

ADA SPEAKERS

Pamela Porembski, D.D.S. porembskip@ada.org

312.440.7463

Director, Center for Dental Practice / Practice Institute

BIO: Dr. Pamela Porembski, D.D.S., is the director of the ADA's Center for Dental Practice in the Practice Institute where she has the good fortune to lead a talented team in developing practice management resources and information. She is a graduate of the University of Illinois College of Dentistry and practiced general dentistry for 20 years in private practice in Chicago. Before joining the staff of the American Dental Association, she was a consultant with dental benefits companies and taught in a dental hygiene program.

Cindy Kluck-Nygren klucknygrenc@ada.org

312.440.2762

Manager, Dental Team, Advocacy & Content Development

Center for Dental Practice/Practice Institute

BIO: In her role as Manager, Dental Team, Advocacy & Content Development in the ADA's Council on Dental Practice/Practice Institute, Cindy manages programs and the development of resources to help members succeed. Cindy also supports the planning and delivery of both live and on-demand educational programs and is the ADA's liaison to organizations representing allied dental personnel. Her prior experience includes positions in government relations, marketing, shareholder communications, and account management.

ADA PRESENTATIONS – TWO @ 45 MINS/EA

Title	Presenters:	Description:	Learning Objective 1:	Learning Objective 2:	Learning Objective 3:
Should It Stay or Should It Go? Dental Records	Pamela Porembski, D.D.S., and Cindy Kluck-Nygren	The patient's dental record is a vital and living history that recaps more than just the patient's dental oral health presentation and medical history. It also provides a legal record of how the practice has managed the provision of care to each patient.	What belongs in a dental record and which business records need to be kept	How to document informed consent/informed refusal; how to handle records requests	Understand proper record destruction
Read Between the Lines to Improve Your Bottom Line	Pamela Porembski, D.D.S., and Cindy Kluck-Nygren	Find out how certain contract provisions can limit what you can expect from plan administrators and influence what your patients might expect from you. Discover how ADA resources can help you navigate contract provisions.	Discover the real meaning of certain phrases common to many dental benefit contracts	Understand EOB language and how to write an appeal	Learn about ADA resources and information to keep you up-to-date