

NEVADA STATE BOARD of DENTAL EXAMINERS



Board Teleconference Meeting

**Tuesday, July 14, 2020
6:00 p.m.**

PUBLIC COMMENT

Frank DiMaggio

From: Rigoberto Morales on behalf of Board of Dental Examiners
Sent: Thursday, May 21, 2020 8:14 AM
To: Frank DiMaggio
Cc: Candice Stratton
Subject: FW: Manikin WREB Licensure Plea

From: Ryan Hunter [mailto:████████████████████]
Sent: Wednesday, May 20, 2020 6:32 PM
To: Board of Dental Examiners
Subject: Manikin WREB Licensure Plea

Hello,

I am a recent Dental School graduate from Creighton University and I have just been informed that WREBS will not be able to hold a live patient board exam until September or even later depending on circumstances. I have a family of 4 and we have already signed a lease for a home in Las Vegas. From the information I have received it sounds like Nevada will not accept a manikin board in place of a live patient board exam or even provide a temporary license while we are forced to wait to take the exam. I have heard of a lot of states allowing temporary licenses and a manikin board exam as a path for licensure. I am asking that you reconsider the decision to not allow a manikin board exam or atleast provide a way to obtain a temporary license. Not being able to work as a dentist from March - October would not only be devastating financially but also the skills I have learned would be very rusty. I know there are many students in this same predicament so please try and put yourselves in our shoes and do anything in your power to help us. Thank you

Ryan Hunter

Frank DiMaggio

From: sarah [REDACTED]
Sent: Tuesday, July 14, 2020 9:34 AM
To: Board of Dental Examiners
Cc: Frank DiMaggio; 'Jim Seyfried'
Subject: CDCA (ADEX) Nonpatient Restorative Exam

Hello Nevada Board of Dentistry,

As of 7/14/2020, 34 states have accepted the non-patient restorative exam, according to the

ADEX Acceptance Maps --From <<https://www.cdcaexams.org/adex-acceptance-map/>>

...This does not include states like Oregon that accept any clinical exams, or states without a current active board of dentistry. Most of these state are also waiving the perio/scaling this year due to the pandemic.

I was planning to move to Nevada and start working with Dr Seyfried, in Minden, Nevada, upon graduation from University of Minnesota School of Dentistry. When Covid-19 cancelled the live patient examination, shut down our school clinics, and stopped patient screenings, my options were very limited. Out of 126 students, approximately 20 signed up to take the live patient exam, after shuffling around patients that were screened by all the other students prior to clinic shut down. Out of that 20, I know some said patients did not show up due to fear from covid-19 and all the riots that were occurring in Minneapolis/St Paul the week we were scheduled to take the licensing exams.

I was trying to get this email out to the board for the meeting tonight and realized this morning it was sitting in my outbox...

Thank You,
Sarah Herrmann, DDS

Frank DiMaggio

From: Lori McDonald <lmcdonald@tmcc.edu>
Sent: Sunday, May 3, 2020 9:00 AM
To: Frank DiMaggio
Cc: governor@govmail.state.nv.us
Subject: TMCC Class of 2020 Dental Hygiene Clinical Board Waiver Request
Attachments: Letter to NSBDE and Governor Sisolak.pdf

Good Morning Mr. DiMaggio and Governor Sisolak,

I hope this email finds you well. I am Lori McDonald, Director of Dental Hygiene for Truckee Meadows Community College (TMCC). I am reaching out to you proposing a waiver for the clinical boards for the TMCC Class of 2020 Dental Hygiene Graduates and the possibility of another option that does not utilize live patients for the exam. The letter attached explains in greater detail our request. I am available if you have any questions or need more clarification. The faculty and myself appreciate your consideration of this request.

Regards,
Lori McDonald

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Lori McDonald, RDH, MA
Truckee Meadows Community College
Director, Dental Hygiene
7000 Dandini Blvd. RDMT 417 H
Reno, NV 89512
(775) 674-7554

"Be the Reason Someone Smiles Today" Unknown Author

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Re: FW: Follow up informational document of states suspending clinical licensing exams for oral health programs

Lori McDonald <lmcdonald@tmcc.edu>

Sent: Wed 5/13/2020 7:41 AM

To: Frank DiMaggio

Good Morning Mr. DiMaggio,

The other option is the Western Regional Examination Board (WREB) Computerized Exam, otherwise known as the WREB OSCE. OSCE stands for Objective Structured Clinical Exam, This is something WREB has been working on for quite a while because the past several years there have been conversations, nationally regarding the Clinical Live Patient Exam going toward a computerized exam to be able to show the level of competency and safe practice by the graduates for licensing in each state. Those of us who have been in dental hygiene education for years have seen how things have changed with students finding the "Perfect Patient" who meets the WREB qualifications and also is in good enough health to safely withstand the exam. Also, as mentioned in my letter to obtain a license as a DDS or hygienist, we are the only profession that still requires a live patient clinical exam. All other professions give each educational program the responsibility of being the experts and ensuring the students are competent in their skills before graduation..

The request for the optional computerized exam for the "DH Class of 2020" will show the graduate being competent in multiple areas of dental care. The categories the exam covers are:

- Medical History
- Risk Assessment
- Extraoral and Intraoral Examination
- Periodontal Assessment
- Dental Hygiene Treatment and Care Plan
- Instrumentation

The current clinical WREB exam focuses more on the clinical skill level of the candidate with their live patient being anesthetized and treatment being completed on a portion of their mouth. There is also travel involved for the graduate to get their patient to the WREB testing site and for our students this is either in Las Vegas or other surrounding states.

We are approved by the Commission on Dental Accreditation (CODA) to ensure we are keeping compliant with the ratio of faculty to student observation during clinics and labs and that our curriculum gives the students enough hours in clinic/labs to be competent and safe when treating patients. CODA requires each program the minimum number of clinical hours and our curriculum gives the students an additional 200 hours in clinic and labs during their two years in the program. This is why our graduates have such high passing rates on their WREB Clinical Board exam.

Here is the program link showing our pass rates.
<https://www.tmcc.edu/dental-hygiene/outcome-data>

As the director of the program I knew we needed to get our students back into the clinical setting on our campus to allow them the opportunity to finish up their clinical and lab requirements and competencies. Even though we are up and over the minimum hours of CODA requirements we wanted to give the students the opportunity to come back and finish their semester. We were approved by our higher administration and are returning for 6 weeks starting May 20th through June 26th.

By getting the students back in the clinic and labs for the extended six weeks we will be able to see what the patients thoughts are and their willingness to come back into the clinic for treatment. There are several reasons for the request to waive the WREB clinical Live patient exam and ask for the other option of the OSCE.

- Safer for the patient and graduate as the WREB requires the patient to have an extensive amount of tartar under the gums for the candidate to scale and a certain number and depth of pockets for the candidate to clean and irrigate. As of right now the equipment required to effectively clean and irrigate below the gumline cannot be utilized due to the aerosols it produces. When each state decides to lift these mandates for utilization of aerosol producing dental equipment then there also is going to need to be High Evacuation Systems in place on the dental unit where the candidate is treating the patient for all to be safe. I am currently looking at this equipment to be implemented into our Clinic this summer. Our "New" Norm.....
- Would give the graduates the option to still take the clinical WREB, if they found a patient that meets the requirements and chose this option or if they are unable to find a patient for the exam then they could take the OSCE. This would reduce their stress when coming back through June to be able to work on their skills needed and not be stressed over trying to find the "Perfect Patient".
- Tests on many more categories which encompass the dental hygiene profession.
- Both Las Vegas and Reno have testing centers where the graduates can take the WREB OSCE exam, if approved.

This request is only for the Class of 2020 Dental Hygiene graduates. I would be happy to talk with you on the phone or virtually if you need more questions answered. I have also attached the WREB OSCE Manual that was just sent to each director for you to look at. Pages 5,6,7 show the categories of the exam.

Thank you for your time and consideration,
Lori

On Tue, May 12, 2020 at 6:13 PM Frank DiMaggio <fdimaggio@nsbde.nv.gov> wrote:

Ms. McDonald: As a follow-up to your email below, please advise me of what other options you are considering for exams that do not utilize live patients.

Sincerely,

Frank DiMaggio


Executive Director

Nevada State Board of Dental Examiners

6010 S Rainbow Blvd., Suite A-1

Las Vegas, NV 89118

Office Number (702) 486-7044


Fax (702) 486-7046

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From: Frank DiMaggio

Sent: Tuesday, May 12, 2020 9:26 AM

To: 'Lori McDonald'

Cc: 'governor@govmail.state.nv.us'; Candice Stratton

Subject: RE: Follow up informational document of states suspending clinical licensing exams for oral health programs

Dear Ms. McDonald:

Thank you for your email. Your request that the Board grant a waiver for the clinical boards for the TMCC Class of 2020 Dental Hygiene Graduates and your inquiry as to the possibility of another option that does not utilize live patients for the exam would need to go before the Board. At this time, the Board lacks a quorum to proceed. After a quorum has been established, your requests can be placed on the Board's agenda.

Sincerely,

Frank DiMaggio

Executive Director

Nevada State Board of Dental Examiners

6010 S Rainbow Blvd., Suite A-1

Las Vegas, NV 89118

Office Number (702) 486-7044

Fax (702) 486-7046

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From: Lori McDonald [<mailto:lmcdonald@tmcc.edu>]

Sent: Monday, May 11, 2020 5:00 PM

To: Frank DiMaggio; governor@govmail.state.nv.us

Subject: Follow up informational document of states suspending clinical licensing exams for oral health programs

Good Afternoon Mr. DiMaggio and Governor Sisolak,

I hope this email finds you well. I am Lori McDonald, Director of Dental Hygiene for Truckee Meadows Community College (TMCC). I emailed you on May 3rd with a letter requesting a waiver for the clinical boards for the TMCC Class of 2020 Dental Hygiene Graduates and the possibility of another option that does not utilize live patients for the exam. I wanted to share with you a document I just received from the American Dental Education Association (ADEA), listing the states that have suspended or authorized a state board agency to suspend aspects of testing or clinical requirements for recent graduates of oral health programs. I also reattached the previous letter I emailed on May 3rd. Please let me know if you have any questions. Looking forward to the next NSBDE meeting.

Regards,

Lori McDonald

Lori McDonald, RDH, MA

Truckee Meadows Community College

*Director, Dental Hygiene
7000 Dandini Blvd. RDMT 417 H
Reno, NV 89512
(775) 674-7554*

"Be the Reason Someone Smiles Today" Unknown Author

Frank DiMaggio

From: Lori McDonald <lmcdonald@tmcc.edu>
Sent: Wednesday, July 1, 2020 1:04 PM
To: Frank DiMaggio; governor@govmail.state.nv.us
Subject: TMCC DH Program Letters for Licensing Options/Support for "Class of 2020"
Attachments: TMCC DH Program Letters of Support to NSBDE and Gov. Sisolak.zip

Mr. DiMaggio and Governor Sisolak,
Hoping this email finds you both well.

I emailed you on May 11th, 2020 with a letter from myself and the full-time faculty asking for licensing options for our soon to be graduating class of 2020. Since then, the students have completed an extended session, giving them the opportunity to complete their clinical requirements.

I have attached a zip file with an updated letter to reflect this; in addition to other options for the "Class of 2020" dental hygiene licensing requirements.. I have also included some letters of support from our DH Advisory Board members and a couple letters from our soon to be graduates.
Please let me know if you have any questions,

Regards,
Lori McDonald

Lori McDonald, RDH, MA
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June 15, 2020

Mr. Frank DiMaggio
Executive Director
Nevada State Board of Dental Examiners
6010 S. Rainbow Blvd., Ste. A-1
Las Vegas, NV 89118

Stacey Jacobs, RDH BS
Chairperson
TMCC Dental Hygiene Advisory Board

RE: Truckee Meadows Community College (TMCC) Dental Hygiene Graduating Class of 2020 in the current COVID-19 Pandemic.

These are unprecedented times. As you know, there's several challenges facing the graduating class of 2020 in regards to taking a clinical board exam and being able to move forward with the careers they've worked hard to achieve. As an accredited program, TMCC has an obligation and responsibility to ensure it's graduates are competent. For this reason, I'm writing in support of the TMCC Dental Hygiene faculty for their guidance as they ensure their students have completed their training and are able to move forward in their chosen careers. The students have all completed the required procedures and hours required by the Commission on Dental Accreditation (CODA) and have closely been evaluated by all faculty members. We should look to them for their expert knowledge and opinions to help the students move forward in our current worldwide pandemic.

We need the very qualified TMCC Dental Hygiene Program faculty to guide us and determine the best way for the graduating class of 2020 to complete their education and achieve licensure outside of the traditional clinical board exam.

Thank you,

Stacey Jacobs RDH BS
TMCC Dental Hygiene Advisory Board Chairperson


June 10, 2020

Mr. Frank DiMaggio, Executive Director
Nevada State Board of Dental Examiners
6010 South Rainbow Blvd., Suite A-1
Las Vegas, Nevada 89118

Dear Mr. DiMaggio,

I am a member of the Advisory Committee for the Truckee Meadows Community College (TMCC) and have been on the committee since 1998, when the committee was first formed. The school accepted its first class in 2000, so I have been involved in its formation and have worked alongside many of its graduates over the last 20 years.

This correspondence is in support of the request for consideration by Lori McDonald, RDH and her faculty to allow changes to the Class of 2020, state licensing requirements.

Basically, the request would allow the Class of 2020 to obtain a license to practice upon completing their program clinical requirements, passing their National Board Dental Hygiene Examination (NBDHE) and graduating from the program. Another option would be to grant the class a Provisional License for a certain amount of time to have the chance to start working and have an office to screen patients for the WREB or ADEX Live Patient Clinical Exam. The third option would be to require the graduates to take the WREB or ADEX Objective Simulated Computerized Exam (OSCE) which is very similar in content in the NBDHE which the majority of the students have already passed or are scheduled to take in the next month.

This decision would allow the dental hygiene program to determine competency of their graduates and benefit the general public in the continuation of providing well educated dental hygienists.

Thank you for the consideration.

Margaret K. Pinson, RDH
Nevada Dental Hygiene License #760

June 22, 2020
Mr. Frank DiMaggio
Executive Director
Nevada State Board of Dental Examiners
6010 S. Rainbow Blvd., Ste. A-1 Las Vegas, NV 89118

My name is Gemma Ramirez. I am a senior dental hygiene student at Truckee Meadows Community College. As a student ready to graduate and become a registered dental hygienist, this uncertain time as we respond to the COVID-19 pandemic has been distressing. The uncertainty of our future has caused challenges that we have to overcome as family and community members, but most stressful enough as students. I have been directly affected by COVID-19 as all eight of my household members have been tested positive for the virus and have been in quarantine for the past 3 weeks of June. As the semester comes to the end, I have not had the opportunity to return to clinic. Due to this reason, I have not had the chance to find a board patient for the Western Regional Examination Board (WREB). This will impact me significantly as the semester will come to an end on June 24th and I will no longer have a facility to screen patients to continue to find a qualifying patient.

Moreover, I have personally and directly witnessed how COVID-19 can affect an individual and/or a whole family physically, emotionally, and financially. The safety of the student, patient, and examiner is a big concern as we go through this pandemic.

I respectfully ask the Board to consider alternative options and flexibility beyond the live-patient clinical exam administered by the Western Regional Examination Board for licensure due to closings, shelter in place, and restrictions caused by COVID-19.

The TMCC Dental Hygiene Program faculty members and students respectfully ask the Board to consider:

1. Elimination of clinical board exam licensure requirement for 2020 graduates, if given this flexibility by the governor. The American Dental Education Association and the American Dental Hygienists' Association support the elimination of live board patients.
2. Allowing substitution of the clinical board exam with the Computer Simulated Clinical Examination (CSCE) OSCE developed by the Commission on Dental Competency Assessments (CDCA). "The exam is designed to assess various levels of diagnosis and treatment planning knowledge, skills, and abilities. Clinically-based questions are utilized through computer-enhanced photographs, radiographs, optical images of study and working models, laboratory data, and other clinical digitized reproductions."
3. Some states are exploring a provisional license, but this option presents the most problems for us students if we will still be required to take a live patient clinical board exam as a licensure requirement. If we are expected to take clinical boards within a certain amount of time, we will still need to prepare for the clinical board exam and secure a qualifying patient without having access to a facility to screen.

I thank the Nevada State Board of Dentistry for their continued efforts to maintain the safety of all Nevadans. I appreciate your time and look forward to hearing back from you.

June 30, 2020

Mr. Frank DiMaggio
Executive Director
Nevada State Board of Dental Examiners
6010 S. Rainbow Blvd., Ste. A-1
Las Vegas, NV 89118

This is an unprecedented and uncertain time for our country as we respond to the COVID-19 pandemic. As schools have closed and moved didactic instruction to an online format, dental hygiene programs face unique challenges to graduation and licensure. On behalf of Truckee Meadows Community College, we are asking the Nevada State Board of Dental Examiners for consideration and guidance for our students.

The Commission on Dental Accreditation (CODA) has recently recognized that each educational program has an obligation and responsibility to ensure that its graduates of the Class of 2020 are competent and has issued temporary flexibility guidelines to ensure that the Class of 2020 are eligible for graduation from a CODA accredited program. Each of the Dental Hygiene Programs will be required to submit to CODA a plan for how we will ensure that our students are clinically competent and meet all graduation requirements in spite of this interruption in their education.

Oregon, Oklahoma, Louisiana, Arizona and Michigan have recently waived clinical boards or offered provisional licenses for 2020 dental and dental hygiene graduates in response to the pandemic. To date, the 2020 class of senior dental hygiene students at Truckee Meadows Community College (TMCC) have completed an excess of the required procedures and hours as required by CODA and evaluated by faculty members. This includes a significant number of patient case types; child, adolescent, adult, geriatric, special needs, advanced clinical cases, and patients with advanced periodontal disease to demonstrate competency. We respectfully ask the Board to consider alternative options and flexibility beyond the live-patient clinical exam administered by the Western Regional Examination Board (WREB) for licensure due to closings, shelter in place and restrictions caused by COVID-19. As you are aware, dental and dental hygiene students are the only healthcare workforce who require graduates to work on a live patient to obtain a license to practice.

The TMCC Dental Hygiene Program faculty members respectfully ask the Board to consider the following alternative options:

1. Elimination of clinical board exam licensure requirement for 2020 graduates, if given this flexibility by the governor and or NSBDE. The American Dental Education Association and the American Dental Hygienists' Association support the elimination of live board patients. This allows CODA accredited dental hygiene programs to determine competency of their graduates, something they are being held accountable to do by CODA for each and every aspect of clinical competency. The majority of the Class of 2020 DH graduates have taken and passed their six hour written National Board Dental Hygiene Exam (NBDHE) and the others are scheduled in the next month. This exam is a comprehensive examination of all of their gained knowledge in the two-year program which is similar to the CDCA OSCE and the WREB OSCE. "The exam is designed to assess various levels of diagnosis and treatment planning knowledge, skills, and

abilities". Clinically-based questions are utilized through computer-enhanced photographs, radiographs, optical images of study and working models, laboratory data, and other clinical digitized reproductions".

2. Another option could be a provisional license where the students are allowed to begin working now and then 6-12 months later take a clinical examination. This would allow them to begin working and not have to wait for an unreasonable amount of time for a clinical board examination to be available since we are still very uncertain of what the future holds. This would also give the graduates time to find an appropriate clinical board patient as they could start working in dental offices and be able to utilize the office as a place to screen potential patients for the board exam. The students will not be able to utilize the TMCC Dental Clinic to screen for a board patient after June 26th, 2020. At this point the students have completed their last semester clinical requirements and have graduated from the TMCC DH program and are no longer covered under the College insurance liability.

3. Allowing substitution of the clinical board exam with the Computer Simulated Clinical Examination (CSCE) OSCE developed by the Commission on Dental Competency Assessments (CDCA). "The exam is designed to assess various levels of diagnosis and treatment planning knowledge, skills, and abilities. Clinically-based questions are utilized through computer-enhanced photographs, radiographs, optical images of study and working models, laboratory data, and other clinical digitized reproductions." States currently administering the ADEX dental hygiene exam include: Utah, Ohio, Illinois, Virginia, and many more. Currently the ADEX OSCE is administered in conjunction with a clinical portion to achieve "ADEX Status", but it can be taken separately. We request the board consider accepting the results of this exam to meet the clinical exam licensure requirement. The ADEX OSCE could be considered the dental hygiene equivalent to the DLOSCE that is being released in June of 2020 by the Joint Commission on National Dental Examinations for dental students. The Western Regional Examination Board (WREB) will also have a computer simulated clinical examination available for dental hygiene testing in June 2020.

We thank the Nevada State Board of Dentistry for their continued efforts to improve oral health care as well as maintain the safety of all Nevadans. We respectfully request your guidance as we move forward. If you have further questions, we can be reached at the contact information listed on the next page.

Regards,

Lori McDonald, RDH MA
Director of Dental Hygiene
7000 Dandini Blvd.
Reno, NV 89512
(775) 674-7554

Patti Sanford, RDH, MA
2nd Year Clinic Coordinator/Professor

Julie Stage-Rosenberg, RDH, MPH
Professor

Kerry Kuster, RDH, MS (Tenure Track Instructor)

cc Governor Sisolak

June 05, 2020

Mr. Frank DiMaggio Executive Director
Nevada State Board of Dental Examiners
6010 S. Rainbow Blvd., Ste. A-1 Las
Vegas, NV 89118

I was a month away from graduating and becoming a licensed hygienist until Covid-19 delayed the process. We are hopeful that this will allow the class of 2020 to graduate on track. By eliminating the clinical portion, we will avoid the conundrum of finding the perfect "board" patient that meets specific board requirements. This patient would also need to be willing to travel out of state to receive an incomplete dental treatment (in which only 1/4 of the mouth will be completed) during the unprecedented time of this pandemic.

My dental hygiene program at Truckee Meadows Community College in Reno, Nevada consists of 14 students. Before the pandemic started 50% of our students were able to find board patients. It took us two months of a two-hour skills lab to find these patients. After the pandemic, 30% of the students still have their board patients. I personally have lost my patient due to his immunocompromising condition. He has expressed to me his concern of traveling and the safety of his well-being. He is no longer interested in the service and from an ethics standpoint I completely understand. I'm sure other patients with systemic conditions will have the same fear and students will encounter the same ethical dilemma. We are going back to school for only 4 weeks and considering it took some of us 8 weeks to locate our board patient, the daunting task of finding a board patient will be very difficult for the class of 2020.

At TMCC the hygiene students of the class of 2020 have had plenty of practice to develop our clinician skills. We've spent over 16 hours a week in our clinic perfecting our skills. Regardless of what happens with the live patient clinical exam, we would still be required to take our national written exam. We currently have plans to extend our semester of clinic to finish our clinical requirements. There are many other health care professions who do not need to take a live clinical board to practice in their field. For instance, nurses take a NCLEX exam, also known as the National Council Licensure Examination. It is a standardized test that every state regulatory board uses to determine if a candidate is ready to become licensed as an entry-level nurse. The dental hygiene board was already in the midst of potentially eliminating the clinical exam in the upcoming years. Covid-19 has taken many of our freedoms away, I believe we were handed a situation in which we are given special circumstances to have the class of 2020 as a trial year if needed. In the end, we will be graduating from an accredited school, as well as have the skills that we have been perfecting for the last two years. I believe there is no need for a clinical examination to determine whether we become a licensed professional in Nevada.

Thanks to everyone who will voice their opinion on our behalf and stay safe.

Regards,

Christine Jacinto 2nd Year Dental Hygiene student

cc Governor Sisolak

To the Nevada State Board of Dental Examiners and the Governor of Nevada, Steve Sisolak

RE: CSN Dental Hygiene Program Opinion with Waiving Clinical Boards for the DH Class of 2020

The Class of 2020 Dental Hygiene students face an interruption of education due to an unprecedented pandemic across the country. The educational institutions in Nevada handled the interruption of education immediately. Resources and communication were provided to students and faculty to handle the necessary changes to continue student education. The problems encountered for completion of some courses for health programs and those specific to dental hygiene are clinical skill acquisition and patient care delivery that can only occur in a clinical setting.

The Commission on Dental Accreditation (CODA) set forth some “flexibility” to program requirements but that each institution has an obligation and responsibility to ensure that its students are competent upon graduation.

It is the opinion of the College of Southern Nevada Dental Hygiene Program that a rush to a resolution to eliminate clinical boards for licensure for the Class of 2020 would not be in the best interest in the practice of dentistry in Nevada and to those practitioners the state has previously licensed.

CSN and TMCC offer a competency-based education. Having an outside agency evaluate clinical skills and delivery of patient care that is impartial, though not perfect, validates the education received by the students across the United States with the exception of Alabama. Clinical boards provide validation for licensees seeking licensure in Nevada or other states.

Alternative methods have come forward for the Class of 2020. There is a stance to waive the clinical board completely, substitute the clinical board exam with a Computer Simulated Clinical Examination (CSCE), the ADEX OSCE, and the WREB will release its computer simulated clinical exam in June. The exams are designed to assess various levels of assessment, diagnosis, treatment planning, clinical skills and abilities. It is the last two that are in question to evaluate effectively individual clinical skills and abilities in the interest of the public.

Affording a “one-time special license” in response to the COVID 19 worldwide pandemic would not change the current statute. The Board could issue this “Special License” under which graduates be licensed and then within a short timeframe to complete a clinical board.

Nevada, Battle Born, should remain true to the laws that govern the people for their safety in the state. We hope that the board will consider the student’s position and work with them to attain this “one-time special license” without compromising public safety.

The College of Southern Nevada Dental Hygiene Program appreciates the efforts that the Nevada State Board of Dentistry is making during this time of crisis. As health care practitioners, our patients are our ultimate concern. We hope that you strongly weigh the public safety of Nevadans and the statutes rather than rush to judgement regarding licensure.

Respectfully submitted,

Missy Abel RDH, M.Ed
CSN Dental Hygiene Programs Director
Missy.abel@csn.edu

Cara Lutes-Kirby RDH, MPH
Community Outreach Coordinator
cara.lutes-kirby@csn.edu

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Gary Widdison DDS
Supervising Dentist
Gary.widdison@csn.edu

Nevada State Board of Dental Examiners
6010 S. Rainbow Blvd., Ste. A-1
Las Vegas, NV 89118

added 7/13/2020

July 13, 2020

RE: Dental Hygiene Class of 2020
College of Southern Nevada

Dear Board Members,

My name is Missy Abel, and I am the program director for the Dental Hygiene Program at the College of Southern Nevada. I am writing today on behalf of the faculty for the future licensure of the Class of 2020. I had submitted a letter in May when COVID-19 was presenting challenges for the education of our students.

This is a follow-up letter to address the changes that have occurred with the dental hygiene students at CSN since May. The students have been in clinic for two weeks and have four weeks left to complete their clinical requirements. They should finish the week of August 7, 2020.

I have been in contact with Robin Yeager, the Director for Dental Hygiene Operations at the Western Regional Examination Board (WREB), and had let her know our concerns; the students paid exam fees for WREB and CSN's ability to comply with state recommendations concerning COVID-19. She asked me to wait two weeks and we could revisit the exam since things are always changing. The decision was made today for CSN to not host the WREB Clinical Board on September 9-11, 2020 due to the governor postponing Phase III opening earlier this month and the current rise in COVID-19 cases. The college has put most classes on remote access for fall to limit the spread of the virus amongst the students. The students have paid for the Board and need to have a decision to protect their fees before the end of the month. I have just sent Robin an email letting her know the decision.

UNLV is hosting the WREB Dental Board in October and has suggested to Robin that the WREB Dental Hygiene exam be held during the same period at their site. I believe it has been held at UNLV in the past. I will let the Board know her response as soon as I receive it.

The statute NRS 631.300 1. (b) (1) licensure by clinical examination the students would be compliant with statute. Until that would occur, we would defer to the first letter submitted that, affording a "one-time special license" in response to the COVID-19 worldwide pandemic would not change the current statute. The Board could issue this "Special License" under which graduates be licensed and then within a timeframe to be determined, applicants must pass an accepted clinical board, or they would lose their "one-time special license".

The faculty support maintaining the clinical board over the alternative options of a Computer Simulated Clinical Examination (CSCE) or the ADEX OSCE at this time. If the statute is to be changed, it should go through the proper legislative channels in the future.

Respectfully submitted,

Missy Abel RDH, M.Ed
CSN Dental Hygiene Programs Director
Missy.abel@csn.edu

Cara Lutes-Kirby RDH, MPH
Community Outreach Coordinator
cara.lutes-kirby@csn.edu

Elizabeth Diaz RDH, MA
First Year Clinic Coordinator
Elizabeth.Diaz@csn.edu

Anne Neumann RDH, BSDH
Second Year Clinical Coordinator
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Stephanie Clester RDH, MA
Radiology Coordinator
Stephanie.clester@csn.edu

Gary Widdison DDS
Supervising Dentist
Gary.widdison@csn.edu

From: [Maggie Rodriguez](#)
To: [Board of Dental Examiners](#)
Subject: Nevada State Board of Dental Examiners –Board Teleconference Meeting – Tuesday, July 14, 2020
Date: Thursday, July 9, 2020 9:41:30 PM

Good afternoon all,

My name is Dr. Maggie Rodriguez and I'd like to offer public comment in reference to agenda item #5 addressing "Temporary approval and acceptance of the alternatives to the current Western Regional Examining Board's (WREB) exam for dental licensure, including WREB Dental Licensing Examination COVID-19 Options for 2020, if completed during the period of May 1, 2020 through December 31, 2020 – NRS 631.240."

I want to first express my gratitude and appreciation to the board for allowing me the opportunity to comment on this matter. I'm a 2020 graduate of the University of Utah School of Dentistry and a proud Nevada native. Our original WREB exam was scheduled in April, which was then rescheduled to June and the alternative manikin form of the exam was administered. I am commenting in support of the temporary acceptance of this alternative. While I realize that UNLV was fortunate to have held their licensing exams prior to shutdowns, there are so many of us who were not given the opportunity for live patient exams due to the high risk to patients, students, examiners, and auxiliary staff. Practicing dentistry in my home state is a dream come true, and I hope the board will vote in favor of both WREB and ADEX alternatives.

Thank you for your time,

Maggie Rodriguez, DDS
University of Utah School of Dentistry Class of 2020

--

Maggie Rodriguez, DDS

A black rectangular redaction box covering the signature area.

Letters of Support
• Dr. Georgene Chase

From: [Rigoberto Morales](#)
To: [Angelica L. Bejar](#)
Subject: FW: Re. Dr. Chase /Phyllis Ringstad
Date: Thursday, July 9, 2020 1:02:09 PM

From: Rigoberto Morales **On Behalf Of** Board of Dental Examiners
Sent: Monday, June 22, 2020 9:06 AM
To: Phil W. Su
Cc: Rigoberto Morales
Subject: FW: Re. Dr. Chase /Phyllis Ringstad

From: lars reuterdaahl [<mailto:skispray@gmail.com>]
Sent: Friday, June 19, 2020 4:30 PM
To: CRZeh@aol.com
Cc: Board of Dental Examiners
Subject: Re. Dr. Chase /Phyllis Ringstad

Dental Technology Group

22165 E. Lake Loop

Land O Lakes, Fl 34639

June 19, 2020

To whom it may concern:

I am a lab technician, specializing in dentures, over dentures and partials; prosthetics that can be fixed to any kind of attachment in the mouth. I have had copious training and 40 plus years of experience in prosthetics for varying levels of edentulism.

Dr. Chase and I met at a course for utilizing a special articulator made to exactly replicate the individual's jaw function. Since then, I have made prosthetics for many of Dr. Chase's more challenging cases. When she took on the work of orally disabled patients in a not for profit setting, she called upon me for help more frequently.

On one such occasion, when she needed help with three patients, she asked if I would make a trip to Reno for four or five days. We began by shipping preliminary model work and custom trays back and forth, then I flew from Tampa Bay to help with the customizing.

One of the three patients was Phyllis Ringstad. Dr. Chase had made and supplied several previous prosthetic sets; however, Ms. Ringstad was still dissatisfied. We delivered an unusual upper denture with very short vestibular depths. Very minor adjusting was needed and Ms. Ringstad was pleased with the results. Having returned home, I contacted SmileRestore one month later, regarding Ms Ringstad and they reported her as being completely satisfied. Therefore I can see no reason why Dr. Chase would even be questioned over this particular

case.

Sincerely
Lars Rheuterdaahl

From: [Jan Baker](#)
To: [Board of Dental Examiners](#)
Subject: Georgene B Chase DDS
Date: Friday, April 24, 2020 2:35:43 PM

I have known Dr. Chase since she was 5 years old. We grew up across the street from each other. I knew her brother and sisters, her mom and dad. I tried to teach her how to drive when she was 13 years old. She has always been kind, caring and motivated.

Georgene is very loving and giving, sometimes to her detriment. She has always wanted to take care of people, even when they have hurt her. When I went through a plate glass window and cut my arms up, Georgene came over to help me. I was 17 and she was 12 but I never had a better friend.

All she has ever wanted to be is a dentist and not just a regular, run of the mill dentist but a top notch dentist. She has brought leading technology to Reno while other dentists were just starting to look at implants. She could go anywhere and be a dentist but she wants to be in her home town. She has family here. She has friends here.

Georgene is not perfect and has never claimed to be perfect. She just wants to be a dentist. She hires people to take care of the office. She will bring in a "friend" to be a manager. She brought a friend up from Las Vegas to be the office manager. This woman turned out to be the proverbial rotten apple. Georgene lost several really good employees because of this woman. One of the people Georgene hired was one of my ex-employees. This woman would not have been rehired in our office because she was self-absorbed and manipulative. Unfortunately, her references were not checked before she was hired. She did major damage to Georgene's office before her true nature was discovered. Georgene doesn't want to worry about what the office is doing. She hires someone who she thinks will run the office for her and cross all the T's and dot all the I's but she hasn't been able to find anyone who will take on that job and do it well. Most people do a job with the "what's in it for me" attitude. Unfortunately, those people have led to a lot of misery for Georgene. She has been raked over the coals for seven long years even though her dental skills have continued to bring in loyal patients.

I don't want anyone else to work on my teeth. Georgene's skills have always been in the forefront. I have seen the work she has done on several other people. Patients I've spoken with love Georgene and love the work she has done for them. I have never encountered anyone who had anything bad to say. I have been extremely happy with the work she has done for me. My family goes to her and my accounting person goes to her. We are just waiting for this situation to get settled so that we can once again have our chosen dentist check our teeth.

Georgene should be allowed to be a dentist. She is an excellent dentist. She should not continue to be punished for hiring the wrong people - people who did not have her best interests at heart.

If I can provide any other information, please contact me.

--

Jan Baker
Systems Design, Inc.


March 10, 2020

Angie Daniel (Former Clinical Director of SmileRestore)
5365 Mae Anne Avenue
Reno NV 89523

Nevada Dental Board
Re: Reinstatement of License for Dr. Georgene Chase

To Whom It May Concern:

My name is Angie Daniel. I had worked as clinical director for SmileRestore from June 24, 2014 until September 2017. I had left in 2017 due to the change in new SmileRestore President appointed, from our wonderful Ms Daphne Chan to Sally Nash. Shortly after A new office manager with no dental experience was hired, Ms Nicole Blankenship and Ms Tauni as supervisor, also with no dental experience.

This office had been operating successfully for 3 years, taking care of several patients with mild to severe dental needs. Our office staff worked with other non-profit agencies and had consistently been in communication with their admin. department. We were able to take care of their referring clients immediately. When Ms Nicole Blankenship was hired I was under the impression she had a dental background. As the week progressed I saw nothing but incompetent behavior. She had no past experience working in a high volume patient setting. She did not know how to bill insurance, schedule patient appointments or do any patient follow up care entry for their appointments. I had asked her to view and study the online dental program to become familiar in order to start working immediately. Shortly after, she disregarded what I said and left the office, not returning until 2 hours later with Ms Tauni, whom was hired to supervise the administration of the office.

They both had left the front desk unattended for two hours without any administrator to check out the patients and schedule their follow up appointments. I witnessed Ms Blankenship being very argumentative with patients on several occasions and not performing a proper walkout. (* Collecting payments or scheduling appointments as needed.) She would allow patients to walkout the door without acknowledgment of any sort. After 30 years of experience working in the dental office environment, you pretty much know who will be a good fit for an office. Ms Blankenship was not a good fit for this office I felt right from the start. Her argumentative personality, lack of knowledge in dentistry and lack of compassion for our patients in my opinion made her unsuitable for SmileRestore.

I had left on vacation for 3 weeks only to return to a list of patient complaints concerning Ms Blankenship's behavior, negligence and mistrust the patients had toward her. I tried to address this to Ms Sally Nash (President of SmileRestore) who I am sorry to say never administered a dental office and had no concept of what it took to run a dental clinic. I also sent e-mail to Dr. Georgene Chase who was Dental Director at the time. I e-mailed a letter with my concerns after I decided to leave due to the new administration hired to run the office. I realized months later in a conversation I had with Dr Chase claiming she had never seen the e-mail I sent to the Office, addressed to her.

In August 2018, as re-appointed Dental Director, Dr Chase asked me to help re-open the SmileRestore office and help clean up accounts. Upon returning to SmileRestore in August 2018, I found patient's chart notes on the counter and not inside the charts. I found patient notes in the wrong charts. Patient charts had been taken apart, piled all over the office and not filed away. I had never seen an office with

charts lying all over the counters. No notes as to why the charts were piled and not filed away alphabetically. Worst mess in a dental office I had ever seen. Insurance billing was backed up 6 months with several outstanding claims up to a year old. Worst administrative work or record keeping I had seen in a dental office. I viewed many patient accounts charged with the wrong fees and codes. Ms Blankenship was running the non-profit clinic as a private practice. The prices she tried to charge were above UCR fees. Wrong codes and wrong fees were entered into the patients' accounts. The accounts receivable was so high, I had to address it to the board of SmileRestore and met with Dr Chase, who was the Dental Director of SmileRestore. Dr. Chase informed me she tried to address this with Ms Sally Nash but instead was fired. Claims against her forging Ms Rosa Lopez signature on a document had been filed with the Nevada Dental Board.

In the year 2015, Ms Rosa Lopez was a volunteer at SmileRestore, trained by me to do sterilization and clinical assisting. She was an outstanding volunteer. Shortly after 8 months, the dental director Dr Chase hired Ms Lopez to work at the clinic full time. Her name came up during a conversation in September 2018; I was informed Rosa Lopez signed a claim stating Dr Chase had forged her signature in a patient consent form that lead to having her license temporarily suspended by the Nevada Dental Board upon review along with another claim filed by Ms Blankenship.

I had a brief conversation with Ms Rosa Lopez over the phone, prior to returning to SmileRestore. She had informed me that Nicole Blankenship found a letter left by Dr Chase in the copy machine addressed to the SmileRestore Board requesting dismissal of Ms Nicole Blankenship and staff that were not following proper protocol and following up with patient recall appointments.

Ms Lopez informed me that after Ms Blankenship found this letter on the copy machine, she took action along with all the employees listed on the letter approached Sally Nash and telling her how harsh Dr. Chase had been reprimanding them and how it was Dr Chase that should be the one removed or fired. Ms Rosa Lopez also informed me that it was Ms Blankenship that told Ms Lopez; Dr Chase had forged her signature. I told Ms Lopez this is all hear say and seemed coerce.

According to all my findings with the high volume of patient complaints against Ms Blankenship, Dr Chase had validation to request the removal of those employees not performing their work in their job description along with Ms Blankenship. In 2018, I had patients telling me after Dr Chase was dismissed from SmileRestore, Ms Blankenship encouraged patients to file complaints against Dr Chase, for not completing their treatment, when it was Ms Blankenship that did not schedule those patients to complete treatment accordingly. Ms Blankenship had shown lack of concern for patient care in my opinion not scheduling their appointments with Dr Chase or the dentist on staff, but instructed patients to file complaints with the Nevada Dental Board. Hiring two administrative supervisors with no experience was a disaster waiting to happen.

During the period Ms Blankenship was hired as office manager, patients were overcharged, forms went missing, charts went missing, Insurance billing was filed incorrectly on several patients, checks not posted correctly to patients accounts with the proper discounts, several insurance forms were billed electronically with codes but no fees resulting in insurance agents closing the claims, resulting in her charging the patient the additional cost just because she did not bill the primary insurance correctly. This all can be verified through Ms Blankenship's computer log in. Several costly mistakes were made by Ms Blankenship I don't understand how this could have gone unnoticed and I was surprised by the allegations made by Ms Blankenship against Dr Chase, when it was Ms Blankenship negligence to keeping accurate records, follow up with insurance claims that were more than 6-8 months old that

required insurance letters to be responded to (a file with an enormous amount of insurance EOB requesting additional information was found on Ms Blankenship's former desk). Insurance EOB letters were found all over the office scattered in different piles. Insurance EOB forms requesting for additional information were found inside patient's charts with the date stamped, when it was received and forgotten.

As a former employee I had witnessed several patients sign consent forms, I could not find in patients charts. Whether Ms Nicole Blankenship purposely removed them from the chart to cause havoc for Dr Chase, or just sheer negligence, I cannot confirm. I returned to SmileRestore only to find accounts upside down, wrong billing, wrong entry in patient accounts, wrong codes entered, only leads me to believe that Dr Chase had every right to request from the SmileRestore Board to have Ms Nicole Blankenship removed or fired. Charts were not kept updated, patients were over charged and no follow up appointments scheduled. The list of patient complaints was unbelievable against Ms Blankenship. This lead to patients upset with Dr Chase.

Unfortunately, I witness this again recently in 2019 when a new board president was elected for SmileRestore, Ms Janet Walford, and new executive director Ms Jennifer Hamilton, both had no dental background, which lead to the shutdown of the office once again 6 weeks after I left employment. It is unfortunate that this would happen to a wonderful non-profit like SmileRestore that treated several patients in need of dental care with limited to no funds.

The excuse: Ms Janet Walford was too busy attending to her dying ex-husband and she had no time to address urgent financial matters that were taking place at the office. The conference call meeting that took place with employees addressing the matter, was a clear signal from Ms Walford, when she hung up the phone in the middle of the discussion, informing her of all the concerns the staff had that required immediate attention. Several attempts to reach her by phone call were made in order to continue the conference call only to result in no success reaching Ms Walford. She was not answering her phone or made no attempts to call any of the staff members present in the meeting.

Under Kim Michael executive director (September 2018-May 2019)

Also mismanaged funds and neglected to pay the employee taxes to the IRS or file and mail the quarterly tax reports, causing SmileRestore to go into debt once again.

Under Jennifer Hamilton (Kim Michaels successor) executive director May 2019-shut down of office sometime in August:

Also under this director, office funds were mismanaged, neglected to pay employee taxes, file and mail quarterly taxes consistently. Note: The SmileRestore accountant had filled out the tax forms but Ms Hamilton failed to mail the forms by the deadline to the IRS found in the office not mailed.

This all can be verified through bank statements obtained and financial records along with personnel as witnesses. It's a shame our Northern Nevada Dental non-profit offices and agencies caring for the underserved community are the ones that suffer from bad administration. As you at the Northern Nevada Dental Board have witness first hand in your department.

I am filing a request to The Nevada State Board of Dental Examiners for the reinstatement of License for Dr. Georgene B. Chase who had shown compassion and dedication to patient care at SmileRestore non-profit.

Kind Regards

Ms Angie Daniel (Former Clinical Director)

Carolyn Easley
[REDACTED]
[REDACTED]

January 8, 2019

Nevada State Board Dental Examiners
Attention: Debra Shaffer-Kugel, dashaffer@nsbde.nv.gov
6010 South Rainbow Boulevard,
Building A, Suite 1
Las Vegas, Nevada 89118



Re: Dr. Georgene Chase, DDS
Smile Restore
5365 Mae Anne Avenue, Suite B-1
Reno, Nevada 89523

Dear Debra Shaffer-Kugel,

I implore your help to reinstate Dr. Georgene Chase as a Dentist in the great State of Nevada. I am a 74-year old woman, after moving to Nevada from California, I was able to find the very best, affordable dental care that I have ever received. Dr. Chase has helped me to avoid losing my teeth and has helped my family restore their dental health.

I want you to know that I moved to Dayton, Nevada 2-years ago for a better life. I wanted and needed the very best dentist in Nevada. Due to all of the recommendations I received, I chose Dr. Chase as my dentist.

Dr. Chase is by far the most intelligent, ethical, educated and integrous dentist that I have ever had the pleasure of working with. Not to mention that Dr. Chase is kind, considerate, and thoughtful to her patients. When you meet Dr. Chase you immediately trust her. Dr. Chase has integrity, does not overcharge her patients or try to sell you the most expensive treatment. Dr. Chase genuinely seems to want to help her patients. Dr. Chase is able to give her patients choices on the kind of care that is available to them not just the highest price available. We need more dentists and doctors in Nevada not to mention the United States like Dr. Georgene Chase.

For the first time in my life, I have found superior dental care that I can financially afford. My smile, my self-worth and my life is substantially better for having Dr. Chase as my dentist.

January 8, 2019
Nevada State Board Dental Examiners
Attention: Debra Shaffer-Kugel, dashaffer@nsbde.nv.gov
Page 2 of 2

In Nevada where dental cost is over to top and unreachable for most of us, I have been blessed to have Dr. Chase as my dentist. She is responsible for bringing down the cost of dental care and still gives us the best dental care available in the Northern Nevada region.

When you walk into Smile Restore you will notice how traditional it is, it is not a fancy office. It is my understanding, after talking with some of Dr. Chase's patients that most of them have been under regular treatment of Dr. Chase's for 30-years. They trust her to be honest and give them the best care available. Dr. Chase makes Northern Nevada a better place to live. Reno, Nevada needs Dr. Chase. We, her patients, need our dentist and our affordable dental health care returned to us.

Sincerely,



Carolyn Easley



CC: Jacky Rosen, Nevada State Senator (D-NV 3rd District)
27 Independence Avenue SE
Washington, DC 20003

Jacky Rosen, Nevada State Senator (D-NV 3rd District)
8872 South Eastern Avenue, Suite 210/220
Las Vegas, NV 89123

Dr. Georgene Chase, DDS
Smile Restore
5365 Mae Anne Avenue, Suite B
Reno, Nevada 89523

Tom J Walsh M.D. Ltd
[REDACTED]
[REDACTED]



Nevada State Board of Dental Examiners
6010 S. Rainbow Blvd. Ste. A-1
Las Vegas, NV 89118

March 19, 2019

Re: Georgene Chase D.D.S.
Smile Restore

Dear Nevada State Board of Dental Examiners,

I have volunteered to write this statement in support of Georgene Chase D.D.S. and her Dental Clinic, Smile Restore. I do not know the specifics as to why Dr. Chase must come before the Board but I feel compelled to speak up on her behalf.

I work as a Family Physician in a rural Nevada Acute Care Clinic where the poorest of the poor in our area come for medical and dental care. When I see patients with dental issues, I have Dr. Chase's telephone number memorized to give to them. Most of them already know the cash price to have a tooth pulled locally – that is the only option they think possible - if they can get the money together. I tell them to get gas money together or to get a ride to Reno because there is a good chance through Dr. Chase at Smile Restore that their tooth can be fixed and maybe for free or on a sliding scale. What an incredible resource! Especially for the young people having early dental issues, facing the prospective trauma (on multiple levels) of having a permanent tooth pulled – plunging them deeper into their already difficult life. I have seen the tears as they tell me of what they thought was their only option. Dr Chase and Smile Restore give hope and healing!

Every time my family and I go in to Smile Restore I see these patients, like my patients, appreciating and benefiting from the care. I suspect that many of the people who work for Smile Restore have been patients there first and Dr. Chase has given them "a leg up". Once last year a veteran came in as I was leaving at 5 p.m., obviously in pain. Dr Chase didn't even ask his name, she just took him back and attended to him. What an example! Truly a good Samaritan.

I often pre-pay for the supplies Smile Restore needs for my family because otherwise the Clinic does not have them. They tell me that I help others with what is left over. Recently Dr. Chase suggested that I could rent her house because she was in danger of losing it. She was going to live in the small space above her barn so as to keep practicing her noble vocation. Are you aware that she adopted multiple small children who needed her?

In terms of dental treatment, I have found Dr. Chase to be diagnostically accurate in my case and I find her dental technical skills impeccable and her philosophy scientifically advanced. She found the small apical abscess in the adjacent tooth when I had persistent pain after I had my upper incisor (#9) removed and an implant placed (very traumatic). I consider the local dentist with whom I shared the misdiagnosis a very good dentist and still a good friend.

If the Board does find problems with Dr. Chase's practice or the management of Smile Restore, please be merciful and allow Dr. Chase to continue her valuable care for the community. Dr. Chase cares for a significant number of destitute patients (at considerable risk to herself of communicable disease), all of whom would, in her absence, need to be cared for by the general dental community.

Honestly, rather than censure Dr. Chase, help her. To you dentists on the Board, send your excess supplies. Call her and ask what she could use today. Consider sending your Office Manager half day a month to assist her – that "pearl of great price" who most likely (as has been my experience) is the reason your operation is successful and copasetic with all the requirements. If my statement does not help Dr. Chase and Smile Restore with your review, I would bet your Office Manager would come back (granted probably having found things that could be corrected) with a very positive opinion regarding what is being done there every day multiple times a day.

Thank you for considering Mercy.

Sincerely,



Tom J. Walsh M.D. Ltd



August 19, 2019

To Smile Restore Board of Directors,

I was originally seen by a dentist that was filling in for Dr. Chase and had some dental work done. I received my EOB and noticed that I was being billed and my insurance was being billed for work that had not been done. I spoke with Dr. Chase about this and she immediately fixed this and brought my account to a \$0 balance. This conversation took place around April of 2019 and I have not been seen by this office since before that time. I continue to get bills for work that is not been done and my insurance is paying for work that has not been done. I would like to see my account in the \$0 balance due status as it was and should be. I don't understand how when someone who genuinely is a stellar Dentist who helps people from a disadvantaged background feel good and confident about themselves once again is being put in this position. I truly hope this board of directors takes a closer look at the staff and how this could have been malice on their parts. I just hope that Dr. Chase and Dr. P are not held accountable for some dishonest practices when both of these women have done nothing but excellent and solid work on my teeth and fixed any errors in the billing. I know these women as their patient and I am sincerely saddened by this current situation that has made two good doctors have to go else where. I would like to have my account back in the positive status it was at before this company shuts its door. I am being informed that this practice is closing down due to other dishonest practices such as this and I am confident my account will be in the positive status that it has been in since April of 2019. Thank you for your time and consideration in this matter.

Any further help that I can be please don't hesitate to contact me.

Sincerely,

Kaycee Weiss

[REDACTED]

[REDACTED]

To Whom It May Concern;

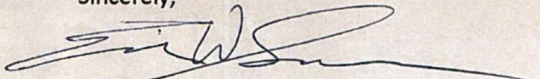
My name is Eric Swanson. I did not make a complaint against Dr. Georgene Chase, MPH. She is a friend of mine and she has "given" dental services to me in the past, back to 2011. My latest visit to the SmileRestore office, a private non-profit, was with my son and his video crew to film my procedure for a documentary about aged people who can't get dental services. The debilitating condition many of us are left with is something this organization was trying to do something about.

During this visit, Dr. Chase gave me a sample of a product called Pure O3. It was ordered off the internet, and I was given a sample to take home for my personal use. No promises of any kind was made to me by Dr. Chase. I was treated with great kindness and respect for my choices. Also, I was instructed and cared for without this product as a part of my prescribed healing methods.

I asked for the sample, she gave it to me. I am uncertain how this "extra" kindness is a violation? Please tell me what motivates people to find reasons to interfere with my relationship with my friend and my Dentist.

I am a constitutionally minded citizen, and I take my freedoms very seriously. Who and why is this situation being used to blast a conscientious dentist with more education than most? I am not a disinterested person that can be used to admonish someone who has my best interest in mind.

Sincerely,



Eric Swanson

Photo of product attached!



Received
01/18/2020
NSBDE

Received
01/18/2020
NSBDE



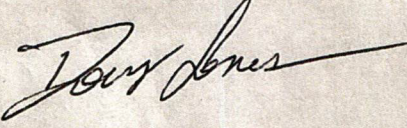
Received
01/18/2020
NSBDE

September 19, 2018

To Whom It May Concern;

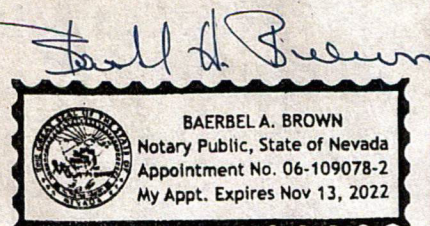
My name has been brought up as a patient implicating Doctor Chase for "treatment rendered without consent forms signed", which means without permission given. I have signed as many consent forms as visits I have made. The staff in the office at the time of Nichole Blankenship had a regular intent to cause mistakes of records and finances that brought problems onto Dr. Chase. I emphatically disagree with any punitive actions against Dr. Chase by the Nevada State Board of Licensing as a result of my care and my relationship with Dr. Chase, which by the way is still intact and healthy.

If you have any further questions my number is:

[REDACTED]

Doug Jones

State of Nevada
County of Washoe
This instrument was acknowledged
by DOUG B. JONES on Dec 19, 2019

[REDACTED]



From: [REDACTED]
To: [Board of Dental Examiners](#)
Subject: Dr Georgene Chase
Date: Thursday, March 05, 2020 2:39:49 PM

I understand that there is an upcoming meeting of the NSDBE which will address the Nevada dental license of Dr Georgene Chase. I would like to be involved in that meeting. I am a retired physician who has been in the practice of Dr Chase. I would like to offer my comments, and I would like to follow the ongoing issues relating to the licensure of Dr Chase. Thank you.

Steve Recchia

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [Board of Dental Examiners](#)
Subject: Reinstatement of Dr. Georgene B. Chase
Date: Wednesday, March 11, 2020 5:53:34 PM

March 11, 2020

Francine M. Smith
[REDACTED]

Nevada Dental Board

Re: Reinstatement of License for Dr. Georgene B. Chase

To whom it may concern:

I Francine M. Smith am a native of Nevada. I was born and raised here in Reno.

I came in as a patient on August 28th 2018. Dr. Chase helped me with a cavity that she filled in for me to get me by until I could afford to have it fixed. Dr. Chase and I had a conversation as I was in the chair. I explained to her that I had just finished a job at Spectrum and was looking for a work. I was looking for a dentist that could help me get my mouth in order again as I needed a lot of work done. She asked me what line of work I was looking for. I explained that I was an office administration. She asked if I would be willing to come and work for her. They needed help. I later found out it was closed due to prior staff issues.

I started volunteering on September 4th 2018 for the office. I started answering the phones, welcoming patients in that had appointments, and scheduling. The patients that were being seen at that time were patients that the Dr. was trying to take care of due to the office being closed because of the prior staff.

I started working with Angie Daniels as she showed me the ropes. Never have I seen such a mess on the office files. I started alphabetizing charts and going through them one by one to see what was needed. It was unbelievable how many charts did not have copies of id's or information packets or a lot of the id's were out dated.

I have been in the office administration field long enough to know that getting copies of id's and information is crucial to any office setting. In my opinion, and observation, the severe lack of office policy, procedure, or work ethic was obvious from the prior staff. Anything having to do with charts, scheduling, money collection, or notation is the responsibility of the front office. Angie and I went over hundreds of accounts to fix the prior staff neglect and inaccuracies. There several accounts where the insurance was billed but never followed through on.

Since November 2018, Dr. Chase has been unable to work at this office due to the suspension of her license. Not only has this been unfair or unjust, but it has affected not only me but the people that matter the most, the patients. She has been unable to complete or work on them because of this. I get calls or messages left daily asking when she will be able to practice again. It's been well past a year and it's now time to have an answer.

Dr. Chase has helped more than her fair share of people in this town, especially people that have very little money and can barely make ends meet. It has always been her goal and dream to help the underdog in this world and right now that opportunity is on hold.

In my opinion, this decision imposed by you has caused this office to spiral downward in huge mess of events. I am sure you are well aware of the charts having to be sold from this office under the direction of Debra Kugel Shafer. This action has been unjust to the patients to have their charts sold, patients that cannot pay for care and are most likely subjected to sales and attempts on their fears to pay more money. This nonprofit was not about that. This nonprofit had the soul interest in helping individuals. I know this because I witnessed it firsthand.

People who have dental emergencies we can refer them out. But the people that are economically challenged have no options because the one doctor that truly cared about the patient and not the almighty dollars has been put on hold. How do I know this? I am one of those people!

I can personally tell you that I have 3 pages of names and numbers of patients that have been waiting over a year to get in to see Dr. Chase. Several of those people are non-patients that have been recommended by word of mouth that wanted to be put on the waiting list.

I strongly urge you to reconsider and reinstate Dr. Chase's license so that we can get these people in and get them taken care of.

Thank you for your time and consideration to this matter.

Sincerely,

Francine M. Smith

A solid black rectangular box used to redact the signature of Francine M. Smith.

From: [SmileRestore](#)
To: [Board of Dental Examiners](#)
Subject: [FWD:] Dr. Georgene B. Chase reinstatement of license
Date: Thursday, March 12, 2020 2:31:45 PM

Francine M. Smith
SmileRestore
775-800-1051

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

Subject:
From: Pitbullm More [REDACTED] >
Date: Thu, March 12, 2020 10:52 am
To: info@smilerestore.org

To : Nevada state Dental Board
I, Katrina Morris started helping Smilerestore with billing and collections in 2018, Nicole took over the office as mgr. By September it was clear Nicole was not experienced. Patients were overcharged, errors were made on claims and not followed up on. Also at this time alot of insurance companies went from a typical 1 year to a 6 month time frame to bill. Alot of money went out the window Nicole was rude to our long time patients. Nicole caused alot of devastation from her inexperience and negligence.

Sincerely, Katrina Morris

March 12, 2020

Susan Snow



To whom it may concern:

Please reinstate Dr. Georgene Chase as she provides a much need service for those of us who would otherwise not be able to afford dental care.

I've been a volunteer for a while now and Dr. Chase has helped me so much. I desperately needed extractions and she helped me get my partial that would have cost me a lot more than Dr. Chase charged me.

She is a caring doctor and has always been honest and up front with me.

I know there are patients out there waiting to get into see Dr. Chase and I am one of them. I had to seek a dentist elsewhere to take care of an issue I recently had and as nice and as great as that dentist was, I miss my doctor, Dr. Chase. Kindly reinstate her license so that she can get on and do what she was meant to do.....help others!

Sincerely,

A handwritten signature in blue ink, appearing to read "Susan Snow".

Susan Snow



Georgene Chase**From:** Yannakakis, Tony <[REDACTED]>**To:** crzeh [REDACTED]**Cc:** 'georgene' [REDACTED]**Date:** Mon, Jul 13, 2020 6:41 am

To whom it may concern

I have been seeing Dr Chase for over 15 years. My first experience with Dr Chase was when I had an athletic injury on my front teeth that destroyed most of the bone. Being unable to afford significant investments and multiple surgeries I really had little choice for restoring that area. Dr Chase came up with a solution of mini implants which have served me well for over 6 years and are still going strong. This prevented me from having to wear a partial denture in a career environment where that would be prohibitive and definitely would have affected my confidence and ability to talk to people. I looked into getting mini implants in both San Diego and Tijuana but due to Dr Chases's training and experience I felt certain that I would get the best results from her. The fact that I travel to Reno for my dental work at an added cost to me speaks volumes about how good a dentist she is.

I look forward to her reinstatement so that I can continue to receive the wonderful care that I do from Dr Chase.

Sincerely

Tony Yannakakis

Field Service Technical Specialist

Stryker

Medical - ProCare

USA - San Diego

[REDACTED]

Follow this link to read our [Privacy Statement](#)

July 12, 2020

I am happy to write to you, the licensing Board of the State of Nevada for dentistry, on this occasion to give my support to re-instating Dr. Chase to an active license status.

It is a difficult thing to hear of a previous student having licensing problems in her home state. Dr. Chase and I had conversations early in her career about the options to keep current with science and progress in her chosen field while being in private practice and outside the academic environment she so loved.

At the time I first met Dr. Chase, she was a hospital resident at the Sepulveda VA, a program affiliated with UCLA. Dr. Chase was a late entrant into the program of Hospital Dentistry, as another candidate dropped out due to it's rigorous demands. Dr. Chase, a single parent of an adopted young boy at the time, never missed any responsibilities she was assigned.

When rotating through my department of geriatric medicine, her performance was exceptional and she was loyal to the patient's needs in every case. She had difficult nurses to work with and a difficult schedule to keep. She managed it like a professional and with passion unsurpassed.

As Dr. Chase progressed to private practice, I was fortunate to have her professional care for my own oral health. I have specific medical conditions that she had read extensively on the current research and discussed with me possible options. After Dr. Chase moved to Nevada, I kept in touch with her on a consultation basis and I still seek her opinion. She has always stayed at the top of the learning curve. This is valuable to me as a consumer of dentistry.

I am dismayed at her reports that her license has been suspended for over 19 months. I'm sure that a thorough review of her work will satisfy even the most conservative practitioners with her conviction to science and the available literature.

Please consider my professional request to let Dr. Chase finish at the end of her career, completing her professional life with dignity and the joy she experiences from helping others with dental care, customized to their individual life.

I was a research and clinical professor of geriatrics at UCLA for over 20 years which was for years and continues to be ranked as third best geriatrics program in the U.S. and was internationally recognized for years in development of that field.

Please feel free to contact me should you require any clarification.

Mark Rosenthal, MD



7-12-20

To Whom It May Concern,

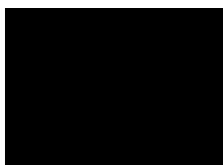
I have known Dr. Chase for over Thirty years as my dentist and on a personal level over the past few decades. She has always been available for me and other patients in Emergency situations over and above her normal business hours of operation. Twenty Five years ago I was having extreme pain with my capped two front teeth, which still had nerves from the original teeth. Apparently, as we get older, our teeth continue to shift and move forward. The material used to make caps is much harder than natural teeth and did not adjust, which caused so much pain that my tear ducts opened and I couldn't stop my eyes from watering up. This was not a gradual situation, it happened overnight. Dr. Chase met me at her office in the morning, outside of regular business hours and diagnosed me. Upon her assessment, she called a specialist and made an appointment for me to be seen within an hour. My wife drove me to Reno & the specialist removed my nerves through the upper gum and stitched me up. This is only one instance showing concern for her patients, I know there's hundreds more.

Her rates for dental procedures were very reasonable, although when she opened her non-profit practice 8 years ago, she was able to provide services at even lower rates making her very sought after by people who could not normally afford dental work. It was a great loss to the community when her license was suspended.

Please reinstate her license to practice in Nevada and provide a great community service to the less fortunate again.

Sincerely,

Bryon Hohnstein



added 7/13/2020

From: Mark Rosenthal [REDACTED]
To: CRZEH [REDACTED]
Subject: re licensing for Dr. Georgene Chase
Date: Sun, Jul 12, 2020 7:29 pm

I was a clinical and research professor at the UCLA school of medicine in geriatrics for over 20 years which was and continues to be ranked as third best geriatrics program in the U.S. I was internationally recognized for years for my role in developing the relatively new discipline of geriatrics.

Should you require any additional information you can contact me by phone at [REDACTED] or by my private email [REDACTED]

Sincerely,

Mark Rosenthal MD
[REDACTED]

added 7/13/2020

From: Travis Smith [REDACTED]
To: crzeh [REDACTED]
Cc: Georgene Chase [REDACTED]
Subject: Dr. Chase
Date: Sat, Jul 11, 2020 8:17 pm

To whom it may concern,

I'm writing on behalf of my Dentist, and friend Dr. Georgene Chase. I have known Dr. Chase since she opened her doors in 2014 or so. Dr. Chase has helped me and countless other individuals in her quest to provide affordable dental care and provide the community with a dentist in whom we can receive emergency care and assistance in restoring our smiles. I have seen her suffer for quite some time now with her inability to fulfill her purpose in life as a dentist awaiting decisions to be reinstated to practice dentistry. This long waiting period has not only cost the community, but I'm sure it's costing her as a result.

One of the worse things in life is to watch a person with a good heart and one who performs remarkable good deeds for others suffer consequently when they shouldn't suffer at all. Truly I hope you all move forward in granting her reinstatement and not delay nor punish Dr. Chase another day. Also, I would hope in the future if and when another matter such as Dr. Chase's comes before you that different measures are taken so that claims against a dentist can be more carefully handled so as not to punish, and withhold justice from the righteous.

Thank You,
Travis A. Smith

From: Kelsey Kara <

 >

Date: April 16, 2020 at 11:48:09 AM PDT

To: "NSBDE@nsbde.nv.gov" <NSBDE@NSBDE.nv.gov>

Subject: Re-instatement for Dr. G. Chase

?

Dear Dental Board members;

I have known Dr. Chase for more than 15 years now. I met her through an old employer I worked for in the Seattle area, Dr. Gary Hahn. They had attended a seminar together in Las Vegas and found common ground in adamant convictions to their professional philosophies. They didn't necessarily agree on those philosophies, but respected each other for their convictions. I chose to seek care with Dr. Chase after we had a friendship, as did my mother and my brother and my husband. We were satisfied to go to Reno for our care when she practiced there and not in our Las Vegas area.

The special nature of her practice philosophy is important to explain to you. From my discussions with her, it doesn't sound like she has been allowed to tell the Board anything about where she learned and or what she learned to help her patients in any way pertaining to their health as a result of their mouth. For example, Dr. Chase learned about my back problems and wanted to make sure nothing dental was related. I could barely walk and once up and going - sitting was very strained and awkward. One such day of extreme pain, I had an appointment with Dr. Chase for some minor work. As I struggled to sit in her chair, she asked to do some ex-rays.

The radiographs revealed something suspicious to her and she asked to follow it up with a minor test. She performed a minimally invasive procedure and the results were positive for her suspicions. I was able to get up and move immediately without pain. It was temporary but conclusive. Keep in mind I had already received a custom made back brace and was scheduled for a very invasive back surgery. Because it was scheduled out far enough in the future, I was able to get the procedure Dr. Chase recommended with a surgeon in Reno she had confidence in. Dr. Melendrez allowed Dr. Chase to observe and assist me post surgically.

The result was that 10 years post procedure, I have not needed that back surgery. I still have some back issues, but they aren't related to my mouth. Everyone that hears the story can't believe that the relationship was that significant. I know from my experience that this knowledge she gained was vitally important to me and my condition. I applaud her for the research and education she has done in areas that others won't even consider valid information because it was not part of their professional schooling. It helped me in a profound way.

This kind of compassion to finding individual results for patients that is meaningful to them alone, is to be commended in my mind. I know that not all people will respond to all treatments. I learned this when I worked in dentistry as an assistant. Time and again, some patients would love our procedures and others would not be satisfied. We were always grateful when the majority were happy. Like Dr. Chase we tried to be selective about which patients would benefit from which treatment we were able to perform.

I would greatly appreciate having my dentist able to care for me and am hopeful, the lengthy suspension she has endured will not be a forever deal at the end of a very prolific career that she is passionate for.

If you have any questions for me regarding my experience with Dr. Chase, please call me [REDACTED]
[REDACTED]

Sincerely,

Kelsey Kara



Washoe Valley Christian Church

July 10, 2020

Letter of Recommendation

Reference: Georgene Chase,

To Whom it may Concern

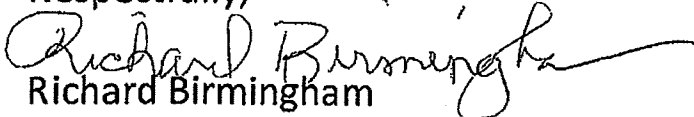
May this letter serve to commend the work of the reference dentist. Georgene has been a member of our Church for many years. She has an outstanding reputation and her character is above reproach. She is very faithful in every worship service and always enrolls her children in Sunday School.

Georgene has performed several different dental procedures on many of our membership folks. No member ever complained about her Dental Skills. Actually, my own son-in-law received dental implements (a very complicated surgery), and Georgene, with her amazing skills completed this procedure without any complaints.

Georgene is loved by all of our membership and I have never heard one complaint from any member relative to her dental practices, nor her individual character.

Georgene's personality is very quiet and humble. As the Pastor of Washoe Valley Christian Church for over ten years and been in the Clergy for over 40 years, I highly recommend Georgene

Respectfully,



Richard Birmingham

Pastor, Washoe Valley Christian Church

