

Practice Management and Allied Dental Personnel Resources Web Sites

Dentists go through years of intensive schooling, receive their professional licenses by passing a Board exam, and then begin careers that, in most cases, culminate in becoming small business owners providing quality dental services. Dental school has prepared the dentist with the technical and scientific knowledge to provide dental services but may not have offered courses on the complexity of the day-to-day running of a small business.

The American Dental Association provides many resources for its members and those who work for and with them to help address this missing area of knowledge. Taking continuing education courses, reading articles, and networking with other dentists and allied dental personnel are but a few of the means available to gain this knowledge.

The listing of internet resources below is a compilation of resources from many different areas of the Association and outside the ADA that may address questions that you and/or your staff have about the day-to-day office activities. The good thing about the internet is the easy, instant access it offers; the downside is that it is not easy to properly phrase a question to find the correct answer nor can you always judge the veracity of information. The list categorizes some broad topics that members and allied dental personnel call the ADA about often and it offers web sites or resources that may address those issues.

These are merely offered as references and should not be construed as legal advice and cannot serve as a substitute for a dentist's own professional judgment or consultation with an advisor or attorney. As with other links from ADA.org, by linking to these sites, the ADA does not endorse the policies or practices of, or opinions expressed on, those sites; nor does the ADA make any representations or warranties with respect to the accuracy of any items or claims they contain.

Using this list: You may go to a web site, such as that of the Small Business Administration (www.sba.gov). Once on the site, you locate the **Search** feature and type in a topic to find the information you are seeking. It may take more than one attempt to get results, so be patient. For example, if you were developing an agreement and wanted to know more about *restrictive covenants*, you might also need to try a term such as *non-compete clause* or simply *agreement*. The use of quotation marks to look for a whole phrase is helpful also, such as "dental office." Without the quotation marks around the two words, your search will include all dental references as well as office references.

This list is checked on a regular basis to determine if links are current. But material can become outdated and web site/links are often changing. Please contact us if you find a link that is incorrect by e-mail: dentalpractice@ada.org, toll free number, ext. 2762 or 1312-440-2762. Use the same contact information to suggest other topics you would like covered or even tell us about resources that may be unfamiliar to us.

Who/What	Web link/address
American Dental Association	http://www.ada.org
Dental Professionals	http://www.ada.org/prof/index.asp
Practice Planning and Protection	http://www.ada.org/prof/prac/index.asp
Law & Ethics	http://www.ada.org/prof/prac/law/index.asp
Risk Management Article Database (members only)	http://www.ada.org/members/law/riskb.asp (requires Member login)

Law Articles	http://www.ada.org/members/law/lawb.asp
Legal Links	http://www.ada.org/members/law/links.asp
HIPAA Information	http://www.ada.org/prof/resources/topics/hipaa/index.asp
Shopping for Practice Insurance	http://www.ada.org/prof/prac/index.asp
Directory of Professional Liability Insurers	http://www.ada.org/prof/prac/insure/liability/index.asp
Practice Tools - Practice Directories Directory of Practice Appraisers and Brokers Directory of Practice Management Consultants	http://www.ada.org/prof/prac/tools/directories.asp
Practice Management Software Department of Dental Informatics directory of American software vendors	http://www.ada.org/prof/prac/tools/software/index.asp
A-Z Topics	http://www.ada.org/prof/resources/topics/index.asp
Dental Practice	http://www.ada.org/prof/resources/topics/dentalpractice.asp
ADA Library	http://www.ada.org/prof/resources/library/index.asp
ADA Library, Reference Request Forms	http://www.ada.org/prof/resources/library/forms.asp New Dentists Adding an Associate Becoming an Associate Practice Valuation Purchase of a Dental Practice Sale of a Dental Practice Dental Office Design Evidence-based Dentistry Informed Consent Infection control Chemotherapy Patients, Oral Complications Radiotherapy Patients, Oral Complications
<i>Dental Buying Guide</i> - access dental manufacturers by name, location and product	http://www.ada.org/prof/resources/pubs/dbguide/index.asp
American Dental Association Catalog	https://siebel.ada.org/ecustomer_enu/start.swe?SWECmd=Start&SWEHo=siebel.ada.org
Advocacy Issues Library Ownership of a Practice	http://www.ada.org/prof/advocacy/issues/ownership_practices.pdf
General Business Sites	
Attorneys American Bar Association	http://www.abanet.org/
American Health Lawyers Association	http://www.healthlawyers.org/
Better Business Bureau BBB Tips:	http://welcome.bbb.org/ http://www.bbb.com/alerts/business.asp

Business (by the Small Business Administration)	http://www.business.gov
State and Local Regulations (select state specific)	http://www.business.gov/guides/licenses-and-permits/ http://www.business.gov/states/
Health Care Compliance Guide	http://www.business.gov/topic/Health_Care
Antitrust – Competition in Healthcare Marketing	http://www.ftc.gov/bc/healthcare/
Launching a Business Small Business Guides Checklist for Starting a Business	http://www.business.gov/topic/Small_Business_Guides http://www.irs.gov/businesses/small/article/0,,id=98810,00.html and http://www.business.gov/topics/business_laws/legal_structures/index.html
Employment and Human Resources Employment Law Guide Human Resources I-9 Employment Eligibility Verification Workplace Health and Safety Finance Emergency and Disaster Planning Manage and Grow Your Business Paying Taxes	http://www.business.gov/topic/human_resources/employment.html http://www.dol.gov/compliance/guide/index.htm http://www.business.gov/topic/Human_Resources http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=31b3ab0a43b5d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=db029c7755cb9010VgnVCM10000045f3d6a1RCRD http://www.business.gov/topic/Workplace_Health_and_Safety http://www.business.gov/topic/Finance http://www.business.gov/topic/Emergency_and_Disaster_Planning http://www.sba.gov/smallbusinessplanner/manage/index.html http://www.business.gov/topic/Taxes
Copyright Office (U.S.)	http://www.copyright.gov/
Department of Justice and Federal Trade Commission Statements of Antitrust Enforcement Policy in Health Care	http://www.ftc.gov/bc/healthcare/industryguide/policy/index.htm
Employment Law Alliance	http://www.employmentlawalliance.com/
Employment Laws Assistance for Workers and Small Businesses (elaws)	http://www.dol.gov/elaws/
Entrepreneur magazine Startup Basics Creating Your Business Plan How-To Guides	http://www.entrepreneur.com/ http://www.entrepreneur.com/startingabusiness/businessplans/index144006.html http://www.entrepreneur.com/businessplan/index.html http://www.entrepreneur.com/startingabusiness/howtoguides/index115868.html
Inc.com magazine How To Guides	http://www.inc.com/ http://www.inc.com/guides/
Insure.com	http://www.insure.com/
My Corporation.com Incorporation, Form an LLC, Trademarks	http://www.mycorporation.com/
National Association of Insurance Commissioners	http://www.naic.org/
State Insurance Department Web Sites Small Business Resources	http://www.naic.org/state_web_map.htm http://www.insureuonline.org/smallbusiness/
Small Business Administration Starting Your Business	http://www.sba.gov/ http://www.sba.gov/smallbusinessplanner/start/index.html

Financial Startup Managing Your Business Disaster Recovery Handling Legal Concerns Free Online Courses	http://www.sba.gov/smallbusinessplanner/start/financestartup/index.html http://www.sba.gov/smallbusinessplanner/index.html http://www.sba.gov/services/disasterassistance/disasterpreparedness/index.html http://www.sba.gov/smallbusinessplanner/manage/handlelegalconcerns/index.html http://www.sba.gov/services/training/onlinecourses/index.html
Tax Incentives Packet on the Americans with Disabilities Act (U.S. Attorney General)	http://www.usdoj.gov/crt/ada/taxpack.htm
US Chamber of Commerce Small Business Issues Small Business Toolkit Financial Planning Toolkit	http://www.uschamber.com/default http://www.uschamber.com/sb/focus/issues.htm http://www.uschamber.com/sb/learn/sbtoolkit http://www.uschamber.com/sb/learn/fptoolkit
Appraisers	
American Dental Association, Practice Directories Directory of Practice Appraisers and Brokers	http://www.ada.org/prof/prac/tools/appraisers/search/searchstart.asp
The Appraisal Foundation	http://www.appraisalfoundation.org/s_appraisal/index.asp
Appraisal Institute	http://www.appraisalinstitute.org/
American Society of Appraisers	http://www.appraisers.org/
Institute of Business Appraisers	http://www.go-iba.org/
The Canadian Institute of Chartered Business Valuators	https://www.cicbv.ca/?v=1&page=home
Consultants	
American Dental Association, Practice Directories Directory of Practice Management Consultants	http://www.ada.org/prof/prac/tools/practice/search/searchstart.asp
National Society of Certified Healthcare Business Consultants	http://www.nschbc.org/
Credit Cards	
Equifax	http://www.equifax.com/home/
Experian (formerly RW)	http://www.experian.com/
Transunion	http://www.transunion.com/
Federal Trade Commission Federal Trade Commission for the Consumer (consumer credit issues)	http://www.ftc.gov/ http://www.ftc.gov/bcp/edu/pubs/consumer/credit/cre01.shtm
Financial Planning	
American Institute of Certified Public Accountants	http://www.aicpa.org/about%20the%20aicpa/
The Financial Planning Association	http://www.fpanet.org/
International Association of Registered Financial Consultants	http://www.iarfc.org/content.asp?n=1
Society of Financial Service Professionals	http://www.financialpro.org/

Matsco Financing for Healthcare Practices Business Planning Tools	http://www.matsco.com/ http://www.matsco.com/pra_fin/index.html http://www.matsco.com/bus_pla_too/index.html
Allied Dental Personnel Organization and Accreditation	
American Dental Assistants Association (ADAA)	http://www.dentalassistant.org/
American Dental Hygienists' Association (ADHA)	http://www.adha.org/
Dental Assisting National Board (DANB -credentials dental assistants)	http://www.dentalassisting.com/
National Association of Dental Laboratories	http://www.nadl.org/
National Board for Certification in Dental Technology (NBC – certifies dental laboratories and technicians)	http://www.nadl.org/certification.shtml
Professional Association of Health Care Office Management (PAHCOM)	http://www.pahcom.com/
Employees/Employment Issues - In addition to the Department of Labor and the American Dental Association resources listed above, there are a variety of resources that can help you understand the complex issues of employment labor laws. Listed below are resources to help you manage your employees.	
American Dental Association (Risk Management Article Database on members only section) Select " <i>Employment Practice</i> " from drop down menu	http://www.ada.org/members/law/riskb.asp A Safety Checklist for Your Office, "What Can I Ask a Potential Employee?", Conducting Effective Performance Evaluations, You're Fired! But Not In Violation of the Law, Protecting Yourself Against Employee Sexual Harassment Allegations, Protecting Against Wrongful Termination Allegations By The Book - Develop an Employee Manual, Reducing Liability Through Well-Founded Employment Practices
Dental Career Information	http://www.ada.org/public/careers/index.asp
Bureau of Labor Statistics Dental Assistants Dental Hygienists Dentists Dental Laboratory Technicians	http://www.bls.gov http://www.bls.gov/oco/pdf/ocos163.pdf http://www.bls.gov/oco/pdf/ocos097.pdf http://www.bls.gov/oco/pdf/ocos072.pdf http://www.bls.gov/oco/pdf/ocos238.pdf
Centers for Disease Control – information on workplace hazards	http://www.cdc.gov/
Department of Labor's Small Business Drug Free Workplace Kit	http://www.dol.gov/asp/programs/drugs/workingpartners/dfworkforce/dfwf.asp
Employer's Tax Guide	http://www.irs.gov/pub/irs-pdf/p15.pdf
Employment Law Alliance	http://www.employmentlawalliance.com/
Employment Laws Assistance for Workers and Small Businesses (elaws)	http://www.dol.gov/elaws
Equal Employment Opportunity Commission (U.S.) - regulations guidance for employees & employers	http://www.eeoc.gov/

FindLaw (cases, statutes, lawyers and more)	http://www.findlaw.com/
GovDocs.com (federal & state labor laws posters)	http://www.laborlawposter.com/site/index.html
Self-Employed Individuals or Independent Contractors	http://www.irs.gov/businesses/small/article/0,,id=115045,00.html
Labor (U.S. Department of)	http://www.dol.gov/
Office of Personnel Management (U.S.) Workplace Violence Workbook	https://www.opm.gov/employment_and_benefits/worklife/officialdocuments/handbooksguides/workplaceviolence/intro.asp
Occupational Safety and Health Administration (OSHA)	http://www.osha.gov/
Privacy Rights Clearinghouse (Background Check Guide)	http://www.privacyrights.org/fs/fs16b-smallbus.htm
Social Security Administration	http://www.ssa.gov/
US Department of Labor Employment Law Guide	http://www.dol.gov/ http://www.dol.gov/compliance/guide/index.htm
HIPAA	
Health Insurance Portability and Accountability Act (HIPAA) HIPAA Information on ADA.org	http://www.ada.org/prof/resources/topics/hipaa/index.asp
HIPAA questions and answers (US Department of Health and Human Services)	http://www.hhs.gov/hipaafaq/index.html
<i>Health Hippo</i> is a collection of policy and regulatory materials related to health care, with some graphics sprinkled in. It would be wise to confirm anything you intend to rely on with a hardcopy of the reference. Space for the Hippo is provided by FindLaw .	http://hippo.findlaw.com/hippohome.html
HIPAA implementation issues and ideas	http://www.wedi.org/snip/public/articles/index.cfm
Official HIPAA web site	http://aspe.os.dhhs.gov/admsimp/
Submit change requests to the Designated Standards Maintenance Organizations	http://www.hipaa-dsmo.org/
State Privacy Laws — Georgetown Privacy Project	http://www.healthprivacy.org/
Internal Revenue Service Employment Taxes for Businesses Partnerships Corporations Independent Contractor or Employee Starting, Operating or Closing a Business Tax Incentives Packet on the Americans with Disabilities Act	http://www.irs.gov/ http://www.irs.gov/businesses/small/article/0,,id=172179,00.html http://www.irs.gov/businesses/partnerships/index.html http://www.irs.gov/businesses/corporations/index.html http://www.irs.gov/pub/irs-pdf/p1779.pdf http://www.irs.gov/businesses/small/article/0,,id=99336,00.html http://www.usdoj.gov/crt/ada/taxpack.htm
General Health Information	
American Heart Association	http://www.americanheart.org/presenter.jhtml?identifier=1200000
Department of Health and Human Services	http://www.hhs.gov/

National Institute of Dental and Craniofacial Research	http://www.nidcr.nih.gov/
Medical Care for Obese Patients (NIDDK)	http://win.nidk.nih.gov/publications/medical.htm
Occupational Safety & Health Administration (OSHA) Dentistry:	http://www.osha.gov/ http://www.osha.gov/SLTC/dentistry/index.html
Centers for Disease Control (CDC)/Infection Control CDC Guidelines for Infection Control in Dental Health Care Settings – 2003:	http://www.cdc.gov/ http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5217a1.htm
ADA Roadmap to CDC Guidelines for Infection Control in Dental Health-Care Settings	http://www.ada.org/prof/resources/topics/cdc/index.asp#roadmap
Medicare Medicare Frequently Asked Questions	http://www.medicare.gov/ http://www.medicare.gov/Publications/Pubs/pdf/11348.pdf
Medicaid State Toll Free Lines	http://www.cms.hhs.gov/home/medicaid.asp
National Association of the Deaf (NAD)	http://www.nad.org/site/pp.asp?c=foINKQMBF&b=91587
National Association for Hispanic Health (health information in Spanish)	http://www.hispanichealth.org/
National Clearinghouse on Child Abuse and Neglect Information	http://www.childwelfare.gov/can/
National Practitioner Data Bank and the Healthcare Integrity and Protection Data Bank (U.S. Department of Health)	http://www.npdb-hipdb.com/
Medical Privacy - National Standards to Protect the Privacy of Personal Health Information	http://www.hhs.gov/ocr/hipaa/
Clinical Issues	
Dental Manufacturers (ADA Dental Buying Guide)	http://www.ada.org/prof/resources/pubs/dbguide/index.asp
Dental Radiology	JADA: An Update on Radiographic Practices: Information and Recommendations (members only section) ADA.org: JADA Supplements & Special Reports Go to Archives, select February, 2001, and article title as shown above Topics Related to the Needs of Patients, go to link below and click on first letter of item (for example, "B" for Baby Bottle Tooth Decay). http://www.ada.org/public/topics/alpha.asp
Licensure State Boards of Dentistry – This link allow you to locate your state board of dentistry and obtain information such as: your state practice act, licensure and CE requirements, delegatable functions.	http://www.ada.org/prof/prac/licensure/index.asp
American Association of Dental Examiners	http://aadexam.org/
State Public Health Associations	http://www.apha.org/

ALL TOPICS BELOW ACCESSIBLE FROM LINK BELOW

ADA.org Topics A-Z
Aseptic techniques for parenteral medications
 Cleaning and disinfecting environmental work surfaces
 Sterilization and Disinfection Table
 Cleaning and sterilizing dental handpieces
 Sterilization and Disinfection of Dental Instruments
Contact dermatitis and latex hypersensitivity
Latex Allergy
Dental laboratory
Dental radiology *JADA: An Update on Radiographic Practices: Information and Recommendations*
Dental unit waterlines, biofilm and water quality
ADA Professional Topics: Dental Unit Waterlines
Dental Unit Waterlines: Cleaning Waterlines
Education and training of dental health-care workers
Engineering and work practice controls, including safe use of needles and other sharps
CDC Sample Screening and Device Evaluation NIOSH Safer Medical Device Implementation in Health Care Facilities
Handling extracted teeth
Hepatitis B vaccination
Hand hygiene
Immunization programs
Hepatitis B Vaccine Information
Maintenance of records, data management and confidentiality
Health Insurance Portability and Accountability Act (HIPAA)
Medical waste
Mycobacterium tuberculosis
Personal protective equipment
Postexposure management and medical follow-up
Postexposure Management
Medical conditions, work-related illness and work restrictions
Oral surgical procedures
Single-use disposable devices
Sterilization and disinfection of patient care items
Sterilization Monitoring
Sterilization and Disinfection of Dental Instruments
Sterilization and Disinfection Table

<http://www.ada.org/prof/resources/topics/index.asp>

