least 5 years on a Board-approved form; and (b) provide documentation of the services to the Board upon request. In addition, dentists who provide pro bono dental services in their office for continuing education credit shall maintain patient records for those patients in accordance with the applicable law.

16. Dentists and dental hygienists who fail to maintain accurate and complete records of services rendered may not receive continuing education credit for those services.
17. A dentist shall use a Board-approved form for patients with clear instructions for any follow-up care.

18. Dentists and dental hygienists under a formal or informal Board order or agreement that provides for the provision of pro bono services may not receive continuing education credit for the provision of the pro bono services.

19. Failure to comply with the regulation constitutes unprofessional conduct.

Note that the provision of pro bono dental and dental hygiene services for continuing education credit may only be provided in connection with a Board-approved non-profit entity or event. The services must be provided either:

1) at the offices of the non-profit entity;
2) at the entity’s Board-approved non-profit event; or
3) at a dentist’s office if the patient is referred to the dentist by a Board-approved non profit entity, and the dentist or dental hygienist applies for, and receives prior written approval from the Board to provide the services.

If you have any questions please contact Ms. Sandra Sage, Pro Bono Coordinator at 410-402-8510.

**PREDETERMINATION OF INSURANCE BENEFITS**

James Goldsmith, D.D.S., Former Board Member

While serving on the Board I reviewed a number of complaints from patients that dental work was performed and subsequently, insurance benefits were found to be less than the patient anticipated or were entirely denied. The Board recognizes that knowing one’s benefits is the responsibility of the patient; however, misunderstanding can usually be averted if the dentist submits a plan of proposed treatment to the insurance company for a predetermination of benefits prior to the commencement of treatment.
While serving on the Board I have seen complaints about dentists, dental hygienists, and dental radiation technologists in just about every category that you could imagine. What I have learned is that so many of these complaints could have been avoided, the public could have been better served, and the health practitioner could have saved themselves the time, money, and embarrassment of dealing with the Board by following some simple rules. I will forewarn you that like so many simple things they are difficult to do especially in the moment when emotions are high or an ego is involved, but in the long run they are worth it.

**Listen to the patient!** Try to discover what the issue really is and you will have a much better chance of handling the problem. Ask questions to clarify what they are trying to tell you and listen to their answers. You may be surprised at how often what you thought was the issue really wasn’t. Be empathetic to your patient’s problems and you will avoid many misunderstandings.

**Set realistic expectations!** We have spent a lot of time, money, and stomach lining to become dentists. We want to demonstrate to our patients that we can do what they expect. We find it difficult to tell patients that we can’t always meet their expectations. Dr. Alvin J. Fillastre, Jr., international lecturer and former faculty member of the famed Pankey Institute, was fond of saying “Always promise a little less then you know you can deliver.” These are very wise words.

**Know your limitations!** This may be an extension of setting realistic expectations but it is the cause of a lot of complaints. If your diagnosis indicates that a specialist or other practitioner could provide better results tell the patient that very thing. Put your ego aside, the patient will appreciate it. I know they want their primary care dentist to do everything but patients typically don’t get upset when we tell them “I am not the one to do this.” In the long run it is a strong trust builder and demonstrates to the patient that you’ve placed their well being first.

**Be nice!** Things go wrong, mistakes are made, people’s feelings get hurt, but if you can just be nice it is amazing how far that goes. In situations where tensions are high and emotions are on edge, try to remember to “act and not react.” Give yourself the opportunity to take your own pulse first. Think before you act. Then be nice. Remember you are the professional to whom your patient has placed their trust.

I know that these suggestions appear basic and perhaps trite. But I can tell that after sitting on the Board for 8 years and having reviewed over a thousand patient complaints, a great many of these problems could have been avoided if these simple rules would have been followed.
The Maryland State Board of Dental Examiners has been busy. The items below represent a partial list of the many work products and activities that the Board has undertaken since the Board’s previous Newsletter.

**Botox and Dermal Fillers**
The Board is presently considering the issue of the use of Botox and dermal fillers by dentists in Maryland. An evening public meeting was held on October 27, 2010 at which time the Board heard from a number of interested dentists. The Board will make a final determination concerning this scope of practice issue in the near future. The Board’s decision will appear on its website at [www.dhmh.state.md.us/dental/](http://www.dhmh.state.md.us/dental/).

**Regulations**

- Dentists and dental hygienists may receive up to 8 hours of continuing education credit for providing pro bono dental and dental hygiene services and for successful completion of courses on cultural competency.
- The Board is in the process of promulgating new record keeping regulations, new sanctioning guidelines for the disciplinary process, and amending its unprofessional conduct and discipline regulations.

**License Fee Increases**

In the past 3 years the Board’s expenditures have surpassed its revenue by almost $400,000. Consequently, in order to balance the budget, the Board reviewed expenditures and cut spending. Unfortunately, decreasing expenditures was not enough, and the Board made the painful decision to increase licensure fees. The Board decided that the most equitable way to raise fees was to raise them proportionately for all of its licensees and certificate holders. Consequently, the fees were raised by 35%.

The Board encourages its licensees to attend its open session meetings. If you’d like to know what the Board is doing and why, attending open session meetings the first Wednesday of each month at 9:00 a.m., will help keep you up-to-date.

If you have any questions or comments please feel free to contact me at 410-402-8518.
Board Revenues

Laurie Sheffield-James, Executive Director

As you are no doubt aware, license renewal fees were increased effective March 7, 2011. The Board decided that a 35% increase for all of its licensees and certificate holders would be the most equitable way to fund the increase in mandated expenditures borne by the Board. The Board’s most recent Sunset Review, conducted by the Maryland Department of Legislative Services, recommended that the Board fully staff its Compliance Unit. Consequently, additional staff were hired. Although the Board needs to upgrade its computer operating system, the increase in fees were due primarily to the staff increase.

A number of you have expressed your concerns over the State’s appropriation of the Board’s dedicated funds for deposit into the State’s General Fund. This has occurred in previous years as a result of the economic downturn. However, as long as the Board’s fund balance remains at no more than 25% of its annual expenditures, the probability of money being taken from the Board is lessened.

The Board reports on its fund balance semi-annually during its’ open session meeting. You are invited to attend these meetings to keep abreast of the Board’s financial situation.

The Board’s Newsletter is Online

As a result of increasing financial constraints associated with the printing and mailing of its Newsletter, the Board has decided to make its Newsletter available online. Those of you with e-mail addresses on file with the Board will receive an e-mail from the Board with the Newsletter attached. In addition, the Newsletter is available on-line at www.dhmh.state.md.us/dental/ or www.dhmh.md.gov/dental/.
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<td>No Certificate</td>
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</tbody>
</table>
### Members of the Board
- T. Earl Flanagan, Jr., DDS, President
- Ngoc Quang Chu, DDS, President-Elect
- Edna Street-Jones, DDS, Secretary-Treasurer
- Ngoc Quang Chu, DDS, President-Elect
- Edna Street-Jones, DDS, Secretary-Treasurer
- T. Earl Flanagan, Jr., DDS, President

### Members of Our Staff
- Laurie Sheffield-James, Executive Director
- Murray Sherman, Legal Assistant
- Leslie E. Grant, DDS/Compliance Officer
- Sharon Gregg-Jones, Fiscal Analyst
- Deborah Welch, Licensing Coordinator
- Roger Matherly, Network Specialist
- Colin Eversley, Investigator
- Eli Fagan, Investigator
- Danielle Gonnelli, Investigator
- Alexis McCamey, Board Secretary
- Bonita McFadden, Sedation Program Coordinator
- Rona Melton, Verifications Coordinator
- Sharon Oliver, Compliance Secretary
- Mary Peters, Records Storage Clerk
- Sandra Sage, Hygienist Coordinator
- Patsy Sherwood, Dental Asst. Coordinator

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