



Certified Press

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COA • COMSA Dental Assisting National Board, Inc. CDPMA • CDA

Changes to DANB Renewal Fee Structure, Effective January 2004

The DANB Board of Directors gathered in Chicago August 21-24th for their annual meeting to review the state of the business of the Dental Assisting National Board, Inc. in addition to approving future initiatives for the coming year.

As always, a key objective of the Board is to confirm and assure that the high quality of the DANB Certification stays intact to serve the oral healthcare community and serve the public good. The fiduciary responsibility of the Board involves approving and evaluating a budget that maintains the health of the organization, while remaining efficient in spending judgments.

For the first time in four years, a proposal to increase renewal fees was evaluated and approved. While the Board has been impressed that DANB has maintained world-class credentialing services without a cost increase during some of the most trying economic times in decades, it was determined that an increase in revenues was now necessary to maintain the quality of DANB exams and improve the level of DANB services. When looking for supplementary revenue to support rising costs, DANB concluded that a minimal increase in renewal fees was a responsible move.

As of January 1, 2004, annual renewal fees on any of the DANB Certifications will increase \$5. For example, A Certified Dental Assistant (CDA) who renews his/her Certification in January will need to

CDA/GC Pilot Pathway IV Study Concludes in Dec. '03

Initiated by DANB as a pilot study in January 2002, CDA/GC Pilot Pathway IV continues to be evaluated by the DANB Board to determine if it has served as a viable pathway in the DANB credentialing process.

CDA/GC Pilot Pathway IV was placed into consideration as a fourth eligibility pathway for dental assistants who have graduated from a dental assisting program not accredited by the American Dental Association (ADA) to qualify for the Certified Dental Assistant (CDA) exam or the General Chairside (GC) component of the CDA examination.

An analysis of the participation revealed that from January 2002 through August 2003, 677 candidates tested under the CDA/GC Pilot Pathway IV; 48 took the CDA exam, 506 took the RHS component, 68 took the ICE component and 55 candidates took the GC exam. The recommendation presented by Liz Koch, Director, Testing & Measurement at DANB, to the DANB Board suggested that in the coming months that complete the two-year pilot program, DANB will be able to determine whether candidate participation and resultant exam scores are sufficient and equivalent to justify making the CDA/GC Pathway IV permanent. If not, the pilot pathway will be discontinued.

DANB created the pilot program to reach out to some of the over 200,000 dental assistants who are not graduates of ADA-accredited dental assisting programs in an effort to assess their minimum competency to further DANB's public protection interests. Currently, 86% of those working in the dental assisting profession are not certified. Pilot Pathway IV was designed as a result of the feedback from the Program Directors/Educators of the DANB-accepted vocational-technical schools.

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submit \$45 instead of the current \$40. A \$10 late fee is also being instituted for those who submit their renewal statement and fee after their renewal deadline. The 3-month grace period remains intact for submission of CDE requirements. The Certificant will just have to submit an additional \$10 to renew their credential. (See 2004 Recertification Guidelines, pages 4-5 for specific details.)

As detailed in the Summer 2003 *Certified Press* Forum Question (page 6), renewal fees pay for the processing of the Certificant's recertification, including conducting quality control verification on essential information, printing of certificates and mailing costs.

The renewal fees also support a variety of benefits and services ranging from communication vehicles like *Certified Press* to Salary Surveys and

exposure at national dental conferences and legislative advocacy events, to name a few. DANB has an active membership in the National Organization for Competency Assurance (NOCA), which helps hold DANB in account for its high standards in credentialing. The activities where DANB is active support DANB exam quality and protect the DANB Certificant's achievements which are recognized in high esteem across the country.

In another Certificant renewal decision, the DANB Board voted to return to distributing annual renewal certificates as of January 1, 2004 in place of the renewal seals. Suitable for framing, the 8 1/2 x 11 renewal certificate is being resumed because of feedback from the DANB Certificants.▲

DANB Board Officers Elected for 2003-2004

The DANB Board of Directors elected the following new officers, effective at the close of the August 2003 meeting:

- Board Chair, Esther R. Scherb, DMD, JD, Laurel, MD
- Vice-Chair, Judith Andrews, CDA, RDA, FADAA, Eldora, IA
- Secretary, Carla Schneider, CDA, RDA, Hettinger, ND

Dr. Esther Scherb, the new Chair, came to the DANB Board in 1999 as the consumer/public representative. She is currently of Counsel at Latham & Watkins, an international law firm, working in their Washington DC office. As a Dental Officer in the US Navy Dental Corps, Dr. Scherb provided comprehensive patient

dental care, both in Active Duty and Reserves from 1978-1987.

In March 2000, Judith Andrews, the new Vice-Chair, was elected to the DANB Board as one of three American Dental Assistants Association (ADAA) representatives. Ms. Andrews has been an office manager/clinical assistant for 30 years and currently works for a private practice in Eldora, IA.

Also one of three ADAA representatives on the DANB Board, Carla L. Schneider, will serve as the new Board Secretary. DANB Certified since 1990, Ms. Schneider has held offices in various dental organizations on both a national and state level.▲

DANB's State Fact Booklet Pricing Approved

The DANB Board approved a three-tiered pricing structure for DANB's *State Fact Booklet: A Complete Listing by State of Required DANB Examinations and Excerpts and Practice Acts*. Containing valuable dental assisting information, this resource will be available at three different rates depending on whether the person requesting the volume is DANB-Certified or not.



An exclusive rate of \$40 is being made available only to DANB Certified Assistants. When ordering, DANB Certificants should make sure to

include their CE number or it will not be processed at the DANB Certificant rate. The regular rate of \$65 is available to dental communities of interest who are not DANB Certified or who are not part of a commercial or private company. Companies will be charged a commercial rate of \$85. All pricing includes shipping and handling and will take 3-4 weeks for delivery. Overnight shipping is available for \$20 if the order is received at DANB prior to 2pm CST.

An order form is included with this mailing or available online at www.danb.org, in the publications section, or by calling a DANB Client Service Representative at 1-800-FOR-DANB.▲

If you are a ...	Then you receive the...
DANB Certified Assistant: • Certified Dental Assistant (CDA); • Certified Orthodontic Assistant (COA); • Certified Dental Practice Management Administrator (CDPMA) or • Certified Oral & Maxillofacial Surgery Assistant (COMSA)	DANB Certificant Rate To receive this rate you MUST submit your DANB Certificant number on the order form. Orders will not be processed at the DANB Certificant Rate without the Certificant's CE number. \$40
• Non-DANB Certified Assistant; • State Board of Dentistry Administrator; • Program Director/Educator with an ADA-accredited dental assisting program or non-ADA-accredited vocational-technical dental assisting program, who is <u>not</u> DANB-Certified; • Dentist/Employer; • Registered Hygienist/other allied professionals	Affiliated Professional Rate \$65
• Commercial or private company affiliate	Commercial Rate \$85

The Last Word

**Judy E. Anoff, CDA, EFDA
Immediate Past Chair &
Former Member,
DANB Board of Directors**



It's been a great ride, hasn't it? From initiating new thoughts and ideas like the recognition program and approving the first-ever DANB Marketing Plan to making difficult, but necessary decisions like retiring the COMSA exam—I've seen quite a bit in my six years on the DANB Board. I must now relinquish my position as Certificant At Large as my two terms of three years each have come to an end.

Pondering the return to a "normal" routine as a multiple practice administrator (and chairside assistant when necessary), I realized what a privilege it has been to represent all DANB Certificants as your Certificant At Large, and even more so to serve as your Chair. Over the years, I have felt the presence of those who established the Board (as a part of the ADAA) in 1948 and I hope I have served their memories well. I respect those that led our organization through the fab 50s, the swinging 60s, the turbulent 70s, and the excessive 80s to enhance the vision of a time when all dental assistants would be nationally Certified. The 90s brought me to DANB, a time when building on our roots to further advance Certification and to assure the organization could meet the challenges of the new millennium was of utmost importance. We are an elite group of over 30,000 professionals with nine wonderful dental colleagues at the helm and a strong support staff at the Chicago headquarters to pilot us into the future.

As Certified Assistants, CDAs, COAs, CDPMAs, COMSAs, we demand excellence and focus on providing the best patient care possible as evidenced by successfully proving our level of competency through Certification and annual renewal. Value what you have accomplished. It does mean something—it means you stand above the rest—you have earned the Mark of Dental Assisting Excellence.

Until we meet again...

Parting Thoughts

**Lea E. Erickson, DDS, MSPH
Former Board Member,
DANB Board of Directors**



As a dentist (and former assistant and hygienist), sitting on the DANB Board of Directors has always been one of my favorite volunteer offices. During the six years I served, my associates from all segments of dentistry openly shared their knowledge, opinions, likes and dislikes all for the betterment of the Dental Assisting National Board, Inc., its Certificants and other stakeholders, as well as the dental assisting profession as a whole.

It strikes me as my terms of service have ended, that through a collegial relationship between all facets of dentistry, the DANB Board accomplished (and still accomplishes) great things! With a quality staff to accommodate the numerous calls, emails, inquiries, new projects and future visions, DANB can only continue to add value to the Certification and component exam programs it offers.

As the American Association of Dental Examiners representative to the DANB Board, I especially value the high examination standards to which DANB adheres. From the Exam Committees (experts in each particular DANB exam area) who work to create the examinations to the Exam Programs Committee of the Board of Directors (which reviews the work of the Exam Committees to ensure accuracy and validity), to the Testing and Measurement staff, DANB's strength lies in its dedication to psychometrically sound examinations.

I am proud to have been part of such a wonderful organization, serve as its Chair for 2000-2001, and see the difference DANB Certificants make in the oral healthcare community. Best wishes for continued success.

A Word from the Chair

**Esther R. Scherb, DMD, JD
Chair, DANB Board of Directors**



Greetings from our nation's capitol. I am Esther Scherb, DMD, JD, the new DANB Board Chair for 2003-2004, as well as the Consumer Representative to the DANB Board.

I am currently Of Counsel at Latham & Watkins, an international law firm with twenty-one offices around the globe, and work in the firm's Washington, D.C. office. My practice includes healthcare litigation and regulatory counseling and I represent a broad range of healthcare companies, including manufacturers of medical devices and pharmaceuticals, hospitals and other providers, and investors who focus in the healthcare industry. I am also a certified group fitness instructor and have been teaching classes for over twenty years.

It is quite an honor for me to represent the elite organization that supports and advances the dental assisting profession through certification and competency examinations. As the Consumer Representative on the Board, I have always believed that the best way to fulfill my responsibility to the dental consumer was to work to further the DANB mission "to protect the public good." It is my hope that as Chair, I am able to not only advance this DANB mission, but also communicate effectively to all stakeholders the unique and critical role certification plays in public protection. We all must strive together to heighten public awareness of the significance of the dental assistant as part of a healthcare delivery team. As a former Dental Officer in the U.S. Navy Dental Corps—I was on Active Duty from 1978-1981 and in the Reserves from 1981-1987—I worked with dental assistants to provide comprehensive patient oral healthcare and recognize the value you bring to the dental team.

As my first order of business, I would like to extend on behalf of the DANB Certificant community and other stakeholders our deep appreciation to outgoing Chair and Certificant at Large, Judy E. Anoff, CDA, EFDA and outgoing American Association of Dental Examiners representative and past-Chair, Lea Erickson, DDS, MPH for their six years each of service and dedication to the DANB mission and the pursuit of Measuring Dental Assisting Excellence. It is through individuals like these two professionals that DANB Certification continues to gain exposure in the oral healthcare community as well as in other markets. DANB will continue to capitalize on their Board experience and knowledge, as I have appointed both to the newly created Strategic Planning and Marketing Committee. Through this Board Committee, DANB's future course will be mapped out.

My second order of business is to report that the Board conducted an extremely productive Annual Meeting in August based on a full agenda. Of specific interest:

- DANB will conclude the Pilot Pathway IV study as published, on December 31, 2003. Based on statistical evidence at the August meeting, the Board decided it would be in DANB's best interest to end the study, thus adhering to the original plan. The Board will further evaluate the pathway when more data are available at the Winter meeting in February 2004. (See related article, page 1.)
- Effective with the January 2004 renewals, DANB will return to issuing annual Certificates.
- Annual renewal fees will increase to \$45 with a late fee of \$10 being assessed after the Certificate expiration date (during the grace period). The Board made this decision after extensive deliberations, during which it evaluated 9 alternative renewal fee options. The DANB Board realizes the impact this might have on your personal finances and, therefore, revamped the Recertification process to provide for more notices and other communications and to facilitate renewals of credentials prior to the expiration date. (See related story, page 1 and Recertification Guidelines, pages 4-5.)
- The Professional Development Examination Program (PDEP) price structure will be adjusted effective January 2004 to provide Certificants a more economical opportunity to participate in this relevant, convenient, at-home exam program that garners Certificants 12 hours of Continuing Dental Education (CDE) for a passing score. In response to concerns raised by Certificants who requested a more convenient scoring schedule, DANB will now score PDEPs on a monthly basis.
- The Board approved the 2003-2004 budget. Although budget review tends to be a tedious process, the Board of Directors is serious about its responsibility to ensure appropriate financial allocations so that DANB may continue to operate as a soundly governed and financially secure organization. DANB's fiscal year is September 1-August 30.
- The Board directed DANB's Executive Director and staff to move toward a more defined relationship with dentalworkers.com, an online job search resume builder. Details of this new venture are forthcoming in the Winter 2004 issue of *Certified Press*.
- Work on the DANB/ADAA Dental Assisting Core Competency Study will continue with Phase III focusing on dentists. (The Spring 2003 issue of *Certified Press* discussed progress on this project thus far.)

What a wonderful beginning for this year; and what a wonderful time to be a DANB Certificant or DANB stakeholder!

PDEP Fee Reduced For Renewing DANB Certificants

Beginning in January 2004, the cost of using the Professional Development Education Program (PDEP) to **renew** a DANB Certification will be cut in half. The DANB Board of Directors approved the recommendation at their August meeting.

In an effort to make the existing program more accessible for current DANB Certificants renewing their credentials, DANB has reduced the cost for PDEP to \$65 from its present \$130. The standard renewal fee (\$45, see cover story, page 1) is still required in addition to any late fees that may be incurred. Lapsed Certificants wishing to **reinstate** through PDEP will still be charged \$130 (including admin/reinstatement fee), plus the appropriate past

renewal fees and fulfillment of Continuing Dental Education (CDE) requirements.

Confident in PDEP, DANB determined that lowering the cost of participation would ensure that this high-quality testing vehicle would increase usability among Certificants looking to advance their professional knowledge in a convenient, cost-effective way. Also, PDEP will be scored monthly, making it easier for Certificants to renew on-time and avoid any late fees.

PDEP includes 5 content-specific articles from respected journals and a 50-item exam, to be completed and returned to DANB for scoring. General Chairside (GC) and Infection Control (ICE) modules are currently available.

What makes PDEP unique is the opportunity to earn 12 CDE hours per module in one program where certificants set their own examination pace. DANB applies the same high standards to PDEP that provide psychometric integrity to DANB Certification. DANB Exam Committees working with DANB staff members select articles that appropriately challenge and test Certificants in the areas of advancing procedures and technology in the profession of dental assisting, and follow these up with test questions.

Dental assistants who earn DANB Credentials demonstrate a high level of commitment to the field of oral healthcare. Known for achievements in excellence, DANB is now able to offer an opportunity for Certificants to reflect their advancement of professional knowledge through a quality program at an affordable cost.

Because the modules are updated every two years, an individual can only challenge the same PDEP topic every two years. Certificants who have taken any of the PDEP component exams to renew their credential, at the original cost of \$130, will be given a credit to take a future component exam at no charge. For more details or to request a PDEP order form, contact a DANB Client Service Representative at 1-800-FOR-DANB. Order forms are also available online at www.danb.org, under Examination Information.▲

Congratulations Emeritus Certificants

July 1, 2003-September 30, 2003

Name/State	Certification Date
Catherine Baker (MA)	10/8/84
Ann C. Chromy (WI)	11/19/79
Barbara E. Fernandez (FL)	7/29/87
Bonna M. Johnson (IL)	9/25/63
Jean Landmesser (CA)	8/17/70
Sharon Mazurek (NH)	7/19/74
Cheryl M. Meyers (OK)	10/8/84
Janet G. Moskowitz (FL)	8/28/67
Alyce F. Norris (FL)	1/17/78
Vivian A. Rose (IA)	5/1/63
Judith E. Sheets (IA)	7/21/81

For policy regarding Emeritus Status Certificants, see Page 4 of this issue, under DANB Recertification Policy.

There are currently 323 DANB Emeritus Status Certificants. For information on earning the Emeritus Status, contact Stephanie Hondras, Executive Assistant, at 1-800-FOR-DANB x111.▲

DANB's Second Year at SkillsUSA

For a second year in a row, DANB participated in the National SkillsUSA Championship, held this June in Kansas City, MO. A showcase for the best career and technical students in the country, the dental assisting category was well represented by 21 competitors, 15 secondary (high school) and 6 post-secondary (college level students enrolled in training programs).

This year, DANB's Assistant Director, Test Administration and Recertification, Kathy Brown, CDA, RDA, BES, served as a Supervising Judge for the dental assistants in competition.

The contestants demonstrated their skills in procedures specified in the ADA Commission on Dental Accreditation's accreditation standards for Dental Assisting Education Programs, as well as DANB's *Task Analysis*, 8th Edition. The skill areas included chairside assisting, preparation of dental materials, infection control and emergency, laboratory and office procedures. Mixing cement, taking alginate impressions, pouring up models, making a bleaching tray in addition to exchanging instruments and reconciling a bank statement were all part of the 28 skills tested for competition.

DANB was visible at the event, handing out t-shirts and brief bags filled with DANB pens, DANB post-it notes, promotional material, DANB's *Task Analysis* and a CDA Candidate Guide to all of the contestants. This promotion of excellence in the profession of dental assisting through DANB Certification

reaches out to participants at early stages in their career development.

The winners received first, second and third place awards donated by DANB, shown in the photo to the left. Each winner also received a gift basket generously filled with items donated by many of the sponsoring companies.



The 2003 SkillsUSA post-secondary first place win went to Mandi Witmeyer representing Lancaster County Career and Technology Center in Willow Creek, PA. Dixie Bowen, from Ogden-Weber Area Technical College in Ogden, UT took second place and third place went to Erica Fleming from Atlanta Area Technical College in Atlanta, GA.

The secondary category first place winner was Sarah Poe from Fort Hayes Career Center in Columbus, OH. Tiffany Baranowski, representing Howard High School of Technology in Wilmington, DE took second place and third place went to Jessica Rego-Diman from RV Technical High School in Fall River, MA.

DANB's mission to promote the public good by providing credentialing services to the dental community fits with that of SkillsUSA. SkillsUSA underscores dental assisting competencies and essential workplace basics that follow industry standards and practices, as well as those learned at educational institutions. DANB's Kathy Brown has been asked to work in planning next year's event as a participant on the SkillsUSA National Education Team.▲

Attention Convention/Membership Coordinators and Educators/Program Directors: Shipping & Handling Charges Now in Effect

Providing promotional materials is a key component in DANB's support of the dental assisting community. Representatives at conventions and state meetings, in addition to school administrators are frequently sent items upon request to promote the value of DANB Certification. Their synergy with a professional designation that is nationally respected, and even required in some states, reinforces the commitment to the high standards their organization holds in the field of dental assisting.

With the request for materials increasing at such a fast pace, the DANB Board of Directors voted to continue to provide the same level of support by offering these items free of charge, but revisited the skyrocketing shipping and handling expenditures. The Board decided that the most cost effective way to keep the program viable is to implement charges to cover shipping costs, (typically \$20-35) in addition to a nominal handling fee of \$15 for each request for materials.

DANB's mission to promote the public good by providing credentialing services to the dental community is reinforced by DANB's commitment to supporting the educational institutions that provide the advancement of professional skills and knowledge. DANB values its relationship with all of the organizations that promote excellence in the field of dental assisting. For example, Karen Minca, CDPMA, President of the Michigan Dental Assistants Association requested and received DANB folders, copies of the Certified Press, reprints of the DANB Salary Survey in addition to promotional items: DANB T-shirts, pens and Post-Its. These materials served to promote the DANB Certification at the annual Michigan Dental Meeting in March 2003.

Fees for shipping and handling are effective October 1st and do not apply to requests for DANB Exam Candidate Guides and State Fact Sheets. For questions regarding school packages, convention boxes or any other promotional support, please contact DANB's Marketing Coordinator at 1-800-FOR-DANB x144 or mktcoord@danb.org.▲

CDA/GC Pilot Pathway IV Study to Conclude

Continued from page 1

While the decision has been made to conclude the CDA/GC Pilot Pathway IV study as scheduled, a final decision on the status of the pilot pathway will not be made until DANB's Board of Directors reviews all pilot study data at its February meeting. DANB encourages communication from those in the profession for developing new opportunities to protect the public good and uplift the public stature of the dental assisting profession through credentialing.

With serious shortages currently affecting the delivery of oral healthcare, especially in the underserved areas of our country, it is imperative that DANB stay in touch with the dynamics of the workforce and do what it can to improve access to quality care.

Program Directors/Educators of DANB-accepted vocational-technical dental assisting programs should encourage students that have graduated or will be graduating before December 31st of this year to take the opportunity to qualify before the CDA/GC Pilot Pathway IV study ends.

In addition to completing a DANB-accepted vocational-technical dental assisting program in a regionally or nationally accredited institution, the candidate must have a minimum of 6 months full-time work experience (at least 600 hours accumulated over a 6-month period) as a dental assistant verified by a dentist/employer. Candidates should also have earned their Cardiopulmonary Resuscitation (CPR) requirement within the last two years.▲

DANB Updates

Recertification Guidelines for 2004

The Annual Certificates Return

Effective with the January 2004 renewals, DANB Certificants who renew their credential(s) will receive an 8 1/2 x 11 DANB Certificate in place of the renewal seals that have been provided for the past two years. As always, the wallet card and current Recertification Guidelines will accompany the annual Certificate. The Certificates, suitable for framing and showcasing at the office, are credential specific. Therefore if you have more than one current credential, you will receive a DANB Certificate for each which could arrive on separate days (as they are packaged individually) within 4-6 weeks of DANB's receipt of your payment/signed statement.

While the majority of the Certificant population remained silent on the issue, the DANB Board assessed the comments received on the topic and felt that it would be in the best interest of Certificants to return to the annual Certificates.

Changes in the Recertification Process

Considering the new renewal fee/late fee schedule adopted at the August Board meeting, the DANB Board accepted a new process to provide ample opportunity for Certificants to earn their CDE and pay their renewal fee prior to their Certification expiration date and avoid the late fee.

The chart at right illustrates the process using an example expiration date and recertification timeline. This is not every Certificants' timeline. This is only for explanation purposes and all Certificants should substitute their own expiration date (found on your Certificate or seal) for the example date if they would like to visualize their own recertification timeline.

Certificants are scheduled to receive a reminder card and two notices prior to their Certification expiration date. Once the Certificate expires, Certificants then receive a third notice, reminder card, fourth notice (Drop Back In Card) to encourage payment before the end of the grace period. At the end of the three-month grace period, those individuals who have not remitted payment will receive a Cease and Desist letter indicating that they are no longer DANB Certified, must no longer use the credential designation, and must reinstate to become current.

Please note: Certificants *will not* receive additional notices once DANB posts payment and processes signed statement. DANB hopes this process provides ample opportunity for all Certificants to renew in an efficient and cost-effective manner.

Clear Concise CDE Sources

To assist Certificants and Certified Press readers, DANB streamlined and reconfigured the wording and appearance of the 2004 Recertification Guidelines to provide a quick and easy reference for CDE sources. Information below each category zone explains specific course types accepted, content areas, and other pertinent details.

For additional information, contact 1-800-FOR-DANB or recert@danb.org.▲

Renewing Dental Assisting Excellence



Home Improvement

Experience a whole new kind of home improvement with DANB's at-home Professional Development Examination Program (PDEP)!

Realize the home advantage with PDEP! Allowing you to control your own pace, PDEP offers convenience to your busy lifestyle with an at-home program self-assessment exam.

Easy maintenance! Take the chore out of renewing your DANB Credential by earning 12 CDE hours under Category 7 (DANB exams) of the DANB Recertification Guidelines.

Dust off your learning potential! Advance your professional knowledge with pertinent content materials that are researched and selected by DANB's Exam Committees.

Be in a class all your own! Maintaining your highly-valued DANB Credential places you in an elite group of more than 30,000 dental assisting professionals.



For more information call 1-800-FOR-DANB or visit www.danb.org

RENEWING YOUR CERTIFICATION

Your initial certificate is valid for one year. The expiration date is listed on the seal/certificate. If you do not renew, you are no longer certified and may not use the designation or credential. A renewal notice will be mailed approximately 8 weeks prior to the expiration date. Certificants are asked to sign a statement attesting that CDE and CPR requirements have been met, and to return the statement with the appropriate renewal fee to DANB. **Renewal fees are not refundable.**

Credentials	CDE Hours (including CPR)	Renewal Fee*
One (1)	12 Hours	\$45
Two (2)	18 Hours	\$70
Three (3)	24 Hours	\$90
Four (4)	30 Hours	\$115

*A late fee of \$10 will be assessed after the Certificate expiration date, but within the 3-month grace period.

If DANB does not receive a response to renewal statement(s) within three (3) months of your expiration date, you are no longer certified and cannot use the CDA, COA, COMSA, or CDPMA acronym.

A sample timeline illustrates the DANB Certification renewal process. In this example, the individual's CDA expires January 15, 2004

October 15, 2003	Reminder/PDEP information postcard sent to notify Certificant of upcoming renewal date.
November 15, 2003	1st Notice sent
December 15, 2003	If fee not received, 2nd notice sent.
January 15, 2004	Signed statement and fee are due by this date or DANB Certification expires.
January 16, 2004	Grace period begins. \$10 late fee assessed. If fee not received, 3rd notice sent.
March 15, 2004	Grace period continues. If fee not received, Final notice (Drop Back In postcard) sent
April 16, 2004	Fees and signed statement are not received. Grace period ends. Individual is no longer DANB Certified. Call 1-800-FOR-DANB for reinstatement options.

DANB RECERTIFICATION POLICY

- I. **All continuing dental education must directly relate to the practice of dentistry or dental assisting to maintain or improve dental assisting knowledge or skill.**
Note: Except for Home Study Courses, CDE does **not** need to be pre-approved by DANB in order to be accepted as meeting DANB Recertification requirements. Call DANB prior to participation in education if you have questions about content.
- II. Programs must be at least 45 minutes in length in order to qualify for one (1) CDE credit. Credit for a CDE course will be calculated in 15 minute increments (i.e., 1 1/2 hours = 1.5 CDE credits, 2 3/4 hours = 2.75 CDE credits).
- III. Education dated prior to initial certification date cannot be used to meet DANB CDE requirements. Certificants must earn appropriate number of CDE hours during the first year of certification to maintain certification.
- IV. Education has a two- (2) year lifespan. Certificants who carry over credits into the next renewal year must retain proof of 24 hours of CDE over a two-year period.
- V. **Multiple Certification:** It is possible to be certified in each of four areas: CDA, COA, COMSA and CDPMA. Renewal requirements are set at approximately 50% increase over basic requirements for each additional credential maintained.
- VI. **Renewal Timing and Expiration:** A three-month grace period is granted if the required CDE hours are not accumulated and appropriate fee is not received by the expiration date. An individual is considered certified during this three-month grace period, however a late fee of \$10 will be assessed. If DANB does not receive a response to renewal statement(s) within three (3) months of your expiration date, you are no longer certified and cannot use the CDA, COA, COMSA, or CDPMA acronym. **Misuse of any DANB credential is grounds for discipline under DANB's Discipline Policies and Procedures (contact DANB for a copy). For reinstatement of a credential, contact DANB at 1-800-FOR-DANB, www.danb.org or danbmail@danb.org.**
- VII. **Emeritus Status:** A Certified Assistant who became totally or permanently disabled and maintained certification five years prior to disability, or retired at age 60 or above and maintained certification five years prior to retirement retired **with 35 years or more of continuous** DANB certification. Please contact the DANB office for full information on the "Emeritus Status." Once Emeritus Status is earned, Certificants must use this designation; i.e., Sue Smith, CDA-Emeritus.

DANB verifies your certification status by mail or phone to anyone upon request, since the fact that you have or have not been certified and the effective date(s) of your certification(s) are a matter of public record and may be disclosed.

In addition, unless you choose not to allow it, from time to time, DANB will provide the names and addresses of certificants to dentists interested in hiring a DANB Certificant (CDA, COA, CDPMA, COMSA) or someone who has passed the Radiation Health and Safety or Infection Control examination from their area, and to providers of continuing education opportunities. DANB may also post current certificant status (certificant name, certification(s) earned, state in which certificant resides, and date of certification) on DANB's website.

If you do NOT wish to receive non-DANB mailings at your home address (i.e., current job opportunities, continuing education offerings, etc.), or you do NOT agree to allow DANB to publish your certification status (your name, certification(s) earned, state in which you reside, and date of your certification) on DANB's website, **you must** send a written request to have this information omitted from release or publication to: DANB Marketing Coordinator, DANB, 676 N. St. Clair, Suite 1880, Chicago, IL, 60611.

LEADING BY EXAMPLE

DANB recognizes the dynamic and emerging roles of Certified Assistants in providing quality care to patients in a dental setting. DANB assists Certified Dental Assistants (CDAs), Certified Orthodontic Assistants (COAs), Certified Oral and Maxillofacial Surgery Assistants (COMSAs), and Certified Dental Practice Management Administrators

(CDPMAs) in meeting these ever changing roles by requiring Continuing Dental Education (CDE) hours. DANB's credentials are known in the dental community as a mark of dental assisting excellence. This measure of excellence can be maintained only if each Certificant is able to demonstrate competence.

CONTINUING DENTAL EDUCATION (CDE) REQUIREMENTS / AUDIT PROCEDURES

To renew a certificate, the Certificant must earn and retain proof of twelve (12) hours of acceptable CDE by the expiration date. A recertification notice will be mailed approximately 8 weeks prior to the expiration date. The Certificant will be asked to sign a statement attesting that CDE requirements have been met, and to return the statement to DANB with the appropriate renewal fee. Renewal fees are not refundable.

Some DANB Certificants will be randomly selected for verification (audit) of their CDE

hours and CPR. Those selected for verification (audit) will be considered certified during the time that they are providing proof of their continuing education. Specific instructions will be sent to those audited.

Upon successful completion of the audit, certification will be instated for the full year. Proof of continuing education should be retained for two years, in case of subsequent audit. Certificants not selected for audit will have their certification renewed for a full year.

DO NOT SEND DOCUMENTATION UNLESS REQUESTED. MATERIALS WILL NOT BE RETURNED OR RETAINED BY DANB.

DENTAL EDUCATION SOURCES/CATEGORIES FOR CDE HOURS

Recertification can be earned through accumulating the required number of CDE hours and paying the appropriate renewal fee. It is the responsibility of the certificant to obtain and retain documentation that verifies participation in all CDE activities that will

be used for renewal credit. All documentation must indicate name, CE number, name of sponsor, date of course, number of CDE hours, subject matter, program title, and program presenter.

MANDATORY CPR CERTIFICATION

- CDE Hours: Maximum 4 hours**
Accepted Documentation:
Copy of front and back of current CPR card

NOTE: Two-(2) year CPR card holders can only apply the hours to recertification in the year CPR earned. In the second year, CPR hours will not count and the Certificant must earn the full number of hours from other categories.

Cardiopulmonary resuscitation certification is required for renewal of DANB certification. Certificants may earn a **maximum of four (4) CDE hours annually (hour credit for hour attended)** for successful completion of a CPR certification course that includes both written and hands-on (skills) assessment provided by:

- **American Red Cross:** CPR for the Professional Rescuer / Adult, Infant and Child CPR / Adult CPR / Infant and Child CPR / Community CPR
 - **American Heart Association:** Heartsaver / Heartsaver AED / Heartsaver FACTS / Healthcare Provider / Advanced Cardiac Life Support (ACLS) / PBLIS Plus (Pediatric Basic Life Support Plus) / PALS (Pediatric Advanced Life Support) / BLS Instructor (Basic Life Support Instructor)
 - **National Safety Council (Green Cross):** First Aid CPR / Infant and Child CPR / Adult and Child CPR / Standard CPR / Professional Rescuer CPR
 - **American Safety and Health Institute:** CPR Pro
 - **Medic First Aid:** Basic Life Support for Professionals
 - **Canadian Red Cross:** CPR-Level C / CPR for the Professional Rescuer
- Other organizations or courses without both written/skills assessment will not be accepted. Certificants may only count the CDE hours in the year that CPR is earned.

CLINICAL COURSES, SEMINARS, TABLE CLINICS & EXHIBITS

- CDE Hours: Hour for Hour (no maximum)**
Exhibit Hours: Maximum 2 hours (1 hour per meeting)
Accepted Documentation: Certificate of completion, DANB approval code, Letter of attendance/completion, Meeting badge (exhibits), Meeting badge/program page (table clinics or free on-site lecture), CDE printout from meeting, or similar documentation

Clinical courses are those on-site lectures, courses, seminars and/or table clinics that are **directly related to the clinical practice of dentistry or dental assisting**. This category includes, but is not limited to attendance at, or participation in **clinical** professional development courses that are **directly related to skills, knowledge and duties that would be chairside:** dental materials, four-handed dentistry, infection control, radiology, expanded functions and others. See Category 3 for non-clinical practice management information.

For each hour that you attend and/or participate in one of these sessions you will receive one (1) CDE credit. Additionally, a **maximum of one (1) hour** may be earned for reviewing exhibits at dental and/or dental assisting meetings sponsored by recognized dental groups. This can be done a maximum of twice each year **at two (2) different meetings**.

All CDE credits can be clinical in nature. There is no maximum for this clinical category.

NON-CLINICAL COURSES, SEMINARS & TABLE CLINICS Formerly called ELECTIVES (including PRACTICE MANAGEMENT)

- CDE Hours: Maximum 3 hours for CDAs, COAs & COMSAs**
Maximum 6 hours for CDPMAs
Accepted Documentation: Certificate of completion, DANB approval code, Letter of attendance/completion, Meeting badge Program page (table clinics or free on-site lecture), CDE printout from meeting, or other like documentation

- CDAs, COAs, and COMSAs may earn a **maximum of three (3) CDE hours annually**.
- CDPMAs can earn a **maximum of six (6) CDE hours annually** (as practice management is the focus of CDPMA certification).

This category includes but is not limited to attendance at or participation in **non-clinical** professional development courses that are **directly related to dental practice management/practice communication services:** practice management, HIPAA, stress management, patient and staff motivation, computer courses (college class, software training, etc.), insurance, claims/billing, foreign language studies, American Sign Language, and non-scientific related college courses.

HOME STUDY COURSES: TEXT-AUDIO-VIDEO-INTERNET

- CDE Hours: No maximum**
Accepted Documentation: Certificate of completion, DANB approval code, Letter of completion, or other like documentation

Home study course sponsors must be pre-approved by DANB. A designated number of hours will be awarded after completing a pre-approved home study course. Home study courses can be obtained from the American Dental Assistants Association and other agencies. To avoid non-acceptance of credits, ask course sponsor if the course is DANB-approved. If not, encourage them to call 1-800-FOR-DANB for course approval.

VIDEO OR AUDIO TAPES FROM CONVENTION SEMINARS

- CDE Hours: Maximum 3 hours**
Accepted Documentation:
Copy of the 250 word essay (highlighting the meeting and course name)

Certificants may earn a maximum of **three (3) CDE hours annually** by viewing or listening to a taped CDE course presented at a local, state, regional, or national dental meeting and writing a minimum 250-word summary of that course presentation.

READING

- CDE Hours: Maximum 2 hours**
Accepted Documentation: Written log of articles and copy of each 50 word article summary or 250 word text book summary

Certificants may earn a **maximum of one (1) CDE hour annually by reading** at least six (6) technical/dental articles published within your renewal period or one (1) dental textbook, published within the past five (5) years. Community libraries, dental offices, and the Internet are convenient sources of books and journals. To record reading activity, a log must be maintained that includes title of book or article, name of journal, author, and date of publication. This written log earns the certificant **one (1) CDE hour**. Certificants may **earn an additional one (1) CDE hour annually** for writing at least a 50-word summary of each article or at least a 250-word summary of the textbook, highlighting the relevance of the information to the dental assisting profession.

DANB EXAMS

- CDE Hours: Maximum 12 hours**
Accepted Documentation:
Copy of Certificate or Official DANB Score Report

Twelve (12) CDE hours are awarded for each DANB-administered examination successfully completed, excluding the first time a certification exam is passed. These examinations include any DANB national examination, DANB Professional Development Examination Program (PDEP), or any DANB state or agency-contracted examination that consists of at least 100 items. **Four (4) CDE hours are awarded for each DANB-administered state or agency-contracted examination that is less than 100 items.**

COMMUNITY PARTICIPATION

- CDE Hours: Maximum 3 hours**
Accepted Documentation: Certificate of completion, Letter of attendance/participation or similar documentation

Certificants may earn a **maximum of two (2) CDE hours** by participating in dental-related community service and an **additional one (1) CDE hour** for writing at least a 250-word essay on how the volunteer service benefited the certificant's professional growth. Examples include: international/national mission work, voluntary clinic work or dental health presentations to students or groups. Volunteer time should be at minimum two (2) hours.

COLLEGE COURSES

- CDE Hours: Maximum 12 hours**
Accepted Documentation: Grade report, Transcript, Letter of Verification (from instructor on school letterhead)

CDE hours are awarded for each scientific-oriented college credit/unit successfully completed at the following levels:

- **Three (3) College Credits/Units = Twelve (12) CDE hours**
- **Two (2) College Credits/Units = Six (6) CDE hours**
- **One (1) College Credit/Unit = Three (3) CDE hours**

Courses must directly relate to the practice of dentistry or dental assisting (i.e., dentistry, dental assisting, dental hygiene, anatomy/physiology, all biology, all chemistry, nutrition). To avoid non-acceptance of credits, call DANB to ascertain whether a course is acceptable and at what CDE hour level.

SCHOLARLY ACTIVITY

- CDE Hours: Maximum 3 hours**
Accepted Documentation: Letter from DANB, course outline / catalog, copy of program brochure, copy of published article (including name and date of publication)

Certificants may earn **three (3) CDE hours annually** for each of the following scholarly activities:

- Teach a professional course directly related to dentistry or dental assisting or present a continuing dental education program
- Author a published article in a recognized dental or dental assisting publication
- Participate in a DANB test construction committee/validity study or receive 1 hour for every 2 exam items accepted by DANB.

Focus on the Board: New DANB Board Directors, Brenda Fell, CDA, CDPMA & Paul E. Stubbs, DDS, MS

Brenda Fell, CDA, CDPMA, was elected to the Dental Assisting National Board's (DANB) Board of Directors in 2003. Serving her first of two possible three-year term as a representative of the American Dental Assistants Association (ADAA), Ms. Fell became a Certified Dental Assistant (CDA) in 1979 and later earned her Certified Dental Practice Management Administrator (CDPMA) credential in 1999.



Ms. Fell, CDA, CDPMA

Ms. Fell attended Weber State University in Ogden, UT, earning an Associate of Science degree in Dental Assisting in 1978 and a Utah Vocational Teaching Certificate in 1998. In 2002, she went on to earn a Bachelor of Science in Health Education from Americus University based in Washington, D.C.

Currently employed as Dental Assistant Program Advisor for Ogden-Weber Applied Technology College in Ogden, UT, Ms. Fell promotes DANB Certification to her students because she strongly feels that it promotes professionalism both personally and professionally and serves as a verification of competency for both employers and patients.

Ms. Fell is currently Director of the ADAA Foundation, appointed to this position in 2001. She initially joined the ADAA in 1983 and has had appointments on the Annual Conference Local Arrangement Committee, SLC (1999); Council on Annual Conference (1996-1999); Awards Sub-Committee (1998); Elections Sub-Committee (1997); Education Committee (1995-1996); and Resolutions Committee (1993). She also served as Eleventh District Trustee from 1988-1994.

Since February 2002, Ms. Fell has served as the President of the Utah Dental Assistants Association. She has also held the offices of President-Elect, Vice President, and Secretary Treasurer. Ms. Fell has served on the Ogden Dental Assistants Society in the capacity of President, President-Elect, Vice President, and Secretary Treasurer.

Paul E. Stubbs, D.D.S., M.S., was elected to the Dental Assisting National Board's (DANB) Board of Directors in 2003. Dr. Stubbs is currently serving his first of a possible two three-year terms as a representative of the American Association of Dental Examiners (AADE).

In 1963, Dr. Stubbs earned an M.S. degree in Physiology from Wayne State University, College of Medicine, in Detroit, MI and later graduated in 1970 from Baylor Dental College in Dallas, TX with a D.D.S. degree. That same year, he also received licensure from the Texas as well as National Board of Dental Examiners.

Dr. Stubbs currently works in private practice as a general dentist in Georgetown, TX where he only employs DANB Certificants. He feels that DANB Certification is a positive influence on assistants' careers and finds their skill level superior to that of non-certified assistants.

Dr. Stubbs is an active member of the American Dental Association (ADA), joining the organization in 1970. He has served on the Council on Access, Prevention and Interprofessional Relations and the Committee on National Board Examination Construction. He also served as Delegate from Texas to the House of Delegates (1986-1996) and Liaison to the American Medical Association (AMA) House of Delegates.

Dr. Stubbs is a member of the Texas Dental Association (TDA) (1978-present) where he has served as

President (1990-91), Vice President of the Southeast Division, Chairman of the Finance & Audit Committee, Representative to the Advisory Board of Texas Institute of Medical Assessment, Chairman of the Council on Public Relations, Chairman of the Council on Dental Trade and Laboratory Relations, and is currently Chairman of the Building Committee.



Dr. Stubbs, DDS, MS

From 1970 through the present, Dr. Stubbs has served on the Tenth District (Austin) Dental Society in the capacity of President (1983-84), Vice President, Secretary, Delegate of the Texas Dental Association House of Delegates, Committee on Public Awareness, and Public Speakers Bureau. He spent 6 years on the Dental Hygiene Advisory Committee of the Texas State Board of Dental Examiners (1996-2001); has been Dental Hygiene Chief Examiner of the Western Region Board of Examiners since 1996; and was appointed as a member of the Texas State Board of Dental Examiners in 2001.

Dr. Stubbs gives freely of his time in voluntary dental services, which has extended outside of the United States to such places as Haiti, Mexico, and Nicaragua. He has authored and directed two dental plays entitled "The Dentist of Joz" and "Fractured Fairy Tales," both presented at the Austin Community Health Fair. He has been the recipient of several awards during his dental career to include the 1988 President's Award from the TDA, Dentist of the Year from the Tenth District Dental Society in 1981 and 1991, Fellow of the International College of Dentists, and Fellow of the American College of Dentists.▲

ADAA Installs 2003-2004 Officers at Annual Meeting in Nashville

New officers of the American Dental Assistants Association (ADAA) were installed at the annual conference of the ADAA held in Nashville, TN in conjunction with the annual meeting of the Academy of General Dentistry (AGD).



Ms. Kay Mosley, CDA

Heading the list of officers as President is Kay Mosley, CDA of Oklahoma City, Oklahoma. Ms. Mosley is an executive with the Oklahoma Dental Association and has served the ADAA as Ninth District Trustee and national Secretary, Vice president and President Elect in addition to having

filled many offices at the state and local level for the Oklahoma Dental Assistants Association. Ms. Mosley has been DANB Certified since July 24, 1992.

Also elected and installed were:

- President-elect Kristy S. Borquez, CDA, EFDA, FADAA, Granada Hills, CA
- Vice President Debbie L. Von Alman, CDA, RDA, Richfield, MN
- Secretary Kimberly G. Bland, CDA, EFDA, EFOA, Bradenton, FL
- Immediate Past President Karen Waide, CDA, EFDA, Newburg, OR

As leaders of the ADAA in the coming year, Officers will work toward the adoption of legislation mandating credentialing for clinical dental assistants and greater recognition of the assistant's role in the professional team.

During 2004, the officers will preside over Dental Assistants Recognition Week in March and the annual, national conference in Anaheim, CA in July 2004 with the AGD. To join the ADAA, please call 312/541-1550 or visit their website at www.dentalassistant.org.▲

2003 ADAA Fellows Inducted

During the 2003 AGD/ADAA Annual Conference held in Nashville, four ADAA members achieved the status of ADAA Fellow (FADAA). Honored during the ADAA Fellowship Convocation were:

- Beth M. Barber, COA, FADAA, Farmington, CT, (DANB Certified since 7/30/97)
- Shoshanna M. Hinder, CDPMA, COA, FADAA, BA, Allentown, PA, (DANB Certified since 2/15/98 (COA); 7/14/98 (CDPMA);
- Peggy L. Huddleston, CDA, FADAA, St. Mary's, OH, (DANB Certified since 12/22/88)
- Jacqueline W. Milnes, CDA, FADAA, Rapid City, SD, (DANB Certified since 1/29/99)

In order to be a Fellow in the ADAA, a dental assistant must have three (3) consecutive years of active ADAA membership and accrue 300 hours of continuing education credit after enrolling in the program. Those who are already CDAs, COAs or COMSAs automatically earn 150 hours of credit upon enrollment. CDPMAs earn 100 hours of credit. The fee to enroll is \$20. For more information, contact the ADAA at 312/541-1550.▲

Convocation ceremonies for new Fellows being inducted were held immediately prior to the First House of Delegates on Thursday, July 17. Posing for the formal photo are (l to r) Peggy L. Huddleston, CDA, FADAA, Beth M. Barber, COA, FADAA, and Christina Simeone, CDA, FADAA (Ms. Simeone was inducted in 2002 but unable to attend that ceremony).



AGD Installs Executive Board at Annual Meeting in Nashville

A new Executive Board of the Academy of General Dentistry (AGD) was installed at the annual meeting of the AGD held in Nashville.

Heading the list as president is John D. Chandler, DDS, MAGD. Dr. Chandler has served as an AGD Trustee and Secretary. He has also served as a public information officer, legislative chair, editor and treasurer for the Texas Academy of General Dentistry. He earned his DDS from the University of Texas Dental Branch at Houston in 1973. Dr. Chandler became an AGD Fellow in 1984 and a Master in 1995. He has been a delegate to the Academy's House since 1988 and served the American Dental Association (ADA) as a delegate from 1996 to 2000.



Dr. John Chandler, DDS, MAGD

Also elected and installed were:

- President-elect Thomas A. Howley, Jr., DDS, MAGD, Perkiomenville, PA
- Vice President Bruce A. Burton, DMD, MAGD, ABGD, Hood River, OR
- Secretary David F. Halpern, DMD, FAGD, Columbia, MD
- Treasurer Mark Cohen, DDS, MAGD, Hillsdale, NJ
- Speaker of the House Robert E. Roesch, DDS, MAGD, Fremont, NE
- Editor Roger D. Winland, DDS, MS, MAGD, Athens, OH
- Immediate Past President James Richeson, Jr., DDS, FAGD, Washington, D.C.

The AGD is committed to helping dentists stay current with new research, new technologies and new products through lifelong learning. For more information, visit www.agd.org.▲

DANB Celebrates Family Day 2003



DANB Staff celebrated Family Day on June 27th with a morning filled with activities for young family members, culminating with a trolley car tour of the city of Chicago for the whole group!

DANB Calendar of Events & 2003/2004 Conventions and Meetings

Be sure to visit the DANB booth at upcoming conventions and meetings. Bring your current DANB wallet card and receive your credential ribbon/special gift.

DANB Office Closed Nov 27-28 for Thanksgiving Holiday

<u>2003 Convention/Host</u>	<u>Location/Contact Info</u>	<u>Dates</u>
Greater New York Dental Meeting New York County Dental Society/ Second District Dental Society DANB Forum—December 1st, 9:30 - 11:30 a.m., Room 1E06	New York, NY www.gnydm.com	Nov. 30-Dec. 3

DANB Office Closed Dec. 24-26 for Christmas Holiday and January 1-2 for New Year's Day

<u>2004 Convention/Host</u>	<u>Location/Contact Info</u>	<u>Dates</u>
Rocky Mountain Convention Metro Denver Dental Society (MDDS)	Denver, CO www.mddsdentist.com	January 15-17
Yankee Dental Congress Massachusetts Dental Society (MDS)	Boston, MA www.massdental.org	January 29-Feb. 1
ABHES Meeting Accrediting Bureau of Health Education Schools	New Orleans, LA www.abhes.org	February 5-6
American Dental Education Assn. Meeting American Dental Education Assn. (ADEA) DANB Educator Forum—Date TBD	Seattle, WA www.adea.org	March 6-10

Dental Assistants Recognition Week—March 7-13, 2004

Hinman Dental Meeting Hinman Dental Society of Atlanta DANB Forum—Date TBD	Atlanta, GA www.hinman.org	March 18-20
American Association of Orthodontists Meeting American Association of Orthodontists (AAO)	Orlando, FL www.aaortho.org	April 30-May 4

DANB Office Closed May 31—Memorial Day Holiday

AGD/ADAA Annual Meeting Academy of General Dentistry (AGD) American Dental Assistants Association (ADAA) DANB/ADAA Forum—Date TBD	Anaheim, CA www.agd.org www.dentalassistant.org	July 8-11
Pacific Northwest Dental Conference Washington State Dental Association	Seattle, WA www.wsda.org	July 15-16

Ortho Assisting Exam Committee Met to Construct DANB Test Items

Reviewing and approving items submitted by item writers is only part of the job the DANB Orthodontic Assisting Exam Committee Team accomplished when they met in June. DANB staff worked with Dr. Richard Aubrey, DDS, Misty Everman and Board Liaison, Judith Andrews to construct the latest version of the DANB Certified Orthodontic Assistant (COA) exam. Other exam committee members, Dr. Terry Jay Sobler and S. Robin Kerwin, COA, were not able to attend.

With Computer Adaptive Testing (CAT) rolling out in January 2004, more items are required in the exam item pool. Exam Committees are essential to ensuring that candidates who take the exam are being tested in a clear and accurate manner and that the test questions reflect the emerging technologies that affect the field of dental assisting. ▲



Members of the Orthodontic Assisting Exam Committee: left to right, Dr. Richard Aubrey, DDS, Misty Everman, CDA, Judith Andrews, CDA, RDA, FADAA, Board Liaison. Not pictured: Dr. Terry Jay Sobler and S. Robin Kerwin, COA.

DANB National Test Dates

Mark your calendars with these important written exam dates and deadlines.

<u>2004 Exam Dates</u>	<u>Deadlines</u>
February 27-28, 2004	January 9, 2004
June 11-12, 2004	April 23, 2004
October 8-9, 2004	August 20, 2004

Remember: Computerized examinations can be taken year round and do not have deadlines.

The DANB Mission

The Dental Assisting National Board, Inc. is a non-profit corporation whose mission is to promote the public good by providing credentialing services to the dental community.

You Could Be Next!

Match your CE number with one of the computerized randomly selected numbers listed below. Notify the DANB Marketing Department within 30 days of this newsletter's mailing to claim your \$50 prize. Be sure to include your name, address and CE number.

094650	000059
131421	139041
169239	178994

New DANB Certificants Listing can be viewed at www.danb.org



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DANB Details

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*Your calls are important to us.
 Please note that it is DANB's policy to
 return calls within two (2) business days.*

Client Services Update: Phones

DANB continues to raise the bar on the quality of client service we provide to our valued stakeholders. Recognizing the need to continually improve your experience with us, DANB has been hard at work upgrading our interactive phone system and adding 24 phone lines, to bump our total to 50!

When you call us at 1-800-FOR-DANB or 312-642-3368 in the coming months, you will notice that our menu selections have changed to offer new and more efficient options of connecting with the appropriate DANB staff member to handle your inquiry or comments. Our goal is to minimize your time on the phone as much as possible, while providing you with even better service.

The upgrade of the system should not have any effect on day-to-day operations. However, in the event that disconnections occur, no connection is made or a busy signal is received, please simply try your call at a later time, contact us via email at danbmail@danb.org, visit www.danb.org, or fax your inquiry to 312-642-1475.

We appreciate your patience during this transition as DANB enhances its services to its stakeholders and apologize for any inconvenience this may or may have caused.▲

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