

# Stanislaus Dental Society

## General Membership Meeting

*Thursday, May 19, 2022*

6:00pm-Social / 6:45pm-Dinner & Speaker

Papapolloni's Bistro Ristorante  
2501 McHenry Ave. Modesto



### 2022 Risk Management

**Anna Martin, RDA/Jessica Saetern – TDIC**

#### **Anna Martin, RDA**

Anna Martin joined TDIC as a Risk Management Analyst in August of 2021. Prior to joining TDIC, Mrs. Martin worked as a Registered Dental Assistant from 2017-2021 where she served as a valuable asset to the tribal clinic as a member of their dental quality team. The teams many accomplishments included improvements to clinic processes, and optimized training of staff members to meet clinic standards. Anna has 8 years of experience working in the dental field in both front and back-office operations.

#### **Jessica Saetern**

Jessica Saetern joined TDIC as a Risk Management Analyst in 2019. She supports dental professionals through national speaking engagements at major industry events, virtual presentations, dental conventions, dental schools, and state dental societies. She brings over 10 years of dental experience in the areas of insurance billing, claims management, provider appeals and as a business consultant. She holds a degree in Business-General and a certificate in Business Management. She also contributes to the Risk Management publications of RM Matters and Liability Lifeline. She is committed to making a positive impact through the advice and resources she provides in the areas of professional, employment, business, and cyber liability including property and operations risk management.

#### **COURSE DESCRIPTION**

This course will provide dentists with tools and strategies to incorporate into their practice to minimize risks. Participants will be able to identify and minimize loss exposures while utilizing risk management resources. Topics will include informed consent, patient dismissal and steps to incorporate when refunding patients. This presentation will present the how - to steps of risk management that dentists and staff can learn from.

#### **LEARNING OBJECTIVES**

- ◆ Establish a comprehensive informed consent protocol
- ◆ Determine when and how to issue a patient refund
- ◆ Learn when it may be appropriate to dismiss a patient

**Please respond if you are attending no later than Tuesday, May 17**

No need to fax, just email the SDS office and let us  
know you are attending! [sdsdent@thevision.net](mailto:sdsdent@thevision.net)

**(Be sure to include member name in body of email as well as any dietary restrictions.)**