



ORAL HEALTH EDUCATION & DENTAL TEAM COURSES

ANN-MARIE DEPALMA

Today's successful dental practices have three components in common. They are patient focused, practice focused and individual team member focused. How can any of these be accomplished successfully? Patients present with issues team members may not be familiar with; technology is demanding more time and everyone needs to document and communicate effectively.



Ann-Marie DePalma, CDA, RDH, MEd has developed programs to provide practices and individuals with the tools to be productive,



profitable and patient centered. Over her career as a hygienist, educator and consultant, Ann-Marie has empowered groups and individuals to be the best they can be. With programs geared towards all members of the dental team, you will find one that will fit your needs.



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ANN-MARIE DEPALMA

BABBLING, MOVEMENT AND MORE: WHAT'S WRONG WITH MY CHILD?

Parents and caregivers of young children, experiencing developmental delays are usually unaware that there is a problem. Do you know what to look for?

As dental professionals we are in a unique position to assist our patients in the maintenance and improvement of their medical and dental health, even for our youngest patients. Would you know what to do, what to say or how to refer a child that may be exhibiting developmental delays?

In this interactive session, attendees learn what to look for and where to refer patients for diagnosis and treatment. From identifying childhood speech/language and motor developmental delays, to understanding the appropriate referral sources, gain confidence and boost the standard of patient care to help reduce frustration and anxiety for both the parent and patient. Discussion of the physically or mentally challenged child is not provided.

LEARNING OBJECTIVES:

- Identify oral health risks associated with childhood developmental communication and motor delays and disorders
- Explore the essential components of communication and early motor skills and what could signify as an issue
- Discover the characteristics of children who would be at most risk for developing delays
- Differentiate which healthcare specialties could be appropriate for patient referrals
- Review oral health products which are used by developmental specialists during treatment
- Discuss appropriate ADA coding

Suggested audience: All dental professionals
Suggested format: Partial day, Lecture, Workshop, Keynote





ANN-MARIE DEPALMA

TMD OR TMJ: WHAT IS IT ALL ABOUT?

A patient contacts the office with pain in the jaw and facial muscles; how do you triage and treat?

Temporomandibular Disorders are a group of conditions, often painful, that affects the Temporomandibular Joint and the muscles of mastication. It has been estimated by the National Institutes of Health that approximately 10 million people are affected. During this interactive presentation, attendees will discover the anatomy, signs, symptoms, and treatments available for TMD patients. Understanding the structure and function of the joint and its disease manifestations, participants will be able to understand the frustration that often accompanies the TMD patient.

LEARNING OBJECTIVES:

- Demonstrate a review of the anatomy of the Temporomandibular Joint
- Identify the signs and symptoms of TMD (Temporomandibular Disorders) that can be recognized in patients
- Examine the possible etiological factors which contribute to the development of TMD
- Discuss the various methods of evaluation and treatment of TMD patients
- Verbalize the role of the dental team in providing comprehensive care for TMD patients

Suggested audience: Hygienists, Assistants, Administrative Team Members
Suggested format: Partial day, Lecture, Workshop, Keynote



ANN-MARIE DEPALMA

IMPLANTS FOR DUMMIES: WHAT YOU SHOULD KNOW ABOUT IMPLANTS BUT WERE AFRAID TO ASK!

Implants are the standard of care for edentulous areas. A patient with implants is different from a patient with a natural dentition. Does the team understand the difference?

As more patients are seeking dental implants as viable restorative options, all members of the dental team should have a grasp of the role implants play in the maintenance of oral health. At times team members can be confused by the process and how implants differ from natural teeth. To maintain optimum health of the patient and the implant, team members need to understand how the patient and the dental professional can maintain the implant from the beginning of the implant process through its many components. Join in for a jam-packed overview of the implant process.

LEARNING OBJECTIVES:

- Discuss the role of implants in the maintenance of oral health
- Categorize implant types and components
- Identify contraindications and criteria for implant success
- Understand and communicate the importance of post-treatment recare
- Summarize implant evaluation and maintenance protocols
- Review the decision tree for implant patients

Suggested audience: Hygienists, Assistants, Administrative Team Members
Suggested format: Partial day, Lecture, Workshop, Keynote



ANN-MARIE DEPALMA

THE TECHNOLOGY CHECKUP: WHAT YOU DON'T KNOW CAN HURT YOU AND YOUR PATIENTS!

Practices purchase dental practice management software, have initial training and then struggle to survive in the day-to-day functioning of the program. They never fully understand the “why” behind what the software is doing or how it can be harmful to the practice and patients.

As dentistry moves towards the medical model of care, technology and software will become a more integral part of the practice and patient care. As a team member, is the practice using its software to enhance the patient experience while improving overall care? During this presentation, attendees will gain an understanding of practice management software and how it impacts the practice profitability and productivity to improve the overall function of the practice and team.

The program is not a training program for any specific practice management software.

LEARNING OBJECTIVES:

- Understand electronic dental records and how they enhance the patient experience
- Examine HIPAA requirements as they pertain to electronic dental records
- Evaluate dental practice management software and the key data the team should understand
- Describe practice management principles as they relate to dental hygiene practice
- Explore technology products beyond practice management software

Suggested audience: Hygienists, Assistants, Administrative Team Members
Suggested format: Partial day, Lecture, Workshop, Keynote



ANN-MARIE DEPALMA

HABITS OF EFFECTIVE DENTAL OFFICES: DO YOU HAVE WHAT IT TAKES TO TREAT YOUR PATIENTS EFFECTIVELY?

Teamwork is essential in the dental practice. Some practices have professionals who encourage each other as a team and patients are treated genuinely. Other practices have teamwork and patient care diminished. What do you see in your practice?

During this interactive presentation, gain insights into ways dental teams can practice to produce an overwhelming positive experience for the good of the practice, the individual team member and ultimately, the patients.

LEARNING OBJECTIVES:

- State the principles of effective dental offices
- Discuss how each of the principles can be used to determine if an office is effective in providing patient care
- Analyze the roles of communication and teamwork within dental offices to enhance the patient experience

Suggested audience: All dental professionals
Suggested format: Partial day, Lecture, Workshop, Keynote

GOOD
VIBES
ONLY



ANN-MARIE DEPALMA

DON'T LET GOOD GET IN THE WAY OF BEST – ACHIEVING THE BEST FOR YOU AND YOUR PATIENTS

Dental practices face patient challenges on a daily basis. From cancellations and no shows to insurance management issues. What distinguishes a practice that wallows in its challenges from one that sees the challenges as opportunities?

Many teams rise above the challenges to provide optimum care for their patients. This interactive program will delve into opportunities for growth for patients and teams while providing comprehensive oral care during challenging moments.

LEARNING OBJECTIVES:

- Examine the role leadership and communication play within dentistry
- Identify the responsibilities of healthcare professionals
- Review current treatment modalities to improve quality of patient care

Suggested audience: All dental professionals
Suggested format: Partial day, Lecture, Workshop, Keynote



ANN-MARIE DEPALMA

NEW FRONTIER IN DENTISTRY: AI

Artificial intelligence is around us every day. If you use Siri or Alexa or watch Netflix or Hulu, you are using artificial intelligence. AI is becoming an important part of today's technology-driven dental practice.

Patients and teams are using AI in a variety of ways. In this interactive program, we will review the history of artificial intelligence and various uses within dentistry and how it can improve overall practice production and profitability while improving patient care.

LEARNING OBJECTIVES:

Upon completing this program, the participant will:

- Review the history of artificial intelligence
- Discuss the basic concepts of AI
- Examine the use of AI in dentistry

Suggested audience: All dental professionals
Suggested format: 1-2 Hour Lecture, Workshop



ANN-MARIE DEPALMA

PROTECTING YOUR PRACTICE AND PATIENTS IN THE HACK AGE

With cyber-attacks on the rise across dentistry, including at the ADA, what can you do to protect your patients and practice from being another victim.

Cybersecurity involves preventing, detecting, and responding to cyberattacks that can affect individuals, organizations and communities. With the increase in data breaches, this presentation will discuss common sense activities as the saying goes “to be prepared” to protect your patients’ and practice information.

LEARNING OBJECTIVES:

Upon completing this program, the participant will:

- Review basic HIPAA requirements for electronic records
- Discuss cybersecurity, ransomware and phishing

Suggested audience: All dental professionals
Suggested format: 1-2 Hour Lecture, Workshop



ANN-MARIE DEPALMA

DOCUMENTATION WITH A TWIST: PROTECTING AND PRESENTING YOUR CAREER

Documentation is critical in the patient care process and represents a chronological history of the patient's treatment. Your records have been requested by an authority – would they pass inspection?

During the dental treatment plan process, dental professionals use ADPIED (Assess, Plan, Implement, Evaluate and Document). You never get a second chance if your patient records are requested. Participating in this program we will review the steps to proper documentation. After focusing on the steps used in documenting patient information, we will use the same step process in providing information that you present to potential employers. You never get a second chance to make a good first impression. The first impression of you to a potential employer is your resume. Does your resume reflect your true potential? Join in for an interactive program to learn how to effectively document clinically and to maximize your dental career potential.

LEARNING OBJECTIVES:

- Discuss ADPIED in the process of patient care and its role in documenting clinical practice and patient care
- Summarize steps for proper documentation to ensure patient safety, compliance and treatment
- Describe the resume process as a form of documentation
- Examine the interview process

Suggested audience: Hygienists, Assistants, Administrative Team Members
Suggested format: Partial day, Lecture, Workshop, Keynote



ANN-MARIE DEPALMA

TAKING DENTAL HYGIENE TO THE NEXT LEVEL

Dental hygiene can be a job or it can be a career. Do you enjoy your hygiene role or is there something missing? Are you in a job or a career?

Hygienists join the profession to help others and be a part of the healthcare community while earning a good income. During the day-to-day practice of dental hygiene, the hygienist often can't find the joy that was once envisioned. Clinical hygiene may be perfect for some, but for others not so much. Join in this interactive program to examine options both in and out of clinical practice to achieve optimum potential career satisfaction and patient care benefits. Discussion of various products and technology to increase patient treatment and oral health education may be discussed.

LEARNING OBJECTIVES:

- Define mission statements
- Discuss the roles of a dental hygienist
- Examine the role of mentors and networks in professional relationships
- Review products to assist the hygienists in patient treatment and education
- Explain the role of the patient recare system and optimum times for recare scheduling
- Evaluate and prepare alternatives to clinical dental hygiene practice

Suggested audience: Hygienists
Suggested format: Partial day, Lecture, Workshop, Keynote



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ABOUT ANN-MARIE



Ann-Marie C. DePalma, CDA, RDH, MEd, FADIA, FAADH is a graduate of the Forsyth School for Dental Hygienists, Northeastern University and the University of Massachusetts Boston. Ann-Marie is a Fellow and Certified Educator of the Association of Dental Implant Auxiliaries (ADIA), a Fellow of the American Academy of Dental Hygiene (AADH), a continuous member of American Dental Hygienists' Association (ADHA), as well as a lifetime member of the American Association of Dental Office Management (AADOM). She is the 2017 Esther Wilkins Distinguished Alumni of Forsyth Award recipient. Ann-Marie is a feature writer for RDH Magazine and has been published in other dental and dental hygiene publications and textbooks. She is a consultant dental hygiene examiner for CDCD/WREB/CITA.

Ann-Marie presents continuing education programs for dental team members on a variety of subjects. She has been employed as a software trainer educating teams on software technology for their practice and patients, a business/clinical advisor for a national dental practice management company, a faculty member of a dental hygiene program, and program chair of a dental assisting program after having been employed in clinical practice for a number of years. Beyond continuing education programs, Ann-Marie is a prolific writer having written in a variety of dental publications and can provide written materials for your business.

She is married with 2 adult sons and is a Minister of the Word (Lector) at her church and volunteers in other local activities.

PAST PRESENTATIONS

(PARTIAL LIST)

- Greater New York Dental Meeting
- Keystone Dental Meeting
- Greater Long Island Dental Meeting
- Lexington Periodontal Study Club
- Rhode Island Dental Hygienists' Association
- Massachusetts Dental Hygienists' Association
- Oral Surgery South Study Club
- ICOI/ADIA Symposium
- RDH Magazine/UOR
- Yankee Dental Congress
- Concord Dental Seminars
- Charter Oak Dental Meeting





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TESTIMONIALS

"Dr and I said at the same time, what a phenomenal program."

OFFICE MANAGER

"Fantastic presentation, very engaging and interactive."

DENTAL ASSISTANT

"Clear, concise, straight forward program."

FRONT DESK COORDINATOR

"I enjoyed the videos and personal stories. It makes the whole presentation real world."

HYGIENIST

"Ann-Marie's use of volunteers during the program engages participants and provides another way to look at concepts."

OFFICE MANAGER

"Ann-Marie is an empathetic and compassionate speaker that brings her career experiences to her programs."

HYGIENIST

