

### **Morning Panel:**

#### **Handling Difficult Patient Situations - Fran Ciardullo, Esq.**

This session will focus on how your dental practice should approach various difficult patient situations. We will discuss non-compliant patients and patient refusals; liability for patients who insist upon leaving the office after the administration of anesthesia; dissatisfied patients and patient complaints; demands for refunds and compensation, and the problem of patients who are intimidating or threatening.

#### **Bio:**

Fran counsels the firm's clients on health care and risk management issues. She provides counsel to hospitals and health systems, nursing homes, physicians, physician groups, dentists, and other providers on professional misconduct, professional liability, medical staff issues, scope of practice, mandated reporting, peer review, and medical device matters. She also handles consent for treatment and surrogate decision-making, patient care, EMTALA, and health information privacy issues.

Fran also served for 22 years as the town justice for the Town of Schroepfel, New York. She was appointed by the chief justice of the State of New York to serve on the New York State Commission on Judicial Conduct, where she ultimately became vice chair. For many years, she was a member of the senior teaching faculty for the New York State Office of Court Administration.

### **Anatomy Of A Government / Payor Audit Investigation**

#### **Margaret Surowka, Esq.**

More and more providers find themselves the target of payor audits and government investigations. The anxiety of potentially being targeted can be alleviated, however, by knowing steps you can take to avoid the government's scrutiny and, if you are targeted, what to expect and how to respond.

#### **Bio**

Maggie has more than 20 years of experience as a strong advocate for her health care clients, representing individual providers and facilities in licensure, disciplinary and ethics proceedings. She routinely counsels clients who are faced with Medicaid, Medicare and other governmental investigations and audits, as well as on employment and contract matters. Maggie defends individual health care providers facing license revocation and represents them in disciplinary matters before the Office of Professional Medical Conduct and the Office of Professional Discipline. She also represents employers from other industries in matters before the State Division of Human Rights. Maggie's familiarity with New York State and City lobbying laws helps her navigate clients' lobbying compliance issues and audits.

### **Afternoon Panel:**

#### **Contracts and HR - Graig Zappia, Esq.**

This lecture will help dentists navigate hiring, firing and everything in between. The failure to navigate HR issues, especially in the environment in which we all currently work, is something that can cause great disruption and stress to your practice and

patients if you are not fully prepared. Learn about effective employee manuals and policies to put in to place so you can focus on what truly matters: your patients and their dental care.

Bio:

Graig contributes to the versatility of O'Connell and Aronowitz's legal services for Capital Region residents. He was brought in as an integral part of the firm's Business Law & Transactions practice group. He represents businesses in asset acquisitions and sales, commercial litigation, contract negotiations, corporate formations, commercial real estate and leasing matters, and advises employers on compliance issues under New York State and Federal labor and employment laws. His clients include individuals, small to mid-size businesses, developers, medical groups, and medical professionals.

### **Fraud Defenses: Scale Up, Never Let Your Guard Down**

**Norman Bouchard TD Bank**

Small Business Relationship Manager at TD

Businesses that train their employees on payment fraud, controls, and cyberfraud have a lower frequency of reported losses than their non-trained peers. The lack of employee training on known losses to organizations is demonstrated in the following proportional factors for each category of attack. This presentation will provide you the information you need to protect your practice and your patients.