



STATE OF IOWA

IOWA DENTAL BOARD

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

JILL STUECKER
EXECUTIVE DIRECTOR

IOWA DENTAL BOARD

AGENDA

October 22-23, 2015

Location: Iowa Dental Board, 400 SW 8th St., Suite D, Des Moines, Iowa
Members: *Steve Bradley, D.D.S., Board Chair; Steven Fuller, D.D.S., Board Vice Chair; Kaaren Vargas, D.D.S., Board Secretary; Tom Jeneary, D.D.S.; William McBride, D.D.S.; Mary Kelly, R.D.H.; Nancy Slach, R.D.H.; Diane Meier, Public Member; Lori Elmitt, Public Member*

Thursday, October 22, 2015

COMMITTEE MEETINGS:

9:30 A.M. **DENTAL HYGIENE COMMITTEE**
(See separate committee agendas)

11:00 A.M. **EXECUTIVE COMMITTEE**

1:00 P.M. **BOARD MEETING:**

OPEN SESSION

- | | |
|--|-----------------------|
| I. CALL MEETING TO ORDER – ROLL CALL | <i>Steven Bradley</i> |
| II. 1st OPPORTUNITY FOR PUBLIC COMMENT | <i>Steven Bradley</i> |
| III. APPROVAL OF OPEN SESSION MINUTES | <i>Steven Bradley</i> |
| a. July 23, 2015 – Quarterly Meeting | |
| b. August 13, 2015 – Teleconference Meeting | |
| IV. REPORTS | |
| A. EXECUTIVE DIRECTOR’S REPORT | <i>Jill Stuecker</i> |
| B. BUDGET REPORT | <i>Jill Stuecker</i> |
| a. Review of FY2016 Budget | |
| b. Annual Fee Review | |
| C. LEGAL REPORT | <i>Sara Scott</i> |

- D. ANESTHESIA CREDENTIALS COMMITTEE REPORT** *Kaaren Vargas*
- a. Actions Taken by the Committee on General Anesthesia & Moderate Sedation Permit Applications
 - b. Other Committee Recommendations, if any
- E. CONTINUING EDUCATION ADVISORY COMMITTEE REPORT** *Lori Elmitt*
- a. Vote on Recommendations: RE: Continuing Education Course Applications
 - b. Vote on Recommendations: RE: Continuing Education Sponsor Applications
 - c. Other Committee Recommendations, if any
- F. EXECUTIVE COMMITTEE REPORT** *Steven Bradley*
- a. Committee Update
- G. LICENSURE/REGISTRATION COMMITTEE REPORT** *Kaaren Vargas*
(Pursuant to Iowa Code § 21.5(1)(a) some licensure/registration information is required by state or federal law to be kept confidential).
- a. Recommendations by the Committee on Applications
 - 1. Abigail Monson, Dental Assistant
 - 2. Melissa Still, Dental Assistant
- H. DENTAL HYGIENE COMMITTEE REPORT** *Mary Kelly*
- a. Pending Dental Hygiene Applications (Pursuant to Iowa Code § 21.5(1)(a) some licensure/registration information is required by state or federal law to be kept confidential).
 - b. Actions Taken at the Dental Hygiene Committee Meeting
 - c. Other Committee Recommendations, if any
- I. DENTAL ASSISTANT REGISTRATION COMMITTEE** *Steven Bradley*
- a. Committee Update
 - b. Other Committee Recommendations, if any
- J. EXAMINATIONS REPORTS – CRDTS (CENTRAL REGIONAL DENTAL TESTING SERVICE) –**
- a. CRDTS – Dental Steering Committee Report *Steven Bradley*
 - b. CRDTS – Dental Hygiene Examination Review Committee Report *Mary Kelly*
 - c. CRDTS – Dental Examination Review Committee Report *Kaaren Vargas*
- K. IOWA PRACTITIONER REVIEW COMMITTEE REPORT** *Brian Sedars*

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- a. Quarterly Update

L. EXPANDED FUNCTION COMMITTEE REPORT

Nancy Slach

- a. Vote on Recommendations RE: Expanded Functions Course Applications
- b. Other Committee Recommendations, If Any

V. ADMINISTRATIVE RULES/ADMINISTRATIVE RULE WAIVERS

- a. Vote on Notice of Intended Action – Iowa Administrative Code *Phil McCollum*
650 – Chapter 13, Retired Volunteer Dentist and Dental Hygiene License
- b. Discussion on Possible Draft Rules for CODA Approved Dental *Jill Stuecker*
Education Programs
- c. Discuss Rulemaking Priorities for 2016 *Jill Stuecker*
- d. Rule Waiver Request - Axel Ruprecht - IAC 650.11.2(2)d-e, *Christel Braness*
“Dental licensure by examination”
- e. Rule Waiver Request – Gregory Ceraso – IAC 650.29.5(1) *Christel Braness*
“Permit holders”

VI. LEGISLATIVE UPDATES

Jill Stuecker

- a. Discussion and Vote of Board Legislative Priorities for 2016
 - i. DSO Legislation
 - ii. CRDTS
 - iii. Discussion of IDHA Legislative Priorities
 - iv. Discussion of IDA Legislative Priorities

Tom Cope

Larry Carl

VII. OTHER BUSINESS

Jill Stuecker

- a. Discussion on Interpretation of Urgent Need
- b. Vote on Policy for Managing Continuing Education and Expanded Function Courses
- c. Discussion on Results of Renewal Survey
- d. Discussion on Letter from Dr. Dennis Higginbotham
- e. Discussion on Jurisprudence Exams
- f. Discussion on Strategic Planning
- g. Discussion on Need for Future Board Teleconference

VIII. APPLICATIONS FOR LICENSURE/REGISTRATION & OTHER REQUESTS

Christel Braness

- (Pursuant to Iowa Code § 21.5(1)(a) some licensure/registration information is required by state or federal law to be kept confidential).
- a. Ratification of Actions Taken on Applications Since Last Meeting
 - b. Pending Licensure/Registration Applications, if any

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CLOSED SESSION AGENDA

The Board will address the following closed session agenda items after the conclusion of the open session. Closed session may resume on Friday, October 23, 2015 after an Administrative Hearing.

I. ADMINISTRATIVE ITEMS FOR DISCUSSION

- a. **Protocols for Licensure/Registration Committee** (Closed session pursuant to Iowa Code § 21.5(1)(h) “to avoid disclosure of specific law enforcement matters, such as allowable tolerances or criteria for the selection, prosecution, or settlement of cases, which if disclosed would facilitate disregard of requirements imposed by law”).

II. ITEMS FOR REVIEW AND DISCUSSION

- a. **Closed Session Minutes** (Closed session pursuant to Iowa Code § 21.5(1)(a) “to review or discuss records which are required or authorized by state or federal law to be kept confidential...”, specifically to review or discuss information that is confidential under Iowa Code § 21.5(4)).
- b. **Settlement Agreement and Final Orders** (Closed session pursuant to Iowa code § 21.5(1)(f) to discuss the decision to be rendered in a contested case).
- c. **Combined Statement of Charges, Settlement Agreement and Final Order** (Closed session pursuant to Iowa Code § 21.5(1)(d) to discuss whether to initiate licensee disciplinary investigations or proceedings, and Iowa code § 21.5(1)(f) to discuss the decision to be rendered in a contested case).
- d. **Notice of Hearing and Statement of Charges** (Closed session pursuant to Iowa Code § 21.5(1)(d) to discuss whether to initiate licensee disciplinary investigations or proceedings).
- e. **Investigative Reports** (Closed session pursuant to Iowa Code § 21.5(1)(d) to discuss whether to initiate licensee disciplinary investigations or proceedings and pursuant to Iowa Code § 21.5(1)(a) to review or discuss records which are required or authorized by state or federal law to be kept confidential, specifically information that is confidential under Iowa Code § 272C.6(4)).
- f. **New Complaints** (Closed session pursuant to Iowa Code § 21.5(1)(d) to discuss whether to initiate licensee disciplinary investigations or proceedings and pursuant to Iowa Code § 21.5(1)(a) to review or discuss records which are required or authorized by

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state or federal law to be kept confidential, specifically information that is confidential under Iowa Code § 272C.6(4)).

- g. **Additional Information on Previous Complaints** (Closed session pursuant to Iowa Code § 21.5(1)(d) to discuss whether to initiate licensee disciplinary investigations or proceedings and pursuant to Iowa Code § 21.5(1)(a) to review or discuss records which are required or authorized by state or federal law to be kept confidential, specifically information that is confidential under Iowa Code § 272C.6(4)).
- h. **Application for Licensure/Registration** (Closed session pursuant to Iowa Code § 21.5(1)(a) to review information required by state or federal law to be kept confidential).
- i. **Hygiene Committee (Disciplinary Only)** (Closed session pursuant to Iowa Code § 21.5(1)(a) to review information required by state or federal law to be kept confidential, specifically Iowa Code § 272C.6(4) and Iowa Code § 21.5(1)(d) to discuss whether to initiate licensee disciplinary investigations or proceedings).
- j. **Request to Modify Board Orders** (Closed session pursuant to Iowa Code § 21.5(1)(a) to review information required by state or federal law to be kept confidential).
- k. **Compliance with Board Orders** (Closed session pursuant to Iowa Code § 21.5(1)(a) to review information required by state or federal law to be kept confidential, specifically Iowa Code § 272C.6(4) and Iowa Code § 21.5(1)(d) to discuss whether to initiate licensee disciplinary investigations or proceedings).
- l. **Malpractice Reports** (Closed session pursuant to Iowa Code § 21.5(1)(d) to discuss whether to initiate licensee disciplinary investigations or proceedings and pursuant to Iowa Code § 21.5(1)(a) to review or discuss records which are required or authorized by state or federal law to be kept confidential, specifically information that is confidential under Iowa Code § 272C.6(4)).

OPEN SESSION

I. COMPLAINTS AGAINST NON-LICENSEES

II. ACTION, IF ANY, ON CLOSED SESSION AGENDA ITEMS

- a. Closed Session Minutes
- b. Settlement Agreement and Final Orders
- c. Combined Statement of Charges and Settlement Agreement
- d. Notice of Hearing and Statement of Charges
- e. Investigative Reports
- f. New Complaints
- g. Additional Information on Previous Complaints
- h. Application for Licensure/Registration
- i. Hygiene Committee Recommendations (Disciplinary Only)
- j. Request to Modify Board Orders

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- k. Compliance with Board Orders
- l. Malpractice Reports

Friday, October 23, 2015

8:30 a.m.

- III. DISCIPLINARY HEARING IN THE MATTER OF CYNTHIA ADAMS, Q.D.A.** (Pursuant to Iowa Code § 272C.6(1), a licensee may request that their disciplinary hearing be held in closed session. Pursuant to Iowa Code § 21.5(1)(f) Board deliberation in a contested case will be held in closed session).
- IV. CONTINUE WITH CLOSED SESSION ITEMS AS NEEDED**
- V. ADJOURN**

NEXT QUARTERLY MEETING: JANUARY 28-29, 2016

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EXECUTIVE DIRECTOR

IOWA DENTAL BOARD

MINUTES

July 23-24, 2015

Conference Room

400 S.W. 8th St., Suite D

Des Moines, Iowa

Board Members

Steven Bradley, D.D.S.,
Steven C. Fuller, D.D.S.
Kaaren G. Vargas, D.D.S.
Thomas M. Jeneary, D.D.S.
William G. McBride, D.D.S.
Mary C. Kelly, R.D.H.
Nancy A. Slach, R.D.H.
Diane Meier, Public Member
Lori Elmitt, Public Member

July 23, 2015

Present
Present
Present
Present
Present
Present
Present
Present
Present

July 24, 2015

Present
Present
Present
Present
Present
Present
Present
Present
Present

Staff Members

Jill Stuecker, Phil McCollum, Christel Braness, Brian Sedars, Dee Ann Argo, Janet Arjes

Attorney General's Office

Sara Scott, Assistant Attorney General

Other Attendees

Jane Slach, R.D.A. Iowa Dental Assistants Association
Carol Van Aernam, R.D.H., Iowa Dental Hygienists' Association
Francisco Olalde, University of Iowa, Office of Statewide Clinical Education Programs
Jeannene, Veenstra, R.D.A., Iowa Dental Assistants Association
Sara Schlievert, R.D.H., Iowa Department of Public Health
Tom Cope, Iowa Dental Hygienists' Association
Paul Becker, D.D.S., Midwest Dental
Sabrina Johnson, Iowa Medicaid Enterprise
Barb Blough, Iowa Dental Association
Terri Deal, Des Moines Area Community College
Nancy Adrianse, R.D.H., Iowa Primary Care Association
Stephen Thies, Iowa Academy of General Dentistry
Kristee Malmberg, Iowa Dental Assistants Association
Pam Hanson, Kirkwood Community College

Suzanne Heckenlaible, Delta Dental of Iowa

I. CALL TO ORDER FOR JULY 23, 2015

Dr. Bradley called the open session meeting of the Iowa Dental Board to order at 1:02 p.m. on Thursday, July 23, 2015.

Dr. Bradley welcomed Dr. McBride to the Board as its newest member.

A quorum was established with all members present.

Roll Call:

<u>Member</u>	<u>Bradley</u>	<u>Elmitt</u>	<u>Fuller</u>	<u>Jeneary</u>	<u>Kelly</u>	<u>McBride</u>	<u>Meier</u>	<u>Slach</u>	<u>Vargas</u>
Present	x	x	x	x	x	x	x	x	x
Absent									

II. 1st OPPORTUNITY FOR PUBLIC COMMENT

Dr. Bradley asked everyone to introduce themselves. Dr. Bradley allowed the opportunity for public comment.

Ms. Sabrina Johnson spoke briefly to address matters concerning Managed Care of North America (MCA). Ms. Johnson was aware that letters were being mailed to providers. Since approval has not yet been given to MCA, Ms. Johnson recommended that questions be referred to MCA.

III. APPROVAL OF OPEN SESSION MINUTES

- *April 23, 2015 – Quarterly Meeting Minutes*
- ❖ MOVED by MEIER, SECONDED by JENEARY, to APPROVE the open session minutes as submitted. Motion APPROVED unanimously.
- *May 15, 2015 – Teleconference Meeting Minutes*
- ❖ MOVED by ELMITT, SECONDED by KELLY, to APPROVE the open session minutes as submitted. Motion APPROVED unanimously.

IV. INFORMATION SESSION, DENTAL WELLNESS PLAN

Ms. Sabrina Johnson explained that Dental Wellness is a dental program of which Delta Dental of Iowa is currently the only administrator. Since Dental Wellness is an open program, other administrators could be added in the future.

Dr. Jeff Chaffin presented information about the Dental Wellness Plan in Iowa. Dr. Chaffin provided an overview of the tenets of the program with which they must comply. Dr. Chaffin also answered the Board members’ questions about the program.

Dr. Chaffin thanked the Board for their time.

V. REPORTS

EXECUTIVE DIRECTOR'S REPORT

Ms. Stuecker reported that this is a busy time at the Board. The Board is focusing on new graduates and renewal. This year, all dental hygiene licenses and dental assistant registrations are up for renewal. Ms. Stuecker provided some data about the number of applications and renewals processed to date. Ms. Stuecker urged those in attendance to remind others to complete their renewal. Ms. Stuecker also encouraged the use of the IDB Online Services website.

Ms. Stuecker thanked staff for their work during this busy period. Ms. Stuecker stated that staff were attempting to respond to problems and questions as quickly as possible; though, there are limitations due to staff size. Renewing such a large number at once makes it difficult to handle all requests efficiently. In the future, the Board may want to consider other alternatives.

Ms. Stuecker reported that the Board is the midst of a database upgrade. Per executive order, the Board's websites need to meet certain standards. That the website needs to be made more mobile friendly. Board staff is working to ensure compliance with the executive order. The Office of the Chief Information Officer (OCIO) is projecting that this could take 5-8 months to complete.

Ms. Stuecker reported that she and several other board members will be attending the CRDTS' annual meeting in August.

Ms. Stuecker stated that the Board will need to further review issues related to volunteer licensing and expanded functions to better clarify requirements for participation.

Ms. Stuecker indicated that she was looking at ways to better communicate with the public. Ms. Stuecker was open to suggestions.

Ms. Stuecker briefly discussed a couple of the recent Des Moines Register editorials. Ms. Stuecker stated that these are issues that the Board takes very seriously. The Board needs to use the rulemaking process as a way to implement and update regulations. Rules are subject to scrutiny by a number of state agencies and other interested parties. Board staff was considering the Supreme Court decision versus the North Carolina Board of Dental Examiners, and the impact that may have on the Iowa Dental Board.

BUDGET REPORT

Ms. Stuecker reported that updated copies of the budget were available in the Board members' folders. Fiscal year 2015 does not officially close until August 31, 2015. The information provided in the Board folders was current to the date of the meeting. There were still expenses pending that would need to be processed before the official close of the fiscal year.

Ms. Stuecker reported that as a percent of the budget, spending has been conservative. The biggest expense was personal services, which covers salaries and benefits. In most other areas, spending was below projections. Since the Board retains all fees, unspent money will carry forward to the next fiscal year. There was one area of spending that was higher than projected. This was for the maintenance of the Board's database servers. Ms. Stuecker provided a brief explanation of the reasons for the amount of the expected funds which will carry forward to next fiscal year.

Some of the Board members asked questions related to the budget. Ms. Stuecker and Ms. Braness answered those questions.

Ms. Stuecker provided an update on the FY2016 budget proposal. Ms. Stuecker reported that this budget had already been submitted due to timelines based on the start of the fiscal year. Ms. Stuecker asked the Board to review the proposal as the budget may be amended as necessary. Ms. Stuecker also provided an overview of the revenue projections.

There was additional discussion related to the proposed budget and expenditure projections. Ms. Stuecker and Ms. Braness answered the questions posed by the Board members.

❖ MOVED by FULLER, SECONDED by JENEARY, to APPROVE the FY2016 budget as submitted. Motion APPROVED unanimously.

LEGAL REPORT

Ms. Scott reported that other states have been sued under anti-trust laws; however, those cases have not yet been resolved.

ANESTHESIA CREDENTIALS COMMITTEE REPORT

Dr. Vargas reported that the Anesthesia Credentials Committee met recently to review and consider applications for general anesthesia and moderate sedation permits, which were approved for issuance.

CONTINUING EDUCATION ADVISORY COMMITTEE REPORT

- *Recommendations RE: Continuing Education Course Applications*
- *Recommendations RE: Continuing Education Sponsor Application(s)*

Ms. Elmitt reported that the Continuing Education Advisory Committee met recently. Ms. Elmitt provided an overview of the committee's recommendations. Ms. Elmitt noted that the recommendation regarding the course on the use of Botox and dermal filler would be pending the Board's decision regarding the use of Botox in the practice of dentistry.

Ms. Elmitt provided an overview of the committee's recommendation to consider rulemaking. Specifically, there are some concerns related to credit for courses related to dental public health.

- ❖ MOVED by ELMITT, SECONDED by JENEARY, to APPROVE the committee's recommendations as submitted.

Ms. Kelly asked about the rulemaking recommendation. Ms. Stuecker stated that this would be addressed as part of the other rulemaking priorities.

- ❖ Vote taken. Motion APPROVED unanimously.

- *Other Committee Recommendations, If Any*

There were no other recommendations from the committee.

EXECUTIVE COMMITTEE REPORT

Dr. Bradley reported that the committee met earlier that morning and discussed the issue of dental service organizations (DSO).

LICENSURE/REGISTRATION COMMITTEE REPORT

- *Actions Taken by Committee on Applications*

Dr. Vargas provided an overview of the applications reviewed and actions taken by the committee since the last quarterly Board meeting. A list of actions taken by the committee was included in the Board members' folders.

- *Pending Licensure/Registration Applications, If Any – Will be Discussed under Agenda Item VIII*

There weren't any applications, which required review and discussion by the Board.

- *Other Committee Recommendations, If Any*

There were no other recommendations from the committee.

DENTAL HYGIENE COMMITTEE REPORT

- *Pending Dental Hygiene Applications, If Any – Will be Discussed Under Agenda Item VIII*
- *Report RE: Actions Taken at Dental Hygiene Committee Meeting*
- *Committee Recommendations, If Any*

Ms. Kelly reported that the Dental Hygiene Committee supported the proposed rules for Iowa Administrative Code 650—Chapter 10, which address expanded functions for dental hygienists.

Ms. Kelly spoke briefly about the requirements for reporting address changes as required by Iowa Administrative Code 650—Chapter 10. There was some discussion about how to best address some of those concerns. This matter may be discussed further.

Ms. Kelly reported that the committee recommended approval of a rule waiver of the requirements for a local anesthesia submitted by Ms. Houston.

Ms. Kelly reported that another issue, which will be discussed later is the matter of supervision in CODA-approved educational programs. The discussion does not relate to new rulemaking; rather, the discussion was intended to clarify what is currently required by law.

Ms. Kelly briefly discussed a paper issued by the Public Policy Center regarding the dental hygiene workforce in Iowa. The report proposed some changes to the Board's renewal questions for better data collection.

Ms. Kelly reported that the Dental Hygiene Committee also discussed the issue the use of patients in clinical examinations. Ms. Kelly reported that two legislators were surprised that patients are used for these examinations. Others have expressed concern as well. Ms. Kelly stated that, currently, there aren't any equivalent exams to replace the current examination process.

DENTAL ASSISTANT REGISTRATION COMMITTEE REPORT

- *Committee Update*

Ms. Arjes reported that the committee met on June 22, 2015. The committee welcomed two new committee members. The committee discussed a number of issues including reinstatement and made some recommendations for consideration regarding the requirements for reinstatement. Ms. Arjes provided an overview of some of the concerns related to the current reinstatement requirements.

The committee also recommended granting continuing education credit for successful completion of the Dental Assistant National Board (DANB) examination. The committee has recommended removal of any reference to a timeframe during which the examination must have been completed to be eligible for continuing education credit.

The committee also discussed the removal of adhesives as a level 2 expanded function. This was a request from Dr. Tesene. The committee felt that the Board should address that further. Mr. McCollum stated that this request was listed later in the agenda.

Ms. Arjes provided an overview of a number of proposed rule changes that they would like the Board to consider.

Ms. Arjes reported that Ms. Sarah Johnson requested an exemption from testing prior to reinstatement since she had been practicing in another state. The committee approved her request.

EXAMINATIONS REPORT

- *CRDTS – Dental Steering Committee Report*

Dr. Bradley reported that they discussed the patient-based examinations and other issues related to the administration of the examination.

- *CRDTS – Dental Hygiene Examination Review Committee Report*

Ms. Kelly reported that they met a few weeks ago. The Dental Hygiene Examination Review Committee also discussed the patient-based examination. Ms. Kelly stated that there were some discussions about changes made previously. Ms. Kelly reported that there weren't any statistical changes in the failure rate; however, there was improved patient acceptance, which was the goal.

- *CRDTS – Dental Examinations Review Committee Report*

Dr. Vargas reported that there only a few proposed changes, including the acceptance of lesion depth based on current treatment models.

QUARTERLY IPRC REPORT

Mr. Sedars provided an overview of the Iowa Practitioner Review Committee program. Mr. Sedars also provided an overview of the current IPRC data.

EXPANDED FUNCTIONS COMMITTEE REPORT

- *Vote on Recommendations: RE: Expanded Functions Course Applications*
- *Other Committee Recommendations, If Any*

Ms. Slach reported that the committee met twice by teleconference. The committee recommended approval of the two new level 1 expanded functions for Impact Dental Training and Davidson Family Dentistry. Dr. Tesene submitted requests for expanded functions approval; however, the committee requested additional information. Dr. Tesene complied with those requests.

The committee discussed the issue of continuing education credit for these courses. The committee has recommended using the Dental Educators Council Guidelines as a basis for awarding continuing education credit for expanded functions courses as continuing education credit is requested. Ms. Slach provided an overview of the guidelines.

- ❖ **MOVED** by SLACH, **SECONDED** by ELMITT, to **APPROVE** the new Level 1 expanded functions requests from Impact Dental Training and Davidson Family Dentistry, and for the updates to the original 9 courses from Dr. Tesene. Motion **APPROVED** unanimously.
- ❖ **MOVED** by SLACH, **SECONDED** by MEIER, to **APPROVE** continuing education credit for the courses for Impact Dental Training and Davidson Family Dentistry using the Dental Educators Council Guidelines as basis for awarding credit. Motion **APPROVED** unanimously.

VI. ADMINISTRATIVE RULES/PETITION FOR RULE WAIVER

- *Review of Public Comments for Iowa Administrative Code – Chapter 10, “General Requirements”*

Mr. McCollum reported that the rules are not yet eligible for adoption. The Board will only be addressing the comments received. If the Board meets the proposed timelines, the rules would be filed on August 26, 2015, published September 16, 2015 and effective October 21, 2015. The Board will likely vote on this matter during a teleconference.

Mr. McCollum reported that the public hearing was held July 21, 2015. Mr. Cope was the only person in attendance. In total, two comments were received.

- *Discuss Draft Rules for Retired Volunteer Dentist and Dental Hygiene License*

Mr. McCollum reported that there is a proposed draft for the retired volunteer dentist and dental hygiene licenses. The Board needs to put administrative rules into place to administer this program as allowed by law. To date, at least one request has been received about how to pursue this.

Mr. McCollum reported that this language largely matched the agreement reached between the Iowa Dental Association and the Board when this legislation was originally pursued.

Ms. Blough, Iowa Dental Association, asked about the proposed timeframe. Mr. McCollum believed that the Board could consider a Notice of Intended Action at the October meeting provided there is little disagreement about the drafted language.

- *Discuss Rulemaking Priorities for 2016*

Ms. Stuecker reported that the Board has received a copy of the proposed rulemaking priorities, based on recommendations and suggestions from committees and other interested parties. The Governor’s Office requires submission of an annual regulatory plan. Ms. Stuecker believed that rulemaking should be structured as part of a larger strategic plan.

Ms. Stuecker would like the Board member to discuss this further; though, she would ask if this could be tabled until the October 2015 meeting. Ms. Stuecker asked for input about which items are a high priority.

- *Rule Waiver Request – Gina Houston – Iowa Administrative Code 650—11.7(1)b, “Licensure to Practice Dentistry or Dental Hygiene”*

Ms. Braness provided an overview of the request.

❖ MOVED by KELLY, SECONDED by SLACH, to APPROVE the rule waiver as requested. Motion APPROVED unanimously.

- *Request from Dr. Tesene RE: Rule Interpretation on Level 1 Expanded Functions Procedures #4 and #10*

Mr. McCollum provided an overview of the request. Mr. McCollum believed that there may be some questions due to the new rules. The Board may need to consider an FAQ if a number of questions are received.

Dr. Tesene asked if liquid rubber dam material used as isolation for bleaching would be considered an expanded function. Mr. McCollum did not believe that it would be included as a cavity liner, base, or adhesive. Mr. McCollum believed that this was not an expanded function and asked for the Board members for input. The Board members agreed.

Mr. McCollum stated that the other question related to the term “adhesives”. Dr. Tesene has asked the Board to define this more clearly. Mr. McCollum stated that he believed the intent of adhesive would be to bond. Mr. McCollum preferred to avoid getting into the issue of classes and means of application. Mr. McCollum recommended limiting it to products which could be removed using hand instrumentation. The Board members agreed.

Ms. Slach asked about orthodontic brackets. Mr. McCollum wanted to discuss this issue further. The dentist could remove the bracket or bridge, and the remaining adhesive could be removed by an assistant. Mr. McCollum believed that this needs to be limited to removal of adhesive only. This would potentially require proposed rulemaking to clarify. The Board members agreed.

VII. LEGISLATIVE UPDATE

- *Discussion of Board Legislative Priorities for 2016*

Ms. Stuecker reported that she is meeting with the Governor’s office in August 2015. Ms. Stuecker was not aware of any Board-initiated legislation; however, she was open to input. Ms. Stuecker stated that there will be legislation with which the Board may be involved.

Dr. Jeneary asked about legislation related to matters concerning insurance payments. Dr. Jeneary asked if there was an update. Ms. Blough stated that this was part of the proposed Dental Patient Protection Act.

VIII. OTHER BUSINESS

DISCUSSION OF SUPERVISION LEVELS IN CODA-APPROVED DENTAL EDUCATION PROGRAMS

Ms. Stuecker reported that there was a request to clarify supervision requirements in dental assistant educational programs. Board staff and the Attorney General’s Office reviewed the pertinent laws and weighed in. Iowa Code requires that all practice of dental hygienists and dental assistants be supervised. There is an exemption for students of dental hygiene and dental assisting so as to not be construed as practicing dentistry without a license. Iowa Administrative Code 650 does not specifically address the issue of students and supervision. Rules require that schools be CODA-approved; and CODA defers to the state practice act. Therefore, staff has interpreted this to mean that schools would need to meet the same supervision requirements as private practices. Students would, otherwise, have more leniency than licensed individuals.

Ms. Stuecker reported that she will research this further. The Board may need to consider rules to further clarify this.

Ms. Stuecker will reach out the dental assisting schools to get more information and bring that information back to the Board for consideration. Dr. Fuller asked what they should do in the meantime since most schools don't have funding to deal with that.

Ms. Scott stated that the Board cannot dictate what the schools do. The Board's intent was not to get anyone in trouble. Unfortunately, the Board is also constrained by the Iowa Code. There may be some flexibility to better address some of this in the Iowa Administrative Code. Additional information may be helpful to allow the Board to determine how to proceed. If there are hardships, that may be relevant. Since the question was posed to the Board, the Board needed to review and address it.

Ms. Stuecker asked that interested parties to provide honest information about this matter.

Ms. Hanson, Kirkwood Community College, stated that they operated based off of information provided in previous letters from the Board. Ms. Scott asked the letters to which she was referring. Ms. Scott stated that she was aware of those letters, and indicated that there has not been recent communication about this. Mr. McCollum reported that if the concern is student-to-student, that may be easier to address than student-to-patient. Ms. Scott stated that the information will be helpful to the Board. There may be a way to address this by rule, as opposed to requiring a legislative change.

Dr. McBride reported that he volunteers at the local community college. Dr. McBride asked that the Board consider the financial burdens that may be imposed by some of these requirements.

Ms. Hansen reported that they have each student's dentist prescribe services for the students to perform.

DISCUSSION ON DRAFT DSO LEGISLATION

Ms. Stuecker reported that the Association of the Dental Support Organizations has asked the Board to support this legislation, which they drafted.

Ms. Stuecker asked Dr. McBride for more information to better understand how dental support organizations are structured and operate. Dr. McBride reported that he works with a dental support organization. The intent is to provide support for the non-clinical aspects of practice. This would cover such things as accounting, IT services, and other non-clinical services.

Ms. Stuecker noted that there has been a lot of focus on non-licensed individuals. Ms. Stuecker recommended adding language, which would address licensees. Ms. Stuecker reported that a meeting of interested parties is scheduled for August 28, 2015. Ms. Stuecker will report on this at the October 2015 meeting.

DISCUSSION ON LETTER FROM UNIVERSITY OF IOWA

Ms. Stuecker reported that the University of Iowa College of Dentistry has expressed some concerns about testing on patients. Ms. Stuecker has been in contact with CRDTS to discuss this further. A possible suggestion would be to send examiners into clinics at schools more frequently to judge the work provided in the school clinic setting. Ms. Stuecker shared this information with the University of Iowa College of Dentistry and asked them to think more about it. This has worked well in another school.

Dr. Vargas stated that some of the reasons for the arguments against patient-based exams have already been addressed by CRDTS. For example, a change has been made regarding lesion depth, as well as having addressed other issues related to patient testing. Dr. Vargas expressed concerns about the lack of an equivalent alternative, particularly given the changes made to the CRDTS examination as concerns are raised.

The Board members continued to discuss this matter further expressing their opinions on the use of a patient-based examination. Largely, the Board members were in support of the examination. There were also concerns about potential cost increases related to some of the proposed changes, which are in the very early stages. Ms. Slach recommended usage of a 'blind' examination so as to remove any bias from the examiners.

Ms. Stuecker reported that Senator Bolkcom may be prepared to introduce legislation next year to address this matter. Ms. Kelly reported that she had spoken with him and he suggested that there are available alternatives. The University of Iowa College of Dentistry stated that they are not trying to get rid of CRDTS, but prefer to eliminate patient-based examinations. Dr. Bradley believed that Dr. Vargas would be a good member to speak with the legislators about some of these issues.

DISCUSSION AND VOTE RE: BOTOX AND DERMAL FILLER POSITION STATEMENT

Ms. Stuecker provided an overview of the history of the position statement. Ms. Stuecker tried to research other states' requirements.

The Board may proceed in a number of ways. The Board can elect to do nothing, leaving the position statement in place; they may draft administrative rules dictating the circumstances under which these services may be performed; or they may rescind the position statement without additional action.

Ms. Stuecker reminded those in attendance that licensees may only use Botox and dermal fillers as they relate to the practice of dentistry.

Dr. Bradley stated that he was in favor of rescinding the position statement, without further action.

Ms. Elmitt believed that dentists know the face well; though, she asked for examples of how these services may be used in the application of dentistry. Dr. Jeneary and Dr. Bradley provided some examples of how Botox and dermal fillers can be used in the practice of dentistry.

Board members and staff discussed this matter further to determine the best way to proceed. Ms. Scott specified that the position statement, with the exception of the statement regarding training requirements, simply restates what is allowed under Iowa law. This would not be a change to the law.

- ❖ MOVED by KELLY, SECONDED by VARGAS, to rescind the Board's position statement Botox and dermal fillers without additional action or rulemaking.

Ms. Slach inquired what the effect of this action would be. Mr. McCollum stated that practitioners who provide these services would be treated the same as practitioners who provide specialty services in that they would be held to the same standard as board-certified specialists. There was some additional discussion related to the pros and cons of regulating this matter further.

- ❖ Vote taken. Motion APPROVED unanimously.

Ms. Stuecker stated that if complaints were received that they would be addressed based on the standard of care provided.

DISCUSSION AND VOTE ON BOARD COMMITTEE AND COMMITTEE MEMBERS

- *Dental Hygiene Committee*

No action was taken with the composition of this committee since that was addressed during the May 2015 teleconference.

- *Anesthesia Credentials Committee*

Ms. Stuecker reported that two individuals had requested consideration for appointment to this committee: Dr. DeJong and Dr. Richtsmeier. Ms. Stuecker stated that the Board may want to consider the addition of an alternate to the committee so as to better facilitate quorums for meetings. An alternate committee member could participate in meetings; though, they could only vote if another committee member were absent. Dr. Vargas believed adding an alternate is a good idea.

- ❖ MOVED by VARGAS, SECONDED by FULLER, to APPOINT Dr. DeJong as an alternate to the Anesthesia Credentials Committee. Motion APPROVED unanimously.

- *Continuing Education Advisory Committee*

Several interested parties expressed interest in being appointed to the committee. Ms. Stuecker read the rule, which establishes the composition of the committee.

- ❖ MOVED by VARGAS, SECONDED by FULLER, to REPLACE Ms. Cacioppo with Ms. Schlievert as a dental hygiene member.

Ms. Meier asked if anyone had spoken to Ms. Cacioppo about the possibility of being replaced on the committee. Dr. Bradley remarked that he had spoken with Ms. Cacioppo about this. The Board members discussed this matter further weighing the advantages and disadvantages of replacing a standing committee member.

❖ Vote taken. Motion APPROVED, 8-1, Ms. Meier dissented.

Ms. Slach asked that a letter of thanks be sent to Ms. Cacioppo for her service to the committee. Ms. Stuecker stated that she would do that.

Ms. Jane Slach volunteered to step down from the committee in order to allow Ms. Stream to replace her.

❖ MOVED by KELLY, SECONDED by VARGAS, to APPOINT Ms. Stream to the committee as a dental assistant member. Motion APPROVED unanimously.

❖ MOVED by VARAS, SECONDED by JENEARY, to APPOINT Dr. McBride as a dental member to the committee. Dr. McBride would replace Dr. North. Motion APPROVED unanimously.

- *Iowa Practitioner Review Committee*

Ms. Stuecker reported that Mr. Sedars located a psychiatrist, James Gallagher, M.D., to serve on the Iowa Practitioner Review Committee. Dr. Bradley approved this appointment as Board chairman.

- *Licensure/Registration Committee*

No action was taken with the composition of this committee since that was addressed during the May 2015 teleconference.

- *Dental Assistant Registration Committee*

No action was taken with the composition of this committee since that was addressed during the May 2015 teleconference.

- *Executive Committee*

No action was taken with the composition of this committee since that was addressed during the May 2015 teleconference.

- *Examination Review Committee*

Dr. Bradley would like to retain the committee; though, he asked Ms. Stuecker to read the list of committee members. Dr. Bradley stated that he would like to replace Dr. Holmes on the

committee. Dr. Vargas expressed interest in serving. As Board chairman, Dr. Bradley appointed her.

- *Expanded Functions Committee*

Ms. Stuecker reported that this committee was subject to appointment by the Board chair. Dr. Bradley appointed Dr. Chaffin, Delta Dental of Iowa. Dr. Chaffin agreed to serve on the committee.

Ms. Braness reminded Ms. Stuecker that Dr. Richtsmeier had also expressed interest in serving on this committee. Ms. Elmitt was concerned about conflict of interest since Dr. Richtsmeier offers expanded functions training.

Ms. Stuecker reported that a dental assistant, Steffanie Anderson, was also interested in serving on the committee. Ms. Kelly stated that she would like to see the committee remain as currently established given the recent history. Ms. Slach reported that there were two dental assistants serving on the committee.

- *Skilled Care Facility Task Force*

Ms. Stuecker reported that the appointment to this committee would be made by Dr. Bradley, as Board chairman.

Ms. Kelly provided a brief history of the task force. Dr. Kanellis told Ms. Kelly that he would try to schedule a meeting before the October 2015 Board meeting.

Dr. Bradley decided to leave the committee as currently established.

DISCUSSION ON STRATEGIC PLANNING

Ms. Stuecker reported that she reached out to someone based in San Diego, California, about assisting the Board with its strategic planning. Ms. Stuecker received a synopsis of what they could do for the Board. Unfortunately, the estimate was higher than the state's threshold for procurement without going through the bidding process. Ms. Stuecker stated that she was working with the state's procurement division. Another option was to use an approved vendor with the state. Ms. Stuecker will continue to look into this.

- The Board took a brief recess at 3:25 p.m.
- The Board reconvened at 3:38 p.m.

DISCUSSION ON STATE REQUIREMENTS FOR BOARD MEMBER TRAVEL

Ms. Stuecker reported that there has been some challenges with documentation related to travel. Ms. Stuecker asked that the Board members review the state's out-of-state travel policies, which were provided to the Board members.

DISCUSSION ON NEED FOR FUTURE TELECONFERENCE

Ms. Stuecker reported that the Board needs to set a date for a teleconference to address the proposed rules. Ms. Stuecker proposed meeting on August 13 or 14, which would be a Thursday or Friday. Ms. Kelly suggested meeting on August 13, 2015 at 7:00 a.m. The Board members were in agreement with this date and time.

IX. APPLICATIONS FOR LICENSURE/REGISTRATION & OTHER REQUESTS

RATIFICATION OF ACTIONS TAKEN ON APPLICATIONS SINCE LAST MEETING

Mr. Braness reported that the Board was provided an updated list of actions taken in response to applications for license, registration, qualification, and permit.

- ❖ MOVED by VARGAS, SECONDED by FULLER, to approve the list as submitted. Motion APPROVED unanimously.

X. 2nd OPPORTUNITY FOR PUBLIC COMMENT

Dr. Bradley allowed the opportunity for public comment.

Ms. Schlievert thanked the Board for her appointment to the Continuing Education Advisory Committee.

- The Board recessed the Board meeting at 3:50 p.m.
- The Board reconvened on Friday, July 24, 2015.

CLOSED SESSION

MOVED by BRADLEY, SECONDED by VARGAS, for the Board to go into closed session at 8:30 a.m. on Friday, July 24, 2015, pursuant to Iowa Code sections 21.5(1)(a) to discuss and review complaints and investigative reports which are required by state law to be kept confidential; 21.5(1)(d) to discuss whether to initiate disciplinary investigations or proceedings; 21.5(1)(f) to discuss a decision to be rendered in a contested case proceeding.

<u>Member</u>	<u>Bradley</u>	<u>Elmitt</u>	<u>Fuller</u>	<u>Jeneary</u>	<u>Kelly</u>	<u>McBride</u>	<u>Meier</u>	<u>Slach</u>	<u>Vargas</u>
Aye	x	x	x	x	x	x	x	x	x
Nay									
Absent									

Motion APPROVED by ROLL CALL.

OPEN SESSION

- ❖ MOVED by FULLER, SECONDED by JENEARY, to return to open session. Motion APPROVED unanimously.

➤ The Board reconvened in open session at 12:37 p.m. on July 24, 2015.

ACTION ON CLOSED SESSION ITEMS

1. Closed Session Minutes

- ❖ MOVED by MEIER, SECONDED by VARGAS, to approve the closed session minutes for the May 24, 2015 quarterly meeting. Motion APPROVED unanimously.

2. Disciplinary Orders

- ❖ MOVED by MEIER, SECONDED by VARGAS, to approve the proposed Combined Statement of Charges, Settlement Agreement and Final Order in the Matter of Lawrence R. Huber, D.D.S., file number 14-0141. Motion APPROVED unanimously.
- ❖ MOVED by MEIER, SECONDED by VARGAS, to approve the proposed Combined Statement of Charges, Settlement Agreement and Final Order in the Matter of Thomas M. Mohr, D.D.S., file number 14-0144. Motion APPROVED unanimously.
- ❖ MOVED by MEIER, SECONDED by VARGAS, to approve the proposed Combined Statement of Charges, Settlement Agreement and Final Order in the Matter of Richard A. Lyman, D.D.S., file number 14-0145. Motion APPROVED unanimously.
- ❖ MOVED by MEIER, SECONDED by VARGAS, to approve the proposed Combined Statement of Charges, Settlement Agreement and Final Order in the Matter of Miguel Ramirez, Q.D.A., file number 15-0029. Motion APPROVED unanimously.

3. Compliance

- ❖ MOVED by KELLY, SECONDED by MCBRIDE, to deny his request for modification of his Board Order in the Matter of Masih Safabakhsh, D.D.S., file numbers 10-059, 10-101, 10-189, 11-031, 11-127, 11-142, 11-159, 12-068. Motion APPROVED unanimously.
- ❖ MOVED by KELLY, SECONDED by MCBRIDE, to deny the request for modification of his Board Order in the Matter of Lance P. Forbes, D.D.S., file numbers 12-059, 12-091. Motion APPROVED unanimously.

4. Final Action on Cases

- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 11-102. Motion APPROVED unanimously.

- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 12-088. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file numbers 12-175, 14-0028, 14-0055. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file number 13-031. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 13-052. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 13-0029. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 13-0022. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file number 13-0080. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file number 15-0073. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file number 13-0087. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file number 14-0018. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file numbers 14-0080, 14-0086. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file numbers 14-0167, 15-0061. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 15-0003. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 15-0039. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 15-0051. Motion APPROVED unanimously.

- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 15-0052. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file number 15-0053. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to close file numbers 15-0056. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to close file number 15-0065. Motion APPROVED unanimously.
- ❖ MOVED by SLACH, SECONDED by FULLER, to keep open file number 15-0074. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0022. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0027. Motion APPROVED unanimously. Vargas recused.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0030. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0059. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0031. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0032. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0033. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0034. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0035. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0036. Motion APPROVED unanimously.

- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0037. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0043. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0045. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0047. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0048. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0049. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0054. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0055. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0057. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0058. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0062. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to close file number 15-0063. Motion APPROVED unanimously.
- ❖ MOVED by ELMITT, SECONDED by JENEARY, to keep open file number 15-0064. Motion APPROVED unanimously.
- ❖ MOVED by VARGAS, SECONDED by KELLY, to keep open file number 11-185. Motion APPROVED unanimously.
- ❖ MOVED by VARGAS, SECONDED by KELLY, to keep open file number 11-186. Motion APPROVED unanimously.

- ❖ MOVED by VARGAS, SECONDED by KELLY, to keep open file number 11-187. Motion APPROVED unanimously.
- ❖ MOVED by VARGAS, SECONDED by KELLY, to close file number 13-028. Motion APPROVED unanimously.
- ❖ MOVED by VARGAS, SECONDED by KELLY, to close file numbers 13-0052, 14-0172. Motion APPROVED unanimously.
- ❖ MOVED by VARGAS, SECONDED by KELLY, to close file number 14-0047. Motion APPROVED unanimously.
- ❖ MOVED by VARGAS, SECONDED by KELLY, to close file number 13-0065. Motion APPROVED unanimously.
- ❖ MOVED by KELLY, SECONDED by MCBRIDE, to close file number 15-0075. Motion APPROVED unanimously.
- ❖ MOVED by KELLY, SECONDED by MCBRIDE, to close file number 04-061. Motion APPROVED unanimously.
- ❖ MOVED by KELLY, SECONDED by MCBRIDE, to close file number 12-089. Motion APPROVED unanimously.
- ❖ MOVED by KELLY, SECONDED by MCBRIDE, to keep open file number 13-030. Motion APPROVED unanimously.
- ❖ MOVED by KELLY, SECONDED by MCBRIDE, to close file number 15-0076. Motion APPROVED unanimously.
- ❖ MOVED by KELLY, SECONDED by MCBRIDE, to keep open file number 15-0077. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file numbers 11-052, 12-063. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 11-168. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 12-009. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 12-043. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 12-078. Motion APPROVED unanimously.

- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 12-173. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 13-015. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 13-019. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 14-0115. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 15-0026. Motion APPROVED unanimously.
- ❖ MOVED by JENEARY, SECONDED by MEIER, to close file number 15-0042. Motion APPROVED unanimously.

XVII. ADJOURN

- ❖ MOVED by KELLY, SECONDED by JENEARY to ADJOURN. Motion APPROVED unanimously.

The meeting was adjourned at 12:50 p.m. on July 24, 2015.

NEXT MEETING OF THE BOARD

The next quarterly meeting of the Board is scheduled for October 22-23, 2015, in Des Moines, Iowa.

These minutes are respectfully submitted by Christel Braness, Program Planner 2, Iowa Dental Board.



STATE OF IOWA

IOWA DENTAL BOARD

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

JILL STUECKER
EXECUTIVE DIRECTOR

IOWA DENTAL BOARD

OPEN SESSION MINUTES

August 13, 2015
Conference Room
400 S.W. 8th St., Suite D
Des Moines, Iowa

Board Members

Steven Bradley, D.D.S.,
Steven C. Fuller, D.D.S.
William G. McBride, D.D.S.
Thomas M. Jeneary, D.D.S.
Kaaren G. Vargas, D.D.S.
Mary C. Kelly, R.D.H.
Nancy A. Slach, R.D.H.
Diane Meier, Public Member
Lori Elmitt, Public Member

August 13, 2015

Present
Present
Present
Present
Present
Present
Present
Absent
Present

Staff Members

Jill Stuecker, Phil McCollum, Christel Braness, Dee Ann Argo, Brian Sedars

Attorney General's Office

Sara Scott, Assistant Attorney General

I. CALL TO ORDER FOR AUGUST 13, 2015

Ms. Stuecker called the open session meeting of the Iowa Dental Board to order at 7:03 a.m. on Friday, August 13, 2015. The meeting was held by electronic means in compliance with Iowa Code Section 21.8. The purpose of the meeting was to conduct Board business. It was impractical to meet in person with such a short agenda. A quorum was established with seven (7) members present.

Roll Call:

<u>Member</u>	<u>Bradley</u>	<u>Elmitt</u>	<u>Fuller</u>	<u>Jeneary</u>	<u>Kelly</u>	<u>McBride</u>	<u>Meier</u>	<u>Slach</u>	<u>Vargas</u>
Present	x	x	x	x	x	x		x	
Absent							x		x

II. 1st OPPORTUNITY FOR PUBLIC COMMENT

Ms. Stuecker asked the members of the public to introduce themselves.

Ms. Stuecker allowed the opportunity for public comment. No comments were received.

- Dr. Vargas rejoined the call.

III. ADMINISTRATIVE RULES

- *Vote on Adopted and Filed for Iowa Administrative Code 650—Chapter 10 “General Requirements”*

Ms. Stuecker provided an overview of the proposed rules, which are eligible for adoption. There was a public hearing on July 21, 2015. Mr. Tom Cope, Iowa Dental Hygienists' Association, shared his comments. The Iowa Dental Association also submitted comments in favor of the meeting. The comments were discussed at the last meeting, and no changes were proposed.

- ❖ MOVED by FULLER, SECONDED by VARGAS, to APPROVE the rules as drafted. Motion APPROVED unanimously.

If filed August 26, 2015, the rules will be published on September 16, 2015, and become effective on October 21, 2015 provided all deadlines are met.

- *Rule Waiver Request – Rebecca Pike – IAC 650 – Chapter 11.7(1)(b), “Licensure to Practice Dentistry or Dental Hygiene”*

Ms. Braness provided an overview of the request. Ms. Pike held a local anesthesia permit in Iowa previously. The permit lapsed in 2011. Ms. Pike does not currently meet the requirements for new application or reinstatement. Ms. Pike requested that a waiver due to the lack of training. Ms. Braness indicated that training is available; however, it is increasingly difficult to locate these courses. Dr. Vargas asked about Ms. Pike’s past practice. Ms. Braness confirmed that information provided by Ms. Pike indicated that she practiced dental hygiene and local anesthesia prior to the permit having lapsed.

Ms. Kelly mentioned that Ms. Pike has proposed a means to implement the use of local anesthesia upon the return to practice. Dr. Vargas also noted that administration of local anesthesia must be completed under direct supervision.

Dr. McBride asked about prior requests of this nature. Ms. Braness provided an overview of the recent requests.

- ❖ MOVED by KELLY, SECONDED by VARGAS, to APPROVE the waiver as submitted. Motion APPROVED unanimously.

IV. 2nd OPPORTUNITY FOR PUBLIC COMMENT

Ms. Stuecker offered the opportunity for public comment.

No comments were received.

- ❖ MOVED by BRADLEY, SECONDED by JENEARY, for the Board to go into closed session, pursuant to Iowa Code Sections 21.5(1) (a) (d) to discuss and review complaints and investigative reports which are required by state law to be kept confidential and to discuss whether to initiate disciplinary investigations or proceedings.

<u>Member</u>	<u>Bradley</u>	<u>Elmitt</u>	<u>Fuller</u>	<u>Jeneary</u>	<u>Kelly</u>	<u>McBride</u>	<u>Meier</u>	<u>Slach</u>	<u>Vargas</u>
Yes	x	x	x	x	x	x		x	x
No									
Absent							x		

- The Board convened in closed session at 7:14 a.m.
- ❖ MOVED by SLACH, SECONDED by BRADLEY, to return to open session. Motion APPROVED unanimously.
- The Board reconvened in open session at 7:16 a.m.
- ❖ MOVED by BRADLEY, SECONDED by JENEARY, to APPROVE the Statement of Charges and Notice of Hearing in the Matter of Cynthia D. Adams, Q.D.A. Motion APPROVED unanimously.

VI. ADJOURN

- ❖ MOVED by ELMITT, SECONDED by BRADLEY, to ADJOURN the meeting. Motion APPROVED unanimously.

The meeting was adjourned at 7:16 a.m. on August 13, 2015.

NEXT MEETING OF THE BOARD

The next meeting of the Board is scheduled for October 22-23, 2015, in Des Moines, Iowa.

These minutes are respectfully submitted by Christel Braness, Program Planner 2, Iowa Dental Board.

REPORT TO THE IOWA DENTAL BOARD

DATE OF MEETING: October 22-23, 2015
RE: Request for Approval – Online Nitrous Oxide Training
ACTION REQUESTED: Recommendation Regarding the Acceptance of Online Nitrous Oxide Training

Topic(s) for Committee Review

Traci Timmerman, R.D.H. has submitted a request for approval of online training* in the area of nitrous oxide as she did not receive training while in dental hygiene school and has some difficulty locating a course.

Historical Background

In the past, the Dental Hygiene Committee and the Board have recommended approval of nitrous oxide courses offered by ADA-accredited programs. To date, the Dental Hygiene Committee and the Board have not considered the approval of online training in this area.

- **Biologix Solutions – “Nitrous Oxide Sedation & Occupational Safety in Dentistry”**

This course appears to be an online course with no in-person training.

The Continuing Education Advisory Committee previously reviewed this course for continuing education credit. The committee determined that it did not have sufficient information to grant continuing education approval for this course and recommended denial with a note that it would reconsider credit upon receipt of additional information. The Board approved the CEAC's recommendation at the following meeting. To date, Biologix Solutions has not submitted a request for reconsideration.

- **Parkland College – “Nitrous Oxide Sedation for the Dental Hygienist and Dental Assistant (Hybrid)”**

This course appears to be an online course with a lab session on the last day of training. Parkland College is an ADA-accredited program.

Attached for Review

- Email Request from Traci Timmerman, R.D.H.*
- Biologix Solutions Course Summary
- Parkland College Course Summary

*Ms. Timmerman also included in her request a link to a course about nitrous oxide training through Herzing University. In reviewing the course information, it appears that the course is *not* an online training course. Based on the previous recommendations by the Dental Hygiene Committee and the Board, the course would be accepted since the course is being offered by an ADA-accredited program provided the training is completed in person.

Braness, Christel [IDB]

From: Iowa Dental Board [IDB]
Sent: Thursday, August 13, 2015 9:14 AM
To: Braness, Christel [IDB]
Subject: FW: Nitrous oxide course for hygienists

-----Original Message-----

From: Traci Timmerman [mailto:timmetra12@hotmail.com]
Sent: Wednesday, August 12, 2015 9:21 PM
To: Iowa Dental Board [IDB] <IDB@iowa.gov>
Subject: Nitrous oxide course for hygienists

Hi my name is traci Johnson and I am a dental hygienist in Dubuque Iowa and I am looking for a nitrous oxide course to take that qualifies for licensure. Nitrous oxide was not included in my education, which I did in Wisconsin. I will have to be able to administer and monitor the nitrous oxide. I am having a very difficult time getting a hold of anyone at the board to help me find a class or to approve courses I have found online. Please let me know as soon as possible any information on this as my current dental office is wanting me to get licensure as soon as possible. Please check the following websites to see if these classes qualify. I'm uncertain if I can do the online classes or if I have to take a lab portion if I'm going to be administering nitrous.

isds.org

<http://www2.parkland.edu/businesstraining/Dental.htm>

<https://www.herzing.edu/resources/continuing-education/minneapolis-continuing-education/nitrous-oxideoxygen-inhalation-sedation-training>

<http://blxtraining.com/Nitrous%20Oxide%20Sedation%20and%20Occupational%20Safety%20in%20Dentistry.pdf>

Thank you!
Traci Johnson, RDH

Sent from my iPhone

NITROUS OXIDE (N₂O) SEDATION & OCCUPATIONAL SAFETY IN DENTISTRY



This online independent self-study course has been developed for dental settings to provide evidence based information on use of Nitrous Oxide (N₂O) sedation and Occupational Safety in dental settings. The course work is designed by General Dentist with over 25 years of experience in dentistry.

Upon completion of this course, you will be able to:

- The history and mechanism of action of Nitrous Oxide as an anesthetic agent.
- The administration process of Nitrous oxide.
- Contraindications for use of Nitrous Oxide in clinical dentistry.
- Patient assessment to evaluate suitability for Nitrous Oxide sedation.
- Post procedural side effects (signs and symptoms) of exposure.
- Nitrous Oxide utilization in a dental practice.
- OSHA/NIOSH workplace monitoring, safety guidelines and recommendations.
- Post-exposure evaluation of employees in a dental office.

Contact Hours : 2 (Two)

Fee: \$20 Per Student

Authors: Dr. Stephen Lau, DDS, General Dentist

Teaching Method: Online Independent Self-Study Course (Training + Post-Test). Requires Computer, Internet & Adobe Flash Player.

Course Completion Certificate : A Printable (Pdf) Certificate By Email .



AGD PACE Approval: Biologix Solutions LLC is designated as an Approved PACE Program Provider by the Academy of General Dentistry. The formal continuing dental education programs of this program provider are accepted by AGD for Fellowship, Mastership, and membership maintenance credit. Approval does not imply acceptance by a state or provincial board of dentistry or AGD endorsement. The current term of approval extends from **4/20/2013 to 4/30/2017. Provider ID: 352738.**

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MEET YOUR INSTRUCTORS:

LIZ JINKS is a graduate of the Parkland College Dental Hygiene



Program and earned her B.A. degree from Eastern Illinois University. She has been a part-time didactic and clinical instructor at Parkland since 1991. In addition to Local Anesthesia, Liz teaches Applied Head and Neck Anatomy, Pharmacology, and facilitates a board review course for

dental hygiene students. Her clinical and lab experience includes Pre-clinic, Radiology, Clinic I, II, III, and IV.

KIM PANKAU is a graduate of the Parkland College Dental Hygiene Program and earned her B.S. degree from the University of St. Francis. Kim has also earned a Master of Arts in Teacher Leadership from the University of Illinois - Springfield in 2012.. She has 23 years of private practice experience and serves as co-director of the Dental Hygiene Program at Parkland. In addition to Nitrous Oxide and Oxygen Sedation for Dental Hygienists and Dental Assistants, Kim



teaches Dental Histology and Embryology, Dietary Analysis and Preventive Counseling, and facilitates a board review course for dental hygiene students. Her clinical and lab experience includes Pre-clinic, Radiology, Clinic I, II, III, and IV.

EXPERIENCE PARKLAND	ACADEMICS	ADMISSIONS & RECORDS	
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Continuing Education for Dental Hygienists and Assistants



Local Anesthesia for the Dental Hygienist (Hybrid) VS

Discover the essential skills and knowledge for safe and effective administration of local anesthesia in dental hygiene practice. Discuss the integration of anatomy, physiology, and pharmacology as they relate to the administration of local anesthesia. Clinical sessions with **Liz Jinks** are included to develop competency and confidence in the techniques of administering local anesthesia. The online instruction must be completed prior to the lab session. CEU: 32

Prerequisites: Illinois Dental Hygiene Licensure and current CPR certification.

ONLINE: Oct 12-Dec 15

LAB: Dec 14 & 15

HCS 631 002HZ

\$899 (book additional)

Register

LAB: 8am-4pm

Deadline: Oct 5

Lab location: PC-L157

Textbook Ordering Information

Nitrous Oxide Sedation for the Dental Hygienist and Dental Assistant (Hybrid) VS

Registered Dental Hygienists and experienced Dental Assistants will receive a comprehensive introduction to conscious sedation with the opportunity to practice the administration and monitoring of nitrous oxide in the clinical session with **Kim Pankau**. Topics include areas of anatomy, physiology, pharmacology, and dental emergencies. Lectures consist of 10 units of online study and submission of answers following each unit, which must be completed prior to the lab session.

Prerequisites: Illinois Dental Hygiene Licensure or 1,000 hours of assisting experience, and current CPR certification

ONLINE: Aug 31-Sep 25

LAB: Fri Sep 25

HCS 620 002HZ

\$699 (book additional)

Register

LAB: 1-5pm

Deadline: Aug 24

Lab location: PC-L157

Digital Radiography for Hygienists and Assistants

Radiographs are an important adjunct to providing oral health care. Become knowledgeable on the use and application of digital imaging in patient care with **Kim Pankau**. Learn factors affecting the image quality, protection procedures, infection control considerations, legal and ethical issues, and much more!
CEU: 2 hours

Tue Sep 15

WBT 334 002Z

\$49

6-8pm

Deadline: Sep 8

Location: PC-L157

DENTAL BOARD [650]
Notice of Intended Action

Pursuant to the authority of Iowa Code sections 147.76 and 272C.2, the Dental Board hereby gives Notice of Intended Action to amend Chapter 13, “Special Licenses,” Iowa Administrative Code.

The purpose of the proposed amendment is to establish procedural rules implementing the licensing provisions of House File 202, which has been adopted into Iowa Code Section 153.23, relating to the licensure of retired volunteer dentists and dental hygienists.

The proposed rules establish the criteria for application and qualification for such a license and establishes standards that must be met in order to retain the license.

Current rules do not permit dentists or dental hygienists the option to obtain a retired volunteer license.

Any interested person may make written comments on the proposed amendments on or before _____, 2015.

Such written materials should be directed to Phil McCollum, Associate Director, Iowa Dental Board, 400 S.W. Eighth Street, Suite D, Des Moines, Iowa 50309, or sent by e-mail to phil.mccollum@iowa.gov.

There will be a public hearing on _____, 2015, at 2 p.m. in the Board office, 400 S.W. Eighth Street, Suite D, Des Moines, Iowa, at which time persons may present their views orally or in writing.

The proposed amendments are subject to waiver or variance pursuant to 650—Chapter 7.

After analysis and review of this rule making, no impact on jobs has been found for dentists or dental hygienists.

These amendments are intended to implement Iowa Code section 153.23. The following amendments are proposed.

ITEM 1. Add subrule 650-13.4

650—13.4 (153) Retired Volunteer license. Upon application and qualification the board may issue a retired volunteer license to a dentist or dental hygienist who has retired from the practice of dentistry or dental hygiene, to enable the dentist or dental hygienist to provide volunteer dental or dental hygiene services without remuneration.

13.4(1) Applications for a retired volunteer license shall be made on forms provided by the board, which may include online applications, and must be complete. Incomplete applications will not be accepted.

13.4(2) Applications shall be filed with the board and must include:

- a. Satisfactory evidence that the applicant has retired from practice; and
- b. A statement disclosing and explaining any disciplinary actions and/or criminal charges; and
- c. Satisfactory evidence that the applicant has held an active dental or dental hygiene license within the previous 5 years; or
- d. Satisfactory evidence demonstrating that the applicant possesses sufficient knowledge and skill to practice safely and competently if the applicant has not held an active dental or dental hygiene license within the previous 5 years.

13.4(3) Persons holding a retired volunteer license shall not practice unless an Iowa licensed dentist with an active license is present at the location of practice at all times. Screenings and educational programs may be performed without the presence of an Iowa licensed dentist with an active license, provided that all other board rules governing the respective practice are met in regards to supervision requirements and permitted scope of practice.

13.4(4) A person holding a retired volunteer license shall not charge a fee or receive compensation or remuneration in any form from any person or third-party payer including but not limited to an insurance company, health plan, or state or federal benefit program.

13.4(5) An applicant who has surrendered, resigned, converted, or allowed a license to lapse or expire as the result of or in lieu of disciplinary action shall not be eligible for a retired volunteer license.

13.4(6) A retired volunteer license shall not be considered to be an active license to practice dentistry or dental hygiene and cannot be converted to any regular license type with active or inactive status.

13.4(7) Persons holding a retired volunteer license are prohibited from delegating duties to other licensees or registrants, and are prohibited from provided any level of supervision to other licensees or registrants. Licensees and registrants assisting persons with a retired volunteer license are doing so under the delegation and supervision of the Iowa licensed dentist with an active license who is required to be present at all times.

13.4(8) Persons holding a retired volunteer license are prohibited from prescribing, administering, or dispensing prescription drugs and all controlled substances.

13.4(9) A person holding a retired volunteer license is subject to all rules and regulations governing the practice of dentistry or dental hygiene except those related to the payment of fees, license renewal, and continuing education.

13.4(10) The board shall not charge an application or licensing fee for issuing a retired volunteer license.

13.4(11) A retired volunteer license is valid for twelve months from the date of issuance, at which time it expires and becomes invalid. A retired volunteer license holder whose license has become invalid is prohibited from the practice of dentistry or dental hygiene until a new retired volunteer license is issued.

13.4(12) The board may cancel a retired volunteer license if the holder has practiced outside the scope of the license or for any of the grounds for which licensure may be revoked or suspended as specified in Iowa Code chapters 147, 153, and 272C and 650—30.4(147,153,272C). When cancellation of a retired volunteer license is proposed, the board shall promptly notify the holder by sending a statement of charges and notice of hearing by certified mail to the last-known address of the holder, or by personal service. The provisions of 650—Chapter 51 shall govern a contested case proceeding following notice of intent to cancel the license.

13.4(13) The holder of a retired volunteer license shall notify the board by written correspondence or through the board's online system of any change in name or home address within seven days of the change. A copy of a certified marriage license or copy of certified court documents is required for proof of a name change.

13.4(14) Dental hygiene committee review. The dental hygiene committee shall make recommendations to the board regarding the issuance or denial of any retired volunteer license to practice dental hygiene. The board's review of the dental hygiene committee's recommendation is subject to 650—Chapter 1.

13.4(15) Denial of a retired volunteer license. The board may deny a retired volunteer license in accordance with 650—11.9(147,153) The procedure for appealing the denial is set forth in 650—11.10(147).

13.4(16) A holder of an inactive Iowa dental or dental hygiene license may also hold a retired volunteer license.

BEFORE THE IOWA DENTAL BOARD

Petition by Axel Ruprecht
18 Cherry Lane NE
Iowa City Iowa 52240
(319)-621-5577 }

for the waiver of 650 IAC-11.2(2)d, e} PETITION FOR WAIVER

relating to a waiver of the examination requirement license to practice Dentistry (limited to Oral and Maxillofacial Radiology)}

1. Petitioner's name, address, and telephone number. All communications concerning the petition can be directed to the address, phone, and e-mail address listed below.

Name: Axel Ruprecht
Address: 18 Cherry Lane NE
Iowa City IA 52240
Work Telephone: (352)-294-5576 until December 18, 2015
Home Phone: (319)-337-5044 not currently at this number
Cell phone, if desired: (319)-621-5577
Email: axel-ruprecht@uiowa.edu

2. I am requesting a waiver of 650 Iowa Administrative Code subrule 11.2(2)d.

3. I am requesting a waiver of 650 Iowa Administrative Code subrule 650 IAC-11.2(2)e, which requires documentation of passage of a regional clinical examination.

In lieu of above, I would like the board to accept the following: I am a graduate of the University of Toronto with a DDS (1968) and was subsequently licensed to practice Dentistry in Ontario (#6972) from 1968 to 1975. The license was based on passing a comprehensive set of examinations at the University of Toronto which covered 15 dental subjects on 5 examinations. I was a dental intern for one year at the Toronto General Hospital and Toronto Western Hospital 1968-1969. During this time I passed my National Dental Examining Board examination in 1968. I then entered the Oral Radiology program at the University of Toronto (1969-1972) and earned an MScD in December of 1972. During this time I passed the Part I Oral Radiology examination of the Royal College of Dentists of Canada in 1971. I then joined the faculty as Assistant Professor of Oral Radiology at the University of Western Ontario, in London Ontario, where I taught Radiology in the Faculty of Dentistry and Faculty of Medicine, and Dr. John Reid and I had a practice limited to Oral Radiology from 1972 to 1975. I was on staff as an oral radiologist at four London Hospitals, University Hospital, St. Joseph's Hospital, Victoria Hospital and Parkwood Hospital. In 1974 I passed the Fellowship examination of the American Academy of Oral and Maxillofacial Radiology (the forerunner of the American Board of Oral and Maxillofacial Radiology examination) and was awarded the FAAOMR. I also passed the

Part II Oral Radiology examination of the Royal College of Dentists of Canada in 1974 and was awarded the FRCD(C) in Oral Radiology in 1975. The Royal College examinations are the Canadian equivalent of Board examinations in the USA. There are sections for each of the recognized specialties, and thus my fellowship is Oral and Maxillofacial Radiology. In 1975 I moved to the University of Saskatchewan in Saskatoon, Saskatchewan, to become Associate Professor and Interim Chair (and then Chair) of the Department of Diagnosis and Oral Radiology. I was licensed to practice dentistry based upon my credentials (#1048), credentialed as an Oral Radiologist, and limited my practice to Oral Radiology. I practiced in Saskatchewan from 1975 to 1981. During this time I also took out my dental license and specialty certification in Alberta, and my specialty certification in Ontario (#470). In 1979 I was promoted to Professor. In 1981 I moved to Riyadh, Saudi Arabia to King Saud University as Professor of Oral and Maxillofacial Radiology from 1981-1986 and practiced during those 5 years. I was the only Oral and Maxillofacial Radiologist in Saudi Arabia for the first three years. In 1981 I became a Diplomate of the American Board of Oral and Maxillofacial Radiology. In 1986 I joined the University of Marburg as a radiologist for one year. While there I received a dental license from the Administrative Presidency in Giessen, Hessa, and a Certificate in Radiation Protection from the Bavarian Dental Board. In 1987 I moved to the University of Iowa where I spent 28 years as Professor and Director of Oral and Maxillofacial Radiology, and as Director of Advanced Education in Oral and Maxillofacial Radiology and received a faculty permit from the Iowa Dental Board to practice dentistry during that time, limiting my practice to Oral and Maxillofacial Radiology, and when Oral and Maxillofacial Radiology was recognized as the ninth dental specialty by the American Dental Association in 1999 I officially limited my practice to Oral and Maxillofacial Radiology in Iowa on the basis of my having become a Diplomate of the American Board of Oral and Maxillofacial Radiology (#42) in 1981. In August of 1991 I also became Professor of Radiology in the College of Medicine and was on clinical staff in Radiology, in the section of Neuroradiology at the University of Iowa Hospitals and Clinics. I have maintained a referral practice in Oral and Maxillofacial Radiology, first by myself, and then since about 2008 with Dr. V. Allareddy as Oral and Maxillofacial Radiology Consultants, based at The University of Iowa. From July 8, 2005 until June 30, 2015 I was Gilbert E. Lilly Professor of Diagnostic Sciences at The University of Iowa. I retired from The University of Iowa on July 1, 2015, but remain Emeritus Professor of Oral and Maxillofacial Radiology, of Radiology, and of Anatomy and Cell Biology. I was asked by the University of Florida to join the faculty for three months, September 18, 2015 to December 18, 2015 to teach and practice radiology. I was issued a teaching permit (#623) from the Florida State Board of Dentistry based upon my credentials and passing a jurisprudence examination. I am there now, but maintain my home in Iowa.

I should like to continue to practice Dentistry limited to Oral and Maxillofacial Radiology, as this will allow me to consult with dental practitioners in Iowa and continue to provide the service to the dental profession and public of Iowa that I have provided for the past 28 years.

(List specific training at accredited schools or other relevant information).

As stated above, I was enrolled in and graduated from the Oral Radiology program at the University of Toronto from September 1969 to December 1972.

(Below, list any additional relevant information)

I have been active in organized dentistry, mainly in Oral and Maxillofacial Radiology since entering the Toronto program.

I am a past president and still a member of the Canadian Academy of Oral and Maxillofacial Radiology, American Academy of Oral and Maxillofacial Radiology and American Board of Oral and Maxillofacial Radiology. I am also a member of the International Association of Dento Maxillo Facial Radiology, Iowa Radiological Society, American College of Radiology, and Radiological Society of North America, and a life member of the Iowa and American Dental Association and American Society of Head and Neck Radiology.

I have also been a consultant to the Iowa Dental Association in matters pertaining to radiology and radiation for many years, and was awarded the Outstanding Service Award in 2005 for this activity. I continue to be a consultant and have been asked to give an opinion to the IDA since coming to Florida.

4. Explain the relevant facts and reasons that the petitioner believes justify a waiver. Include in your answer all of the following:

- a. Undue Hardship. I feel that having essentially limited my practice to Oral and Maxillofacial Radiology for over 40 years, and inasmuch as I would do so if I receive a waiver of the examination requirement, it would not be or value for me to have to take an examination in general dentistry, which I would not be practicing. To require that I take a clinical examination in general dentistry which I have not practiced in 41 years, having limited myself to Oral and maxillofacial Radiology would require my restudying and relearning an area of dentistry that it is not my intention to practice as I would be limited to Oral and Maxillofacial Radiology. And having been examined in Oral and Maxillofacial Radiology by the American Academy and Board of Oral and Maxillofacial Radiology and the Royal College of Dentists of Canada (section on Oral and Maxillofacial Radiology) and been found competent to practice Oral and Maxillofacial Radiology, and having been selected in the past by the Royal College as an Examiner in Oral and Maxillofacial Radiology 1976-1977 and 1994 to the present, and Chief Examiner in Oral and Maxillofacial Radiology from 1994 to 1999, and elected by my peers as a director of the American Board of Oral and Maxillofacial Radiology from 1988 to 1992 (which means that I was an examiner for that time), and having had my credentials, which include clinical practice in Oral and Maxillofacial Radiology examined for each academic and hospital appointment and promotion since 1972, and for clinical credentialing and re-credentialing on a regular basis, my qualifications to practice Oral and Maxillofacial Radiology are well established.

I have also never had a malpractice or similar complaint brought against me in my entire career.

b. Why Waiving the Rule Would Not Prejudice the Substantial Legal Rights of Any Person.

Waiver of the rule would not prejudice the substantial legal rights of any person because there is no other Oral and Maxillofacial Radiologist in a similar position with my background. As such, at least as far as Oral and Maxillofacial Radiology is concerned I am in a unique position in Iowa. My being granted this waiver does not alter my relationship with the public or the dental profession. What I have done over the past 28 years in Iowa was done in such a way as to ensure the public health, safety and welfare. This would allow me to continue to provide the service in the same manner, with the public health, safety and welfare being always in the forefront, as would be expected of any practicing dental professional.

c. The Provisions of the Rule Subject to the Waiver are NOT Specifically Mandated by Statute or Another Provision of Law. Iowa Code Chapter 153 does not mandate the requirements of rule 650—11.2(2)d, e.

d. Substantially Equal Protection of the Public Health, Safety, and Welfare has been afforded by my previous 28 years of practice in Iowa, and my practice prior to this and subsequently in Florida.

The subrule that I am requesting a waiver from helps to ensure that I can continue to provide my specialized expertise to the dentists and physicians of Iowa and through them to their patients, the public of Iowa.

5. A history of prior contacts between the board and petitioner related to the regulated activity is as follows.

I have asked for clarification from the Board for my status as a dentist in Iowa when specialty recognition occurred. That is, when and how to officially limit my practice to Oral and Maxillofacial Radiology, once Oral and Maxillofacial Radiology was recognized as a dental specialty in 1999. I also asked the board for clarification with respect to the current protocol for requesting a waiver. I have never applied for any other waiver, and my only other interaction(s) related to my and The University of Iowa applying for my faculty Permit.

6. Information related to the board's action in similar cases: Inasmuch as I am the first Oral and Maxillofacial Radiologist to apply for this waiver, there are no similar cases. I am not applying as a foreign trained dentist because there is reciprocity between the accrediting commissions of

the USA and Canada, and as such, for all intents and purposes a Canadian and an American trained and educated dentist/oral and maxillofacial radiologist are considered as equivalent.

7. There is no other public agency or political subdivision that regulates dentistry in Iowa. Are there any public agencies or political subdivisions that would be affected by your request? If yes, please provide the name, address and other contact information below. Yes No

8. I am not aware of any person or entity that would be adversely affected by the granting of a waiver in this case.

9. Provide the name, address, and telephone number of any person with knowledge of the relevant facts relating to the proposed waiver, if any.

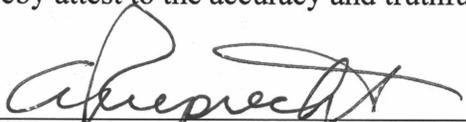
Dr. David C. Johnson,
Dean of Dentistry.
The University of Iowa-DSB N 308
801 Newton Rd.
Iowa City IA 52242-100
319-335-7144

Dr. Galen Schneider,
Executive Associate Dean of Dentistry.
The University of Iowa-DSB N 308
801 Newton Rd.
Iowa City IA 52242-1001
319-335-7146

Dr. Michael Kanellis,
Associate Dean of Clinics
College of Dentistry.
The University of Iowa-DSB N 308
801 Newton Rd.
Iowa City IA 52242-1001
319-335-7439
All at

10. I hereby authorize the Board to obtain any information relating to this waiver request from the individuals named herein. I will provide signed releases of information if necessary.

I hereby attest to the accuracy and truthfulness of the above information.



Petitioner's signature

September 25, 2015
Date

BEFORE THE IOWA DENTAL BOARD

Petition by Gregory Ceraso, DMD, for the
relating to permit for conscious sedation

} waiver of 650 IAC subrule 29.5(1)
}

PETITION FOR WAIVER

1. Petitioner's name, address, and telephone number. All communications concerning the petition can be directed to the address, phone, and e-mail address listed below.

Gregory Ceraso, DMD
4201 Westown Parkway, Suite 118
West Des Moines, IA 50266

Work Telephone: (515) 223-1213
Home Phone: (515) 276-7984
Email: gceraso276@outlook.com

2. I am requesting a waiver of 650 Iowa Administrative Code subrule 29.5(1), which states, "No dentist shall use or permit the use of deep sedation/general anesthesia or conscious sedation in a dental office for dental patients, unless the dentist possesses a current permit issued by the Iowa Dental Board. A dentist holding a permit shall be subject to review and facility inspection as deemed appropriate by the board."

3. Describe the specific waiver requested, including the precise scope and time period for which the waiver will extend: I would like the Board to grant a permanent waiver to 650 IAC subrule 29.5(1), which requires that a dentist shall not permit the use of sedation in a dental office for dental patients, unless the dentist possesses a current permit. In lieu of compliance with this subrule, I would like the board to amend the authorization of the use of conscious sedation in my dental facility when sedation services are provided by a physician (anesthesiologist) to include physician anesthesiologists and/or a nurse anesthetist licensed by the Iowa Board of Medicine. In addition, I would meet all other requirements for the use of sedation in a dental facility, including inspection of the facility, record keeping requirements, ensuring auxiliary personnel are trained, and reporting of adverse occurrences.

4. Explain the relevant facts and reasons that the petitioner believes justify a waiver. Include in your answer all of the following:

a. Undue Hardship. Compliance with the rule would impose an undue hardship caused by the time, expense, and burden of completing a course in conscious sedation and renewing the sedation permit every two years when I do not personally provide sedation services to dental patients.

b. Why Waiving the Rule Would Not Prejudice the Substantial Legal Rights of Any Person. Waiver of the rule would not prejudice the substantial legal rights of any person because sedation services will be provided by a qualified and licensed medical practitioner. This ensures and protects public health, safety, and welfare.

c. The Provisions of the Rule Subject to the Waiver are NOT Specifically Mandated by Statute or Another Provision of Law. Iowa Code Chapter 153 does not mandate the requirements of rule 650-29.5(153).

d. Substantially Equal Protection of the Public Health, Safety, and Welfare has been Afforded. The subrule that I am requesting a waiver from helps to ensure that dental patients are protected by ensuring that sedation services are provided by qualified and trained health care practitioners and that dental offices have appropriately equipped facilities and trained auxiliary personnel. Our office has previously been inspected in November 1995 and November 2002, to ensure that we maintain an appropriately equipped facility and staff the facility with trained auxiliary personnel. Sedation services are only provided to patients by a qualified and licensed health care practitioner. Previously another dentist who held a sedation permit provided sedation services. In June of 2006 our office began utilizing the services of licensed medical doctors (anesthesiologists) to provide sedation services to our dental patients. The physician who provides the sedation services at our office is Dr. Jeff Nichols, Chairman of the Department of Anesthesia, Broadlawns Medical Center, 1801 Hickman Road, Des Moines, IA 50314.

Their medical training and expertise in providing sedation ensure substantial equal protection of the public health, safety, and welfare. In addition to having an ACLS trained RN that assists all surgeries and all of the staff maintaining current CPR certification, for the duration of each procedure the anesthesiologist and/or nurse anesthetist remains present in the operatory and maintains an ongoing written record of patient status and medications used.

5. A history of prior contacts between the board and petitioner related to the regulated activity is as follows.

- In 1995, Dr. Pasquale Franceschelli, DMD, applied for a permit to administer conscious sedation. Dr. Franceschelli lived in Pennsylvania, but travelled to Iowa to administer conscious sedation to dental patients at our current dental facility. As part of the review of Dr. Franceschelli's application for a permit, our dental facility was inspected and a peer evaluation completed in November 1995. Our dental facility complied with all inspection requirements, as well as board requirements that auxiliary personnel is staffed with trained personnel capable of handling procedures, problems, and emergencies incident to the administration of sedation.

- Dr. Franceschelli maintained his conscious sedation permit, #CS0048, and renewed the permit to provide sedation services at our dental facility through November 2002. In 2002, Dr. Franceschelli applied for a permit to administer general anesthesia/deep sedation at our current dental facility. As part of the application review process, an on-site inspection and peer evaluation was completed in November 2002. The onsite inspection and peer evaluation of our dental office was completed with no deficiencies noted. Dr. Franceschelli was issued a general anesthesia permit, #GA0096, which he renewed until June 30, 2006.

- In January of 2009, Mr. Brian J. Sedars, a health professions investigator for the Iowa Dental Board visited our office and completed a site inspection during which no deficiencies were noted.

- On May 8th of 2009, the Iowa Dental Board granted my request for a permanent waiver to IAC 650 subrule 29.5(1) allowing anesthesiologists to perform anesthesia in our facility.

6. Information related to the board's action in similar cases: The board has received no similar requests for waiver of this subrule.

7. There is no other public agency or political subdivision that regulates dentistry in Iowa.

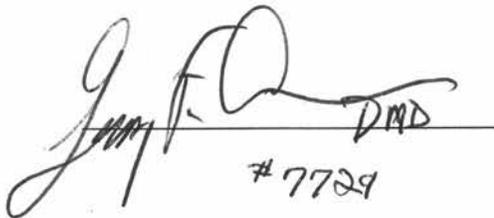
8. I am not aware of any person or entity that would be adversely affected by the granting of a waiver in this case.

9. Provide the name, address, and telephone number of any person with knowledge of the relevant facts relating to the proposed waiver.

Dr. Jeff Nichols
Broadlawns Medical Center
1801 Hickman Rd.
Des Moines, IA 50314
515-282-2200

10. I hereby authorize the Board to obtain any information relating to this waiver request from the individuals named herein. I will provide signed releases of information if necessary.

I hereby attest to the accuracy and truthfulness of the above information.


7729

9/29/15

Stuecker, Jill [IDB]

Subject: FW: Temporary Permit to Practice

From: Erin Seabury [<mailto:erin@completemobiledentistry.com>]

Sent: Wednesday, August 19, 2015 12:44 PM

To: Iowa Dental Board [IDB] <IDB@iowa.gov>

Subject: Temporary Permit to Practice

Hello and Good Afternoon, I have some questions regarding Chapter 13 Special Licenses in the Iowa Administrative Code. Our company provides dental care for members of all branches of the military throughout 18 states. We often have events in Iowa where we have difficulty finding Dentists that are licensed in the state of IA that are available for the dates needed. I was curious to see what is considered an urgent need and if this would be something we could utilize in those rare situations? Any information you could provide would be greatly appreciated.

~~~~~

**13.3(2) Eligibility for a temporary permit to fulfill an urgent need or serve an educational purpose**  
An application for a temporary permit shall be filed on the form provided by the board and must completely answered, including required credentials and documents. An applicant for a temporary permit may submit an application online or on a paper form. To be eligible for a temporary permit to fulfill an urgent need or serve an educational purpose, an applicant shall provide all of the following

Thanks!

**Erin Seabury**

Event Logistics Manager



**COMPLETE**  
MOBILE DENTISTRY

4300 Duraform Lane | Windsor, WI 53598

Phone (Local): 608.842.3218 Ext. 206 | Phone (Toll-Free): 877.837.1918 Ext. 206 | Fax:  
877.719.1612

Website: [www.completemobiledentistry.com](http://www.completemobiledentistry.com)

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Jill, here is a write-up on who we are and our history:

Complete Mobile Dentistry, Inc. started as a dental staffing agency in the state of Wisconsin in 2002. Dentists, dental hygienists and dental assistants were placed in both temporary and permanent positions, depending on the needs of the client, throughout the state.

In 2005, Complete Mobile Dentistry, Inc. expanded its services to provide on-site dental readiness exams to military personnel throughout the country. Complete Mobile Dentistry, Inc.'s staff now performs a thorough and accurate dental exam to prevent the service men and women of the Armed Forces from arriving in a deployed environment with dental pain or defect.

During combat operation, distractions from 100% concentration can be life-threatening. Evacuating a dental patient great distances in a hostile environment to a dental treatment source is life-threatening, not only for the patient, but all those in the convoy, as well. The dental exams we perform can truly be considered life-saving acts.

In 2008, Complete Mobile Dentistry, Inc. became a regional provider for Logistics Health Incorporated by continuing to provide dental exams and adding treatment to the list of services provided. Upon completion of the dental readiness exam, should restorative treatment be needed by a service member, Complete Mobile Dentistry, Inc. is now capable of satisfying that need.

Today, Complete Mobile Dentistry, Inc. supports Logistics Health Incorporated in their work with the United States Armed Forces exclusively. Through collaborative efforts, we hope to continually ensure that service members meet medical and dental readiness standards and therefore are able to service our country. It is an honor to be part of such an important mission.

Thank you!

**Erin Seabury**

Event Logistics Manager



4300 Duraform Lane | Windsor, WI 53598

Phone (Local): 608.842.3218 Ext. 206 | Phone (Toll-Free): 877.837.1918 Ext. 206 | Fax: 877.845.6052

Website: [www.completemobiledentistry.com](http://www.completemobiledentistry.com)

**650—13.3 (153) Temporary permit.** The board may issue a temporary permit authorizing the permit holder to practice dentistry or dental hygiene on a short-term basis in Iowa at a specific location or locations to fulfill an urgent need, to serve an educational purpose, or to provide volunteer services. A temporary permit may be granted on a case-by-case basis.

**13.3(1) General provisions.**

*a.* The temporary permit is intended for dentists and dental hygienists with short-term assignments in Iowa that fulfill an urgent need, serve an educational purpose, or provide volunteer services, and clearly have no long-term implications for licensure. If the need changes or if the permit holder wishes to continue in short-term assignments in other Iowa locations, the permit holder is expected to seek permanent licensure. A temporary permit is not meant as a way to practice before a permanent license is granted or as a means to practice because the applicant does not fulfill the requirements for permanent licensure.

*b.* The board may issue a temporary permit authorizing the permit holder to practice at a specific location or locations in Iowa for a specified period up to three months.

*c.* Following expiration of the permit, a permit holder shall be required to obtain a new temporary permit or a permanent license in order to practice dentistry or dental hygiene in Iowa.

*d.* A person may be issued not more than three temporary permits to fulfill an urgent need or serve an educational purpose.

*e.* The board may cancel a temporary permit if the permit holder has practiced outside the scope of the permit or for any of the grounds for which licensure may be revoked or suspended as specified in Iowa Code chapters 147, 153, and 272C and 650—30.4(147,153,272C). When cancellation of a permit is proposed, the board shall promptly notify the permit holder by sending a statement of charges and notice of hearing by certified mail to the last-known address of the permit holder. The provisions of 650—Chapter 51 shall govern a contested case proceeding following notice of intent to cancel the permit.

*f.* A temporary permit shall be displayed in the primary location of practice.

*g.* A temporary permit holder shall notify the board by written correspondence or through the board's online system of any change in name or mailing address within seven days of the change. A certified copy of a marriage license or a certified copy of court documents is required for proof of a name change.

**13.3(2) Eligibility for a temporary permit to fulfill an urgent need or serve an educational purpose.** An application for a temporary permit shall be filed on the form provided by the board and must be completely answered, including required credentials and documents. An applicant for a temporary permit may submit an application online or on a paper form. To be eligible for a temporary permit to fulfill an urgent need or serve an educational purpose, an applicant shall provide all of the following:

*a.* Satisfactory evidence of graduation with a DDS or DMD degree for applicants seeking a temporary permit to practice dentistry or satisfactory evidence of graduation from a dental hygiene school for applicants seeking a temporary permit to practice dental hygiene.

*b.* The nonrefundable application fee for a temporary permit to fulfill an urgent need or serve an educational purpose as specified in 650—Chapter 15.

*c.* A statement:

(1) Confirming that the applicant possesses a valid certificate from a nationally recognized course in cardiopulmonary resuscitation (CPR) that included a “hands-on” clinical component;

(2) Providing the expiration date of the CPR certificate; and

(3) Acknowledging that the CPR certificate will be retained and made available to board office staff as part of routine auditing and monitoring.

*d.* A statement disclosing and explaining any disciplinary actions, investigations, complaints, malpractice claims, judgments, settlements, or criminal charges against the applicant.

*e.* Certification from the state board of dentistry, or equivalent authority, from a state in which the applicant has been licensed for at least three years immediately preceding the date of application and evidence of having engaged in the practice of dentistry in that state for three years immediately preceding

the date of application or evidence of three years of practice satisfactory to the board. The applicant must also provide evidence that the applicant has not been the subject of final or pending disciplinary action.

*f.* Evidence from the appropriate examining board from each jurisdiction in which the applicant has ever held a license. At least one license must be issued on the basis of clinical examination.

*g.* A request for the temporary permit from those individuals or organizations seeking the applicant's services that establishes, to the board's satisfaction, the justification for the temporary permit, the dates the applicant's services are needed, and the location or locations where those services will be delivered.

**13.3(3)** Eligibility for a temporary permit to provide volunteer services.

*a.* A temporary permit to provide volunteer services is intended for dentists and dental hygienists who will provide volunteer services at a free or nonprofit dental clinic and who will not receive compensation for dental services provided. A temporary permit issued under this subrule shall be valid only at the location specified on the permit, which shall be a free clinic or a dental clinic for a nonprofit organization, as described under Section 501(c)(3) of the Internal Revenue Code.

*b.* An application for a temporary permit shall be filed on the paper form provided by the board. The application form will collect the name, address, and telephone number of the applicant, the location of the free clinic or dental clinic for a nonprofit organization, and the dates on which the volunteer services will be provided. The application form must be accompanied by each of the following:

(1) A verification of license (or substantially similar document) from the appropriate licensing board of the applicant's home jurisdiction.

(2) A statement:

1. Confirming that the applicant possesses a valid certificate from a nationally recognized course in cardiopulmonary resuscitation (CPR) that included a "hands-on" clinical component;

2. Providing the expiration date of the CPR certificate; and

3. Acknowledging that the CPR certificate will be retained and made available to board office staff as part of routine auditing and monitoring.

(3) A statement disclosing and explaining any pending disciplinary actions or criminal charges against the applicant.

(4) A statement from the applicant seeking the temporary permit that the applicant shall practice only in a free dental clinic or dental clinic for a nonprofit organization and that the applicant shall not receive compensation directly or indirectly for providing dental services.

**13.3(4)** Dental hygiene committee review. The dental hygiene committee shall make recommendations to the board regarding the issuance or denial of any temporary permit to practice dental hygiene. The board's review of the dental hygiene committee's recommendation is subject to 650—Chapter 1.

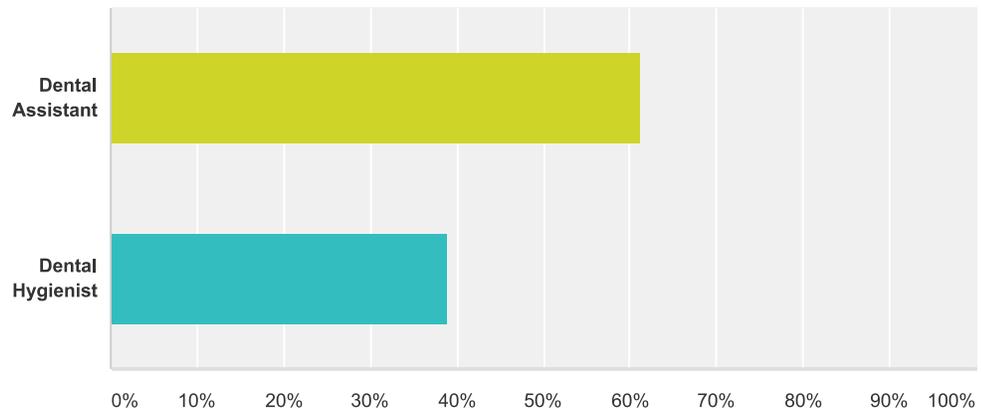
**13.3(5)** Denial of temporary permit. The board may deny a temporary permit in accordance with 650—11.9(147,153) or, at the sole discretion of the board, for failure to justify the need for a temporary permit. The procedure for appealing the denial of a permit is set forth in 650—11.10(147).

**13.3(6)** A temporary permit holder shall be subject to and follow all rules and state laws pertaining to the practice of dentistry and dental hygiene in this state.

This rule is intended to implement Iowa Code section 153.19.

### Q1 Are you a dental assistant or a dental hygienist?

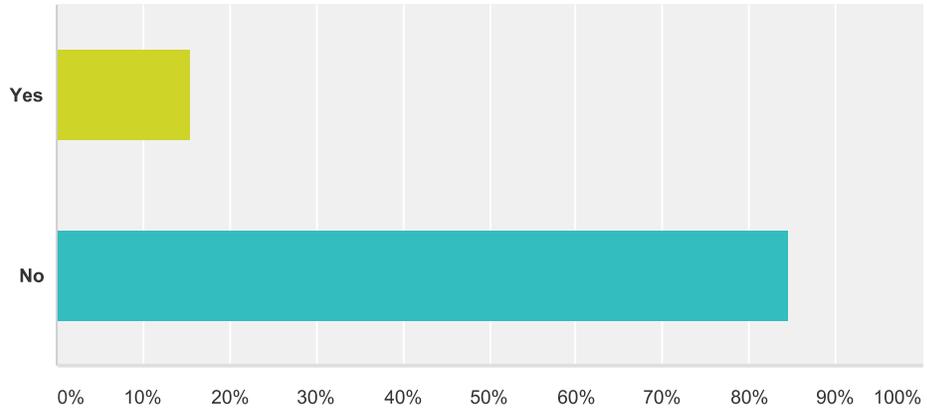
Answered: 335 Skipped: 0



| Answer Choices   | Responses  |
|------------------|------------|
| Dental Assistant | 61.19% 205 |
| Dental Hygienist | 38.81% 130 |
| <b>Total</b>     | <b>335</b> |

**Q2 During the renewal process did you either talk to a Dental Board staff member or leave a voicemail asking for assistance?**

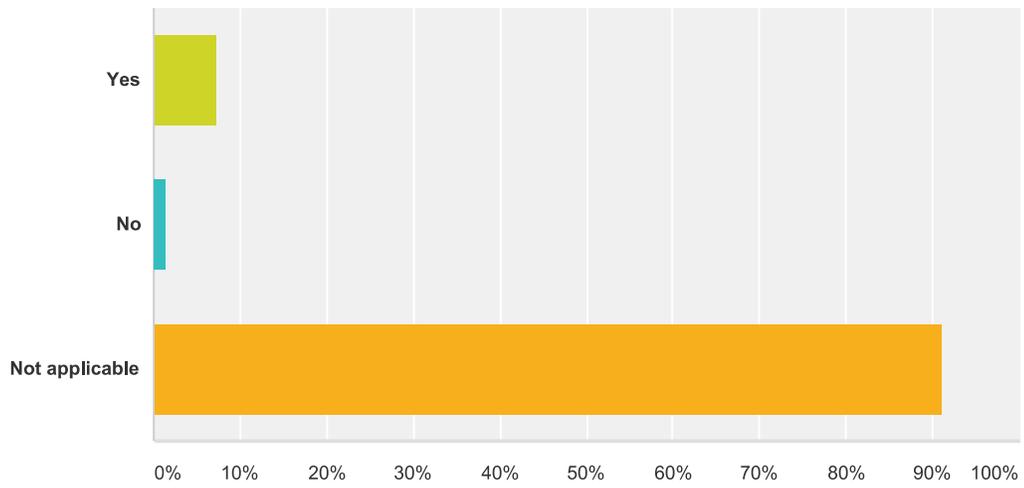
Answered: 330 Skipped: 5



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 15.45%    | 51         |
| No             | 84.55%    | 279        |
| <b>Total</b>   |           | <b>330</b> |

### Q3 If you left a voicemail was it returned within 2 business days?

Answered: 325 Skipped: 10

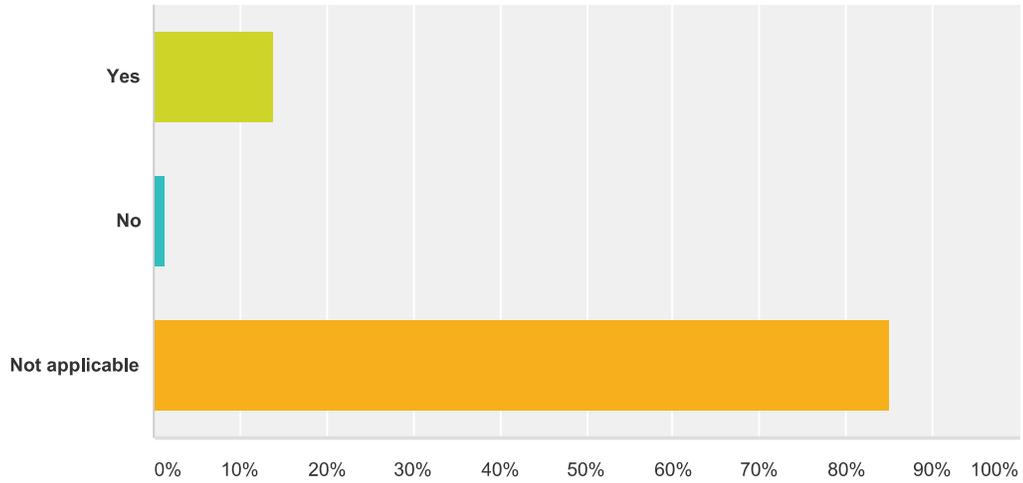


| Answer Choices | Responses  |
|----------------|------------|
| Yes            | 7.38% 24   |
| No             | 1.54% 5    |
| Not applicable | 91.08% 296 |
| <b>Total</b>   | <b>325</b> |

# Iowa Dental Board Renewal Survey

## Q4 If you talked to the Dental Board during the renewal process, were staff helpful in resolving your issue?

Answered: 321 Skipped: 14

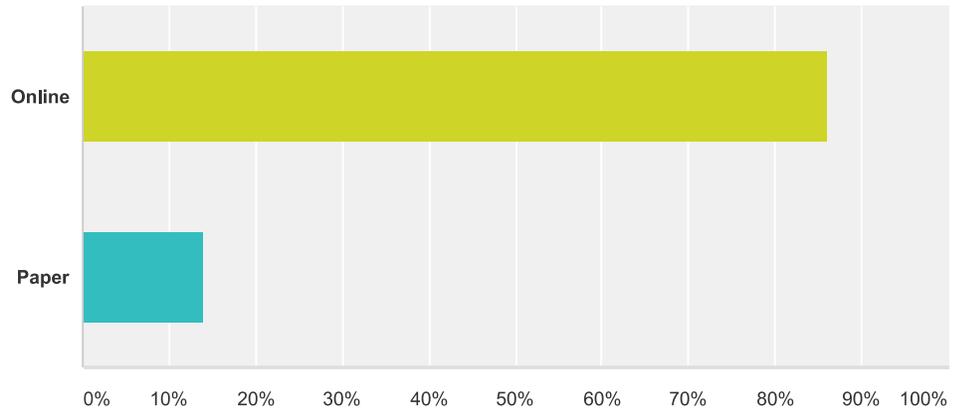


| Answer Choices | Responses  |
|----------------|------------|
| Yes            | 13.71% 44  |
| No             | 1.25% 4    |
| Not applicable | 85.05% 273 |
| <b>Total</b>   | <b>321</b> |

| #  | Please tell us why:                                                                                                                                                                                                                                                                                                                                                                                    | Date               |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | They contacted me about my social security number                                                                                                                                                                                                                                                                                                                                                      | 10/4/2015 1:51 PM  |
| 2  | not currently working as an asst.                                                                                                                                                                                                                                                                                                                                                                      | 10/3/2015 5:27 PM  |
| 3  | missing information                                                                                                                                                                                                                                                                                                                                                                                    | 10/3/2015 9:30 AM  |
| 4  | Talked to an IT person who directed me to someone on the dental board but figured out the problem on my own                                                                                                                                                                                                                                                                                            | 10/2/2015 5:26 PM  |
| 5  | helped me reset password so I could renew online. got the help I needed right away and i didnt expect immediate resolution. I was a great experience and the lady was very nice and friendly (that isnt always the case) I know when I first became an assistant i didnt like calling with questions because i felt like I was always treated rudley. so my recent call changed that for me. Thank you | 10/1/2015 10:38 AM |
| 6  | Hard to get ahold of & kept getting transfered                                                                                                                                                                                                                                                                                                                                                         | 9/30/2015 12:44 PM |
| 7  | I emailed a question. It answered very quickly and correctly!                                                                                                                                                                                                                                                                                                                                          | 9/30/2015 10:56 AM |
| 8  | minimally                                                                                                                                                                                                                                                                                                                                                                                              | 9/30/2015 10:55 AM |
| 9  | I was unsure if I would need continuing ed credits since it was my first renewal. I had gotten mixed answers from other people until I contacted a staff member.                                                                                                                                                                                                                                       | 9/30/2015 7:48 AM  |
| 10 | I had an error saying something about the bank, janet informed me everything went through and there was nothing to worry about!                                                                                                                                                                                                                                                                        | 9/29/2015 4:05 PM  |
| 11 | I had a question regarding online vs attendance CDE hours , and the secretary was able to refer me to the proper link                                                                                                                                                                                                                                                                                  | 9/29/2015 3:42 PM  |

### Q5 What type of renewal did you complete?

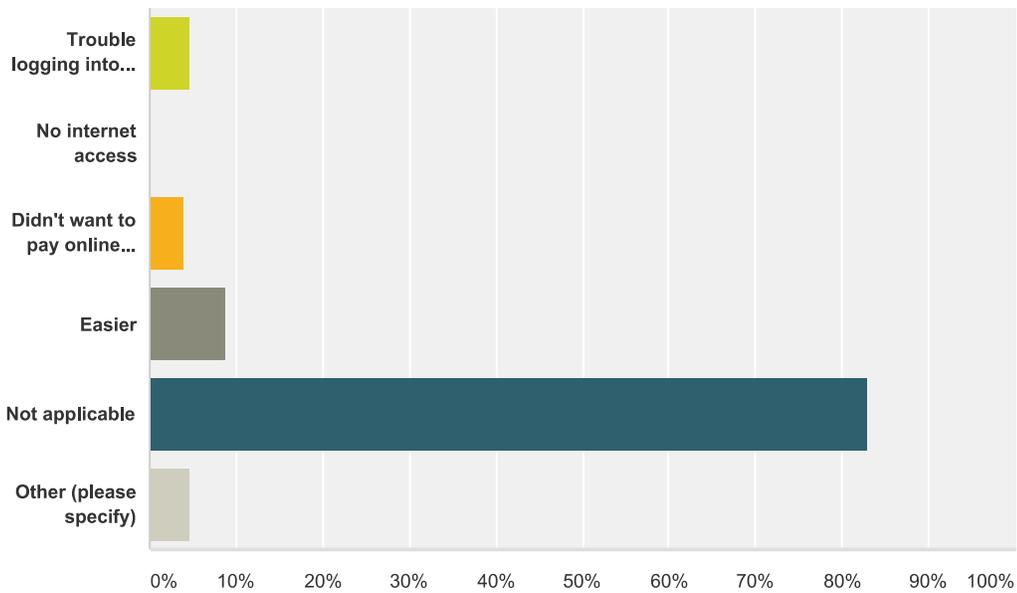
Answered: 324 Skipped: 11



| Answer Choices | Responses  |
|----------------|------------|
| Online         | 86.11% 279 |
| Paper          | 13.89% 45  |
| <b>Total</b>   | <b>324</b> |

### Q6 If you renewed by paper, why did you chose this option?

Answered: 305 Skipped: 30



| Answer Choices                             | Responses  |
|--------------------------------------------|------------|
| Trouble logging into online system         | 4.59% 14   |
| No internet access                         | 0.00% 0    |
| Didn't want to pay online credit card fees | 3.93% 12   |
| Easier                                     | 8.85% 27   |
| Not applicable                             | 82.95% 253 |
| Other (please specify)                     | 4.59% 14   |
| <b>Total Respondents: 305</b>              |            |

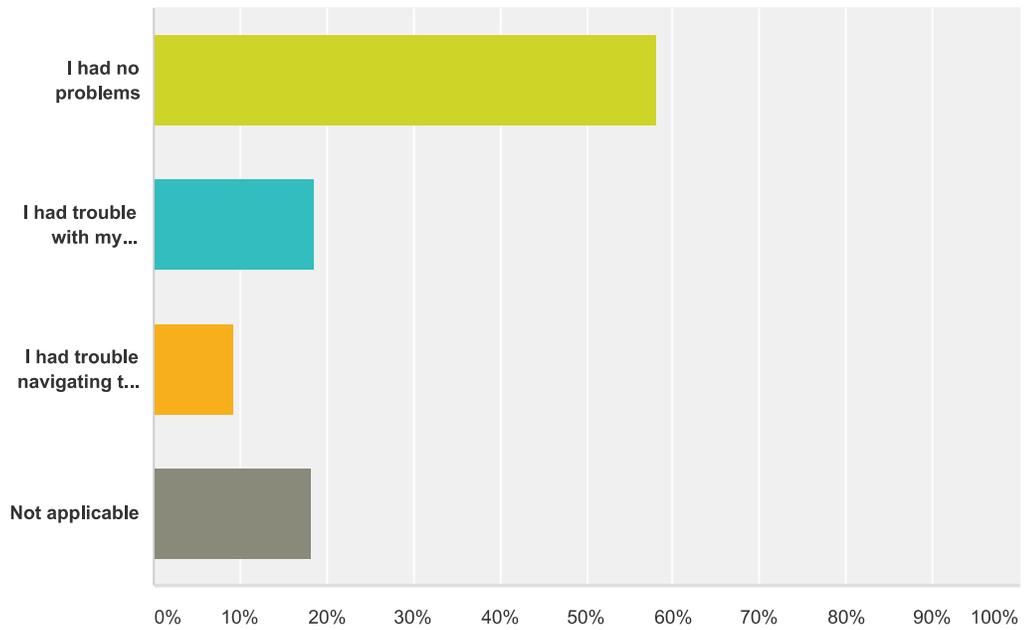
| #  | Other (please specify)                                                                                                                                                            | Date               |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | Employer did not want to pay extra fee for online                                                                                                                                 | 10/5/2015 7:32 AM  |
| 2  | I would rather do by paper. Didn't know that was an option                                                                                                                        | 9/30/2015 5:09 PM  |
| 3  | I had my user id and password written down from last time and it didn't work. At that point I asked myself, "why am I spending extra time and paying extra fees to renew online?" | 9/30/2015 10:56 AM |
| 4  | i was going to renew by paper to avoide the extra fees                                                                                                                            | 9/30/2015 7:52 AM  |
| 5  | our office pays fees so it was easier to do paper so it could all be paid for at once                                                                                             | 9/29/2015 11:51 PM |
| 6  | Multiple people in the office renewing at the same time with the same payment.                                                                                                    | 9/29/2015 8:58 PM  |
| 7  | Just don't like using online with any credit card info                                                                                                                            | 9/29/2015 8:38 PM  |
| 8  | Dr. I work for was paying for the renewal and easier to all send in together.                                                                                                     | 9/29/2015 7:05 PM  |
| 9  | I renewed online                                                                                                                                                                  | 9/29/2015 5:52 PM  |
| 10 | I work in a large office and the doctors prefer to only write one check for all of us to renew at once.                                                                           | 9/29/2015 5:14 PM  |

## Iowa Dental Board Renewal Survey

|    |                                                     |                   |
|----|-----------------------------------------------------|-------------------|
| 11 | Our employer wants to stick with paper renewal      | 9/29/2015 4:33 PM |
| 12 | Multiple for all staff                              | 9/29/2015 3:53 PM |
| 13 | entire office submits them together, paid by office | 9/29/2015 3:45 PM |
| 14 | my dentist submitted the whole office               | 9/29/2015 3:37 PM |

### Q7 If you renewed online what problems did you have?

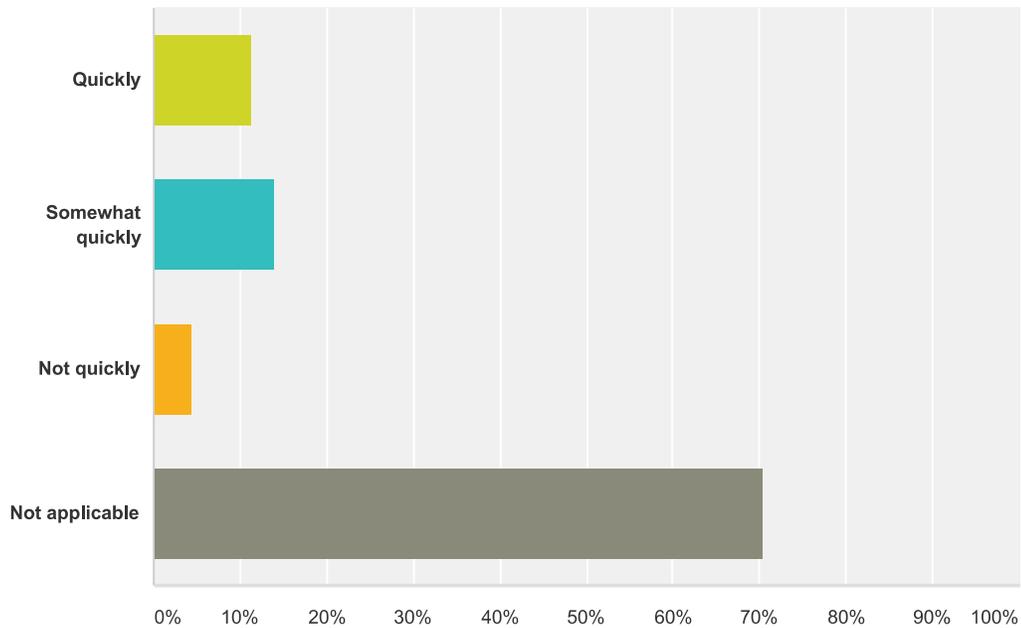
Answered: 319 Skipped: 16



| Answer Choices                                                          | Responses  |
|-------------------------------------------------------------------------|------------|
| I had no problems                                                       | 57.99% 185 |
| I had trouble with my username and password                             | 18.50% 59  |
| I had trouble navigating the online renewal system once I was logged in | 9.09% 29   |
| Not applicable                                                          | 18.18% 58  |
| <b>Total Respondents: 319</b>                                           |            |

### Q8 If you had problems, how quickly did they get resolved?

Answered: 313 Skipped: 22



| Answer Choices   | Responses |            |
|------------------|-----------|------------|
| Quickly          | 11.18%    | 35         |
| Somewhat quickly | 14.06%    | 44         |
| Not quickly      | 4.47%     | 14         |
| Not applicable   | 70.29%    | 220        |
| <b>Total</b>     |           | <b>313</b> |

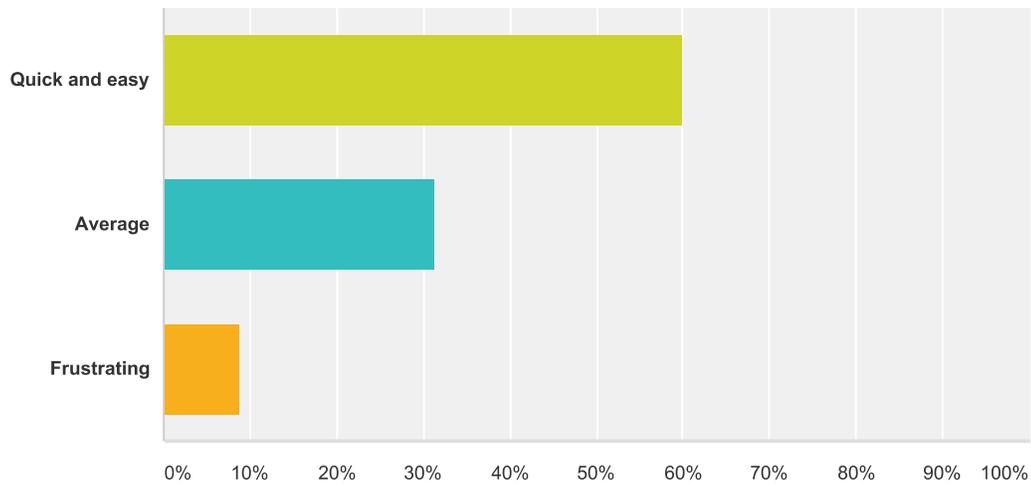
| #  | Please tell us why:                                                                                                                         | Date               |
|----|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | called and had help right away                                                                                                              | 10/5/2015 9:36 AM  |
| 2  | cant remember my user name or password and directions for renewal were confusing                                                            | 10/2/2015 5:29 PM  |
| 3  | not immediately apparent, had to search to find                                                                                             | 10/2/2015 12:44 PM |
| 4  | see previous comment                                                                                                                        | 10/1/2015 10:39 AM |
| 5  | Tried multiple times with my password/username and just gave up and sent it via snailmail                                                   | 10/1/2015 9:11 AM  |
| 6  | User error by me                                                                                                                            | 9/30/2015 6:58 PM  |
| 7  | I had to figure out how to change my email. I ended up changing my password also in the process. Once I did that, everything went smoothly. | 9/30/2015 6:18 PM  |
| 8  | The site would not let me in it took 3 days before I ws ab le to get passed the Log In                                                      | 9/30/2015 12:08 PM |
| 9  | the site was down for maintence                                                                                                             | 9/30/2015 11:34 AM |
| 10 | I called to have you send me paper                                                                                                          | 9/30/2015 8:30 AM  |
| 11 | I figured out my password!                                                                                                                  | 9/30/2015 7:06 AM  |
| 12 | It did not seem clear how to get around site for proper process...                                                                          | 9/29/2015 10:37 PM |

## Iowa Dental Board Renewal Survey

|    |                                                                                                                                                                                                                                                                                                                                                         |                   |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 13 | I asked for username & password & was able to get right in online.                                                                                                                                                                                                                                                                                      | 9/29/2015 7:39 PM |
| 14 | New email                                                                                                                                                                                                                                                                                                                                               | 9/29/2015 7:15 PM |
| 15 | This was my first time , so with all the registering, the process took well over an hour                                                                                                                                                                                                                                                                | 9/29/2015 7:14 PM |
| 16 | Online process is absolutely ridiculous. Too time consuming and not easy to navigate.                                                                                                                                                                                                                                                                   | 9/29/2015 6:43 PM |
| 17 | Because my username didn't match my actual name. My name is hyphenated. At first the reset wouldn't work. Took several tries over several hours. Frustrating.                                                                                                                                                                                           | 9/29/2015 6:14 PM |
| 18 | Just frustrating to renew online!                                                                                                                                                                                                                                                                                                                       | 9/29/2015 5:56 PM |
| 19 | Found the note on what a user name would look like                                                                                                                                                                                                                                                                                                      | 9/29/2015 5:36 PM |
| 20 | I don't use it often enough. I'd like to just have to enter my license number to renew.                                                                                                                                                                                                                                                                 | 9/29/2015 4:09 PM |
| 21 | If the software allowed the applicant to go back and double check for errors and make corrections after they log out this would have helped me. My internet dropped so you system thought I was finished, when in reality I was not. So it would not let me go back, insisted that I pay, so a staff member had to assist me in completing the process. | 9/29/2015 3:45 PM |

### Q9 Please rank your overall experience renewing your registration or license:

Answered: 317 Skipped: 18



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Quick and easy | 59.94%    | 190        |
| Average        | 31.23%    | 99         |
| Frustrating    | 8.83%     | 28         |
| <b>Total</b>   |           | <b>317</b> |

| #  | Please tell us why:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Date               |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | I could not get logged on. Had paper copy sent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 10/2/2015 6:39 PM  |
| 2  | user name is under daughter that is now married and I can't change it                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 10/2/2015 4:05 PM  |
| 3  | great experience. see previous comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 10/1/2015 10:39 AM |
| 4  | after I sent in my paperwork I did find my past username and password so the next renewal I am not anticipating any problems - my co-worker renewed online and had to do it a couple times too - once she logged in, it was fine but paper worked fine                                                                                                                                                                                                                                                                                              | 10/1/2015 9:14 AM  |
| 5  | Not user friendly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 10/1/2015 2:17 AM  |
| 6  | This was the second time I tried to do the process online & was unable to do so.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 9/30/2015 6:23 PM  |
| 7  | I renewed on July 1. I received a confirmation that my renewal was complete. Then I renewed my license online this afternoon. I received a receipt that my payment was confirmed. Later I received a message that US Bank sent the wrong information to the dental board and I was to contact you and US Bank. I contacted you by email and it was confirmed by you my renewal went through. Caused a lot of anxiety. I'm glad I contacted you first since there wasn't a number for US Bank. I don't know if anyone else had any issues with this. | 9/30/2015 11:02 AM |
| 8  | It would be nice to pay for hygiene and anesthesia renewal in 1 transaction                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 9/30/2015 7:30 AM  |
| 9  | I was not aware of choice to renew by paper, so did it online. I prefer paper.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 9/30/2015 6:48 AM  |
| 10 | Buttons are set up for failure ...not user friendly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 9/29/2015 9:27 PM  |
| 11 | didn't like having difficulty with online, paper easier                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 9/29/2015 9:16 PM  |
| 12 | Stressful checking and having to re-do some boxes. Sorry paper easier to check but I survived.                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 9/29/2015 8:56 PM  |
| 13 | Because I CAN'T remember passwords!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 9/29/2015 8:46 PM  |

## Iowa Dental Board Renewal Survey

|    |                                                                                                                                      |                   |
|----|--------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 14 | Because I tried online and it was not working properly. Also, why wouldn't you register by paper cheaper and easier.                 | 9/29/2015 8:45 PM |
| 15 | I don't like doing the online...would prefer to send in paper copy                                                                   | 9/29/2015 8:39 PM |
| 16 | Hoped to get done quickly, started late in the evening and took so much longer than I planned                                        | 9/29/2015 7:15 PM |
| 17 | online is confusing.                                                                                                                 | 9/29/2015 7:02 PM |
| 18 | It would be nice to not have to renew each one separately and pay separately.                                                        | 9/29/2015 6:31 PM |
| 19 | I had help from a coworker, or it would have been hard for me.                                                                       | 9/29/2015 6:26 PM |
| 20 | Transferred states with DA License                                                                                                   | 9/29/2015 5:58 PM |
| 21 | I do not remember details but remember being very frustrated                                                                         | 9/29/2015 5:57 PM |
| 22 | I would have loved to pay online with my online renewal (one stop shop), but ended up mailing in the payment separate to avoid fees. | 9/29/2015 5:38 PM |
| 23 | There shouldn't be an extra fee for online renewal. Especially when we're encouraged to do so.                                       | 9/29/2015 4:11 PM |
| 24 | Internet is great when it works and is user friendly.                                                                                | 9/29/2015 3:46 PM |

# Iowa Dental Board Renewal Survey

## Q10 Please share your suggestions for improving the renewal process:

Answered: 76 Skipped: 259

| #  | Responses                                                                                                                                                                                                                                                                                                                                                                                 | Date               |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | works just fine                                                                                                                                                                                                                                                                                                                                                                           | 10/6/2015 5:13 PM  |
| 2  | I would also pay online if there was not such a high fee to pay online, I mailed in my checks, I still got my new license very quickly but would prefer to pay online.                                                                                                                                                                                                                    | 10/5/2015 12:27 PM |
| 3  | In your profile--an area to save dates of past cpr renewal and mandatory reporting making it readily available during the renewal process                                                                                                                                                                                                                                                 | 10/4/2015 1:33 PM  |
| 4  | none thank you                                                                                                                                                                                                                                                                                                                                                                            | 10/3/2015 5:31 PM  |
| 5  | It would be nice if we did not have to go into 2-seperate pages for renewal of license and for anesthetic. Just a suggestion, but the process was very smooth. Thank you!                                                                                                                                                                                                                 | 10/3/2015 4:45 PM  |
| 6  | Make it easier. I have Wisconsin and Colorado license, no problem renewing them online                                                                                                                                                                                                                                                                                                    | 10/2/2015 6:44 PM  |
| 7  | Hard to remember a user name and password every two years - another hygienist had a hard navigating the system...didn't think she was at the correct website                                                                                                                                                                                                                              | 10/2/2015 5:30 PM  |
| 8  | Would like to be able to change user name with the state.                                                                                                                                                                                                                                                                                                                                 | 10/2/2015 4:06 PM  |
| 9  | webpage could have license renewal button on top of page                                                                                                                                                                                                                                                                                                                                  | 10/2/2015 12:44 PM |
| 10 | I renewed by paper because the online renewal was too confusing.                                                                                                                                                                                                                                                                                                                          | 10/1/2015 6:35 PM  |
| 11 | keep being nice and friendly. Makes a stressful day for us better :)                                                                                                                                                                                                                                                                                                                      | 10/1/2015 10:39 AM |
| 12 | Not sure as I am not a tech person -                                                                                                                                                                                                                                                                                                                                                      | 10/1/2015 9:14 AM  |
| 13 | Don't charge us to renew online when it was hard to use. Fees are expensive as it is.                                                                                                                                                                                                                                                                                                     | 10/1/2015 2:18 AM  |
| 14 | should not have online pay fees.                                                                                                                                                                                                                                                                                                                                                          | 9/30/2015 8:23 PM  |
| 15 | I have tried to call the number for the IL dental Board before and never get an answer or a machine to leave a message. Very frustrating!                                                                                                                                                                                                                                                 | 9/30/2015 8:22 PM  |
| 16 | Make it easier! I don't have the answer for that, unfortunately. It truly is easier to drive down to the office to renew rather than watch my computer churn with no action.                                                                                                                                                                                                              | 9/30/2015 6:24 PM  |
| 17 | I am hoping by writing everything down, that in two years, everything goes easier. I like that everything is completed quickly online and I received my certificate within a couple days.                                                                                                                                                                                                 | 9/30/2015 6:22 PM  |
| 18 | I did not know I had a choice to pay by paper. I will pay by paper going forward as the renewal fees are already high enough. I do not want to pay anymore credit card fees.                                                                                                                                                                                                              | 9/30/2015 3:13 PM  |
| 19 | Paid by check due to high credit card fees. Thought that was a little much...                                                                                                                                                                                                                                                                                                             | 9/30/2015 1:33 PM  |
| 20 | Going to do it by paper next time! The online was way to Time consuming & once you exit a screen you can't get back in.                                                                                                                                                                                                                                                                   | 9/30/2015 12:46 PM |
| 21 | I thought it was very easy and appreciate the process! Let's keep it!                                                                                                                                                                                                                                                                                                                     | 9/30/2015 12:44 PM |
| 22 | This survey is a little late since I renew it 7/1. Maybe you did offer it when I renewed I don't remember. I remember being a little confused about having to send a copy of my CPR recertification and Child/Dependent Adult Abuse certificates. That's about all I remember at this time since it was almost 3 months ago since I renewed. I do like the concept of the online process. | 9/30/2015 11:05 AM |
| 23 | The last few times we have renewed online and it never goes easy...password doesn't work or something! Just make it easier and that we don't have to reset password again!                                                                                                                                                                                                                | 9/30/2015 10:26 AM |
| 24 | Include online registration fee, note in initial contact letter to have previous user name and password ready as well as dates for CPR, adult/ child abuse.....                                                                                                                                                                                                                           | 9/30/2015 10:04 AM |
| 25 | How may Assistants have to turn in proof of their continuing ED hours?                                                                                                                                                                                                                                                                                                                    | 9/30/2015 7:55 AM  |
| 26 | I first attempted doing before start date and got confused.                                                                                                                                                                                                                                                                                                                               | 9/30/2015 7:22 AM  |

## Iowa Dental Board Renewal Survey

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|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 27 | Better directions as to ways for renewal.                                                                                                                                                                                                                                                                                                                                                                                                        | 9/30/2015 6:50 AM  |
| 28 | If the website could be a little clearer. Often if we had to go back in we could't find the link back again.                                                                                                                                                                                                                                                                                                                                     | 9/30/2015 6:49 AM  |
| 29 | Make site simpler??                                                                                                                                                                                                                                                                                                                                                                                                                              | 9/29/2015 10:38 PM |
| 30 | Make it so the license and LA can be processed in one transaction along with processing fees                                                                                                                                                                                                                                                                                                                                                     | 9/29/2015 10:14 PM |
| 31 | none, keep up good work.                                                                                                                                                                                                                                                                                                                                                                                                                         | 9/29/2015 9:46 PM  |
| 32 | Please do not charge an extra fee for renewing online.                                                                                                                                                                                                                                                                                                                                                                                           | 9/29/2015 9:40 PM  |
| 33 | Redo Iowa board renewal website                                                                                                                                                                                                                                                                                                                                                                                                                  | 9/29/2015 9:28 PM  |
| 34 | None. It was fine.                                                                                                                                                                                                                                                                                                                                                                                                                               | 9/29/2015 9:20 PM  |
| 35 | please keep giving paper option                                                                                                                                                                                                                                                                                                                                                                                                                  | 9/29/2015 9:17 PM  |
| 36 | Have the option to renew with multiple people on the same payment.                                                                                                                                                                                                                                                                                                                                                                               | 9/29/2015 8:59 PM  |
| 37 | It would be nice to be able to make one payment. Because I have a Hygiene license, and anesthetic permit, I had to make 2 separate payments each with a fee.                                                                                                                                                                                                                                                                                     | 9/29/2015 8:56 PM  |
| 38 | Easier Internet navigation and working properly.                                                                                                                                                                                                                                                                                                                                                                                                 | 9/29/2015 8:45 PM  |
| 39 | Let people choose which they want.                                                                                                                                                                                                                                                                                                                                                                                                               | 9/29/2015 8:40 PM  |
| 40 | NA                                                                                                                                                                                                                                                                                                                                                                                                                                               | 9/29/2015 8:15 PM  |
| 41 | Very easy. Better than previous years. Thank You!                                                                                                                                                                                                                                                                                                                                                                                                | 9/29/2015 8:11 PM  |
| 42 | Not all dentists like to pay online for renewal, it's hard to get payment out of them. Anytime I wanted to do it online it was always inconvenient for the dentist to hand over his card info. I feel more population of dentist would rather write a check to the board vs entering a credit card online. Online service was easy just seemed to be. Lot of questions compared to normal renewal. I am a dental assistant of 10 yrs experience. | 9/29/2015 8:04 PM  |
| 43 | I thought the renewal process was great this year with the online payment option. The website was easy to use also. Overall great experience!                                                                                                                                                                                                                                                                                                    | 9/29/2015 8:02 PM  |
| 44 | I completed the online renewal and it was a little confusing as to when I was finished and if it processed. I actually started the process again without realizing it                                                                                                                                                                                                                                                                            | 9/29/2015 7:44 PM  |
| 45 | I really don't have any suggestions                                                                                                                                                                                                                                                                                                                                                                                                              | 9/29/2015 7:44 PM  |
| 46 | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                              | 9/29/2015 7:39 PM  |
| 47 | Not charging extra to pay online.                                                                                                                                                                                                                                                                                                                                                                                                                | 9/29/2015 7:39 PM  |
| 48 | Maybe it will be better next time since my questions, passwords, etc are now established.                                                                                                                                                                                                                                                                                                                                                        | 9/29/2015 7:16 PM  |
| 49 | Made it fast and easy, which is important in today's society.                                                                                                                                                                                                                                                                                                                                                                                    | 9/29/2015 7:16 PM  |
| 50 | I'm sure it will get easier once we do it more often. First time is always confusing                                                                                                                                                                                                                                                                                                                                                             | 9/29/2015 7:03 PM  |
| 51 | So far I think it is great! Easy to use! I also have had no problems reaching someone at the dental board and having them answer questions in a timely manner. I can not say the same for the current state of Texas where I am working! So thank you!                                                                                                                                                                                           | 9/29/2015 6:50 PM  |
| 52 | Go back to the paper registration forms. Online registration was a complete joke and time consuming.                                                                                                                                                                                                                                                                                                                                             | 9/29/2015 6:44 PM  |
| 53 | Change the system so that you can pay for both together.                                                                                                                                                                                                                                                                                                                                                                                         | 9/29/2015 6:31 PM  |
| 54 | Make it simple and easy as you can.                                                                                                                                                                                                                                                                                                                                                                                                              | 9/29/2015 6:27 PM  |
| 55 | Make a direct link for dental assistant or dental hygienist renewal link. I felt I had to click a lot to get to it.                                                                                                                                                                                                                                                                                                                              | 9/29/2015 6:10 PM  |
| 56 | Everything went well. Better than expected.                                                                                                                                                                                                                                                                                                                                                                                                      | 9/29/2015 6:07 PM  |
| 57 | If a DA is transferring from a different state to Iowa, being able to help with requirements needed and paperwork.                                                                                                                                                                                                                                                                                                                               | 9/29/2015 6:05 PM  |
| 58 | Paper renewal mailed to asst/hyg...please                                                                                                                                                                                                                                                                                                                                                                                                        | 9/29/2015 5:57 PM  |
| 59 | Seemed it wasn't right to pay extra for online renewal ???                                                                                                                                                                                                                                                                                                                                                                                       | 9/29/2015 5:53 PM  |
| 60 | No fees to pay online                                                                                                                                                                                                                                                                                                                                                                                                                            | 9/29/2015 5:38 PM  |

## Iowa Dental Board Renewal Survey

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|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 61 | Make it so we can have one payment for hygiene and anesthesia. Maybe you can do it already that way and I could not get it to work. It's not a big deal if that's not an option. Also making it so it doesn't cost more for online renewal than paper.                                                                                                                                                                                                                | 9/29/2015 5:16 PM |
| 62 | no suggestions for this,                                                                                                                                                                                                                                                                                                                                                                                                                                              | 9/29/2015 5:06 PM |
| 63 | Interface isn't very user friendly.                                                                                                                                                                                                                                                                                                                                                                                                                                   | 9/29/2015 5:04 PM |
| 64 | Just as office manager if need to make a change in someone's they could not correcy..had to call in for assistance to reset.. accidentally had hit diplicate on another hygienist renewal                                                                                                                                                                                                                                                                             | 9/29/2015 4:55 PM |
| 65 | Keep up the good work!                                                                                                                                                                                                                                                                                                                                                                                                                                                | 9/29/2015 4:39 PM |
| 66 | I thought the process was easy! Thanks for working so hard to make it easy for us! Much appreciation for you all.                                                                                                                                                                                                                                                                                                                                                     | 9/29/2015 4:32 PM |
| 67 | Please include my username and password in the email reminding me that it is time to renew my license.                                                                                                                                                                                                                                                                                                                                                                | 9/29/2015 4:18 PM |
| 68 | Use license number to get into our account and do away with the extra fee for online renewal. It is for your convenience, correct?                                                                                                                                                                                                                                                                                                                                    | 9/29/2015 4:14 PM |
| 69 | Send an email with direct link to renew                                                                                                                                                                                                                                                                                                                                                                                                                               | 9/29/2015 4:06 PM |
| 70 | I had no problems. It went well.                                                                                                                                                                                                                                                                                                                                                                                                                                      | 9/29/2015 4:04 PM |
| 71 | Very easy and convenient to do online!                                                                                                                                                                                                                                                                                                                                                                                                                                | 9/29/2015 4:01 PM |
| 72 | Went great                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 9/29/2015 3:55 PM |
| 73 | Update the programming so registrant is able to review the application even after the internet boots them off, any time prior to payment being made. Thanks!                                                                                                                                                                                                                                                                                                          | 9/29/2015 3:48 PM |
| 74 | this interim, that is 2 yr renewal was much easier than the prior 2 yr. renewal, when I was actually one of the very first CDA's to do the online registration..I had trouble in prior years attaching a PDF with my CPR verification..I finally just mailed the CPR in by USPS..This year that was not required, so it was a very smooth process. I did call & ask if the CPR info..needed to be attached via PDF or other..my question was answered very promptly.. | 9/29/2015 3:48 PM |
| 75 | Perfect...no troubles!                                                                                                                                                                                                                                                                                                                                                                                                                                                | 9/29/2015 3:45 PM |
| 76 | new system for updating. It wasn't very straight forward and it was confusing to what was needed as far as uploads                                                                                                                                                                                                                                                                                                                                                    | 9/29/2015 3:41 PM |