

Information on all Classes MSDS offers their Dental offices.

MSDS explains the regulations of the Board of Dentistry, State and Federal regulations from the EPA, FDA, and the CDC through Recordkeeping, HIPAA, CPR, Medical Emergencies and OSHA's Bloodborne Pathogens training. You must register on our website if you to receive any free documents or questions answered: Please visit www.MsdsSafety.com. Once you are a client, you will be authorized to view client only pages full of information and free manuals to help make your office compliant. Registering prior to becoming a client, the office will be able to download free information.

Classes you can request in-office or teleconference are as follows:

OSHA-BBP:

OSHA Annual Training - **\$450.00** per Practitioner associated with the practice. Class lasts approximately 2 hours (your staff may eat lunch or snack). This is a Federal Regulation to be done annually, within 365 days a year. The instructor must be able to answer any and all questions from the staff. Our instructors are Trained and Authorized by the Department of Labor. NO Instructor is ever Certified by OSHA – we are Authorized. MSDS feels very strongly that instructors must also have 200% knowledge in order to answer and teach at a 100%! OSHA-BBP must be done with a live instructor, no videos are allowed or pre-recorded webinars. The priority of teaching an OSHA-BBP class is that the questions must be answered during the class. A trainer cannot request that you wait on an answer – ever. The class also comes with 3 CEU's, an Office Certificate and Completion cards for each staff member. Many of my offices do it via live teleconference to save travel expenses.

- * Annual in-office refresher training (price includes 1 doctor & unlimited staff)
- * 3 CEU's per staff member after completion of the course
- * Unlimited Email support, for 12 months, following the offices annual OSHA-BBP Training
- * No hesitation or fee on challenging a question with a your current or potential OSHA-BBP Trainer.
- * Free access to our Client Only Website (Manuals costing offices \$200.00 or more for FREE!)
- * Liaison for any questions to the Department of Labor or the Board of Dentistry.
- * Safety classes are available through MSDS's website for your office to review during your office meeting, which includes 9 OSHA required annual topics.

New guidelines are coming. Ask your current OSHA-BBP trainer if they can tell what's new for dentists?

**OSHA's new labeling requirements –
GLOBAL SDS CDC's new employees
HBV titer testing
OSHA cancelling the PEP on an
exposed staff EPA's New Amalgam
Separators**

Removing Cold Sterile with Glut from your office

Did they mention any of these? Could they explain what they mean? Or did they say they would have to call you back?

You must understand that most of the reps refer me to their dental clients. But some reps and some companies are persuading the offices to have a free OSHA class if they stay with them. This is a fantastic marketing ploy to keep you from any other sources or gaining any knowledge that what they say maybe false. And if you sign a contract (a company is stating that you have to have by OSHA law a container to ship used carpals I promise if you invite MSDS to help your office through safety classes, you will gain more knowledge and save more money that you think you are saving with a free class from an instructor that doesn't have the knowledge to keep your office safe from a media frenzy or a Board inspector whose main goal is to find as many faults as they can. Inspectors are not your friends. And the current reps you have are being told to keep MSDS out of their offices. Why, because I was a dental sales rep for almost 10 years, and the politics to keep you're with one company is way more than I can type here.

CPR – American Heart Association’s Basic Life Support for the Healthcare Provider:

This class cannot be done via teleconference.

CPR is a 2-hour class and is **\$85.00** per person, with a 2-year expiration date. The Red Cross charges \$179 for both CPR and First Aid per person. Our CPR class also comes with 2 CEU's, an Office Certificate and Completion cards for each staff member. Each employee should have access to their own mannequin for skills practice and MSDS will go over the following topics during the BLS-Healthcare Provider, CPR course:

- * CPR hands on techniques for Infants through Adults
- * Instruction with the AED (Automated External Defibrillator)
- * The Heimlich Maneuver
- * Unconscious Blocked Airway
- * Conscious Choking
- * Practice using the Ambu or Smart Bags (resuscitation bags)
- * Operatory Scenario's to make sure the office staff understands how a true emergency should flow.

A test is required for this class; however, if someone in the office has any type of test deprivation, the test is done as a group. MSDS instructors have performed CPR many times during their years on the Rescue Squad, Trauma Helicopter, Hospital or Fire Department. Our background and skills will help the office staff feel confident during an actual emergency. Finally, with our knowledge of the State Code and what is regulated by your Board of Dentistry, our instructors have designed an office timeline to help decrease the office's liability during and after a medical emergency. Our form will help the office after an emergency to make sure the office has their paperwork in order.

OSHA Federal Guidelines state that at all times in a dental office, someone is CPR and First Aid (Medical Emergency) Trained. That the office can perform CPR without hesitation. How would the office handle a situation where a patient was in need of CPR? Or what if it was the doctor who needed help? The last two heart attacks from clients have been the doctor and both times the doctor was the only doctor on the premises! Thank goodness both offices had all their staff trained. The team is always needed to help with patients during every day patient care. Don't think your staff will not be needed when you know are faced with an emergency.

Example 1: There was a patient who needed CPR at one of our dental clients. The staff and doctor did everything possible, including CPR, until the paramedics arrived. Unfortunately, the patient passed away. When the doctor asked their trainers (Firemen) to help them out with the Board of Dentistry, the Firemen said no...they "wouldn't get involved and risk problems with their department". MSDS has a passion for safety and would NEVER run away from our obligations. In fact, the office called MSDS and we helped them with open arms, and without

pay! They have never used another company since. But it doesn't stop there. The Board of Dentistry only adds the alleged activities and the disciplinary actions, not what happens in-between. The doctor may get a malpractice lawyer with limited background in patient deaths. Can you afford not to be in compliance!

Medical Emergency (First Aid):

Medical Emergency (Lecture course with hands on scenarios on Medical challenges that occur in the dental office) is a 2-hour course that is required for offices who have hygienists that fall under the General Supervision code, OSHA federal guidelines, staff who maybe in the office with only one other staff member (no matter how short the time is), or clinical staff who treat patients under Moderate or Deep Sedation (Permit and CPR cards should be visible to your Patients). This means that 99% of offices fall into one of these categories. The course is **\$450.00** staff is free, front and back office, for the Medical Emergency class. It also comes with 3 CEU's, Office Certificate and Completion cards. We also have a full First Aid lecture (Medical Emergencies plus animal bites and stings, hot and cold emergencies, electricity and strains, sprains, dislocations). Depending on the extent you want it will last at least 4 hours.

**So basically the whole office needs to be trained in Medical Emergencies, if a front desk person was the only person in the office and a patient came in early that staff member would have to be trained in Medical Emergencies and CPR. The Board of Dentistry mandates that all Sedation dentists practice scenarios often. This is the bare minimum you should do in all dental offices. Your office should always strive to have "Best Practices" in place.*

Your office needs to know how to handle an emergency that may occur in your office, from a minor injury to a more serious situation like a seizure, stroke or heart attack. The office should also follow a chain of command where staff is calling out what they are doing for the Pt.

- a. 911
- b. Patient Care
- c. Equipment – AED, Ambu Bag, First Aid kit ...
- d. Vitals
- e. Timeline
- f. Chart and the list goes on.

We also advise you to take the Medical Emergencies class on the opposite year of your CPR class. This helps keep your skills current and sharp. Still not sure if the entire office needs the class?

Review the next Example:

You have a medical emergency happening, staff looks at you for guidance, you are trying to run the whole show and it becomes chaotic or what we call a cluster duck. After the incident, the BOD questions staff, which states "I don't know if we did (?) correctly. And the answer to the question "Where you trained"? Or they ask you or another staff to explain verbally how you do CPR? Would you know what to say? Would they? Plus, since it's the Doctors responsibility, the Doctor will be the one cited and perhaps needing many hours of continuing education. We have these questions asked many times in the past 23 years, and our clients have never missed a medical emergency class since their office emergency. Not because they didn't do a great job. They boast how well the rescue personnel comment on their skill. It really comes down to this. When you have a medical emergency and your office knows what to do, your become very aware that the office team did their job as if the office just

completed a dental emergency. Any office who has experienced a Medical Emergency without training will tell you the expense of what happens afterwards far exceeds what they could have spent to be trained.

Infection Control:

The goals of Infection Control are to provide information about dental infection control principles and practice, increase the safety of the healthcare work environment through improved use of PPE by healthcare personnel, emphasize the importance of written policies and procedures and ongoing education and training of dental health care personnel (DHCP), and provide methods for evaluating dental infection control programs. After taking such an Infection Control training, clients will be able to describe modes of disease transmission and the chain of infection, identify strategies that can prevent occupational exposures to blood and body fluids, describe methods to ensure that patient care items and environmental surfaces are safe for use, and identify methods to monitor practices and evaluate dental infection control programs. Infection control is important in dentistry because both patients and dental health care personnel (DHCP) can be exposed to pathogens, contact with blood, oral, and respiratory secretions, and contaminated equipment occurs, and proper procedures can prevent transmission of infections among patients and DHCP. The infection control provides knowledge on the infection control education/training, immunizations, exposure prevention and post exposure management, medical condition management and work-related illnesses and restrictions, and health record management.

Mock Inspection:

The Mock Inspection gets the highest reviews from all the doctors and staff who participate! Depending on how many operatories, the inspection will look and review up to 1500 points of potential citations. The inspection is best completed during the staff's working hours, however, Linda always requests a staff to shadow her in order for the staff to understand how to keep the office up to date in the future. The fee is only **\$975.00**, and includes 4 hours in-office time and 2 hours compiling the comments on the pictures we took and what you would need to correct. This will help get your office compliant. We will be looking for any violations in OSHA, BOD State, HIPAA, CDC, EPA, Fire Codes and others. This is meant to be a confidence builder. Fix the minor problems before a citable authority inspects your office.

Please note: No one has every passed the first time. Having fresh eyes can find problems that the office has looked over for months, maybe years and never noticed.

Linda will never judge the office staff or dentists. She is very confidential with anything she brings to your attention. She has a passion for safety and takes on the office as if it was her own. Please make sure the office staff knows she is there to help the office. Hiding her arrival only makes the staff either question the office's trust or worst case scenario Linda has to take the first thirty minutes to calm the staff down. Some staff members are very protective of their dentist and believe the dentist just brought someone in, whom by law, must notify OSHA of all the violations she finds. Of course this is not correct. However, the time it takes to get the staff to understand she is on the dentist and staff's side, not OSHA, is time taken from your inspection.

Record Keeping:

Recordkeeping course is **\$450.00** per Practitioner associated with the practice, staff is free. The course lasts 2-hours. The class also comes with 3 CEU's, an Office Certificate and Completion cards for each staff member. MSDS gives the office unlimited email support for 2 years. The course will go over the following:

Charting Template/Outline Recording:

- * Comprehensive Medical and Dental History Documented Detailed Clinical Evaluations
- Recording of Radiographs
- * Documenting the Chief Complaint
- * List a definitive diagnosis
- * What Informed consent should include Treatment Rendered Documentation Reason for next appointment
- * Why Note any referrals?
- * Do we need to document Prescriptions written in the chart? Phone Conversations
- * Cancelled/Missed Appointments
- * Viewing charts can be discussed before or after the course if the office is interested for an additional fee. Free audit form it available.

HIPAA Omnibus Rule and Federal Regulations:

This course will cover the top cited HIPAA Federal Regulations, the HITECH Act and the **new "Omnibus Rule"** (this update was finalized on September 23, 2013). This is a 2-hour course and comes with an Office Certificate and Staff Completion cards. Every staff member, both clinical and clerical must be trained. All offices must have 6 years worth of rosters, and new staff members must be trained and documented within 30 days.

Office receives the updated Business Associate Agreement (BAA) and a revised Patient Authorization Form to cover the office. The form helps you in the event the dentist and/or specialists do not both have an encrypted/secured site for sharing PHI. **Yes, it is legal to send a fax or an email without an encrypted or secured system.** We will also go over Privacy/Security measures as well as the negotiating their website's information, citation process, inspection process, and FAQ. If your office wants the in-office training, the cost is **\$450.00** per Practitioner associated with the practice, staff is free (your staff may eat during the lecture). It also comes with 3 CEU's, Office Certificate and Staff Completion cards. Most of the offices choose the teleconference since you receive one free year of training. As always, you have unlimited email support with the course. The course completion card is good for 2 years.

Recognizing the Four Types of Abuse:

This course is a 2-hour lecture. Many states require the dentist and their staff to take this class at a specific interval. This is not a requirement for Virginia, but a requirement for Virginia dentists to notify the authority all the same. Most staff do not understand how to recognize abuse and this lecture is a great guide for those brought up in a protected family environment. The course is **\$450.00** per Practitioner associated with the practice staff is free (your staff may eat during the lecture). It also comes with 3 CEU's, Office Certificate and Completion cards.

In order for Linda to cover travel expenses for classes **outside** the Hampton Roads area, there is a \$2.00 a mile travel expense; however, the office is only charged one way. Linda absorbs the cost back to Chesapeake, VA.

**MSDS-Mandatory Annual Training in Infection Control
for All Va. Dental Assistants – DAI & DAII. Governor
has signed.**

The Virginia Board of Dentistry is now requiring all Dental Assistants to take Mandatory Annual Training in Infection Control for All Va. Dental Assistants - DAI & DAII, as soon as possible, but no later than 60 days from employment.

According to the Virginia Board of Dentistry regulation:

18VAC60-21-175. Training In Infection control

A dentist shall be responsible for assuring that dental assistants complete annual training in infection control standards required by the Occupational Safety and Health Administration and as recommended by the Centers for Disease Control and Prevention. Newly employed dental assistants shall receive training as soon as possible but no later than 60 days from employment.

Documentation records shall show the dates of completion of initial and annual training, including the date of employment for new dental assistants, All documentation of training in infection control shall be maintained by the dentist for three years.

18VAC60-30-85, Training in Infection Control Dental assistants shall complete annual training in Infection control standards required by the Occupational Safety and Health Administration and as recommended by the Centers for Disease Control and Prevention. Newly employed dental assistants shall complete training as soon as possible but no later than 60 days from employment.

Taking this class will give the office peace of mind that MSDS and Linda Cannon; your Regulatory Compliance Specialist, will be your advocate with any Virginia Board of Dentistry regulations on this subject.

The cost of our Mandatory Annual Training in Infection Control for All Va. Dental Assistants - DAI & DAII webinar training is \$65 but we will offer a discount of \$20 to those who are joining the webinar as a loyalty discount. So the cost of this training is \$45. You must register and pay in advance.

Following are the webinar details;

Webinar is a live session through which you can interact with the presenter online. It includes audio and video.

For Webinar, we will schedule and send a link to the Office staff to register. Then once the Office staff registers, you will get another link for WebinarJam Live room in email and instantly on screen right after registration.

You can also check the course on our website. Here is the link to our website.
<https://www.msdsafety.com/product/infection-control-standards-from-osha-cdc-for-dental-assistants-dai-and-expanded-function-dental-assistants-daii-m9959/>

Use this Coupon code at the payment window to get \$20 off - infectioncontrol9959

Staff members who will be participating in Mandatory Annual Training in Infection Control for All Va. Dental Assistants - DAI & DAII

Taking the webinar on the new infection control through MSDS gives a benefit that other companies do not. This is called our Loyalty Plan.

- MSDS acts as your Dental Healthcare representative if any infection control issues arise from a Board of Dentistry complaint.
- MSDS offers unlimited email support for any questions about infection control.
- Fees are never raised if you continue to use MSDS for this lecture and do not expire.

Our training at MSDS is always live with our Regulatory Compliance Specialist, Linda Cannon, who is available to answer your questions.

We thank you for your continued loyalty and confidence in MSDS.

Here are, but a few, of the comments from Our Last Webinar we did for Mandatory Annual Training in Infection Control for All Va. Dental Assistants - DAI & DAII

- Angela: Thank You! This was great! Looking forward to next time!
- Leslie: Very Informative
- Wendy: Thank you, Linda!
- Olivia: Woohoo!!