



**CADAT / CDA Joint Annual Conference
April 16 – 17, 2021**



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Name of Course: *Regulatory Inspections 101: Before, During and After*

Course Content Outline:

Regulatory agencies create “regulations” or laws that must be followed by dental healthcare workers. When a breach of a regulation is discovered and reported to the regulatory agency, do you know what to expect?

This course will discuss the different regulatory agencies that dental offices should be aware of, who might make a report, the causes for an inspection, how best to prepare for an inspection, the process of the inspection, and what to expect in the aftermath of an inspection.

Educational Objectives:

- Identify the necessary steps to avoid an inspection.
- Identify the different agencies that have regulatory jurisdiction/power over dental offices.
- Identify the different types of reporting parties.
- Identify the different causes for an agency to perform an inspection in a dental office.
- Describe the steps necessary to prepare for an inspection by a regulatory agency.
- Describe and implement steps to behave during an inspection.
- Describe the implement steps to properly follow-up after an inspection.

Speaker Bio

Eloise Reed, a Certified and Registered Dental Assistant, is passionate about dental assisting. Her dental experience spans over 40 years and includes chairside assisting and practice management in private practices. Eloise taught both dental assisting and practice management for over 30 years in ROP and community college dental assisting programs. In addition, she spent 20 years as a free-lance Dental Office Efficiency Coordinator. She co-owned Tooth Fairy Systems for 6 years. Although Eloise is semi-retired from the classroom, she remains active in the dental field. She currently teaches courses for the Santa Clara County Dental Society. These courses include the “8-hour Infection Control Class for the Unlicensed Dental Assistant”, “California Dental Practice Act” and “Infection Control” courses for the renewing licensee, and other continuing education topics. Throughout her career Eloise has helped hundreds of candidates from all over the country navigate the process of becoming a RDA. She continues to provide support to dental assistants and is currently serving as President of the Santa Clara County Dental Assistants Society. Eloise loves to share her many years of acquired knowledge, stories, and humor while inspiring others.

Ms. Vander Zwaag is the owner of Make Compliance Simple, a Dental Compliance Company, teaching Infection Control, Dental Practice Act, Cal-OSHA, HIPAA and Human Resources Classes to Dental offices. Make Compliance Simple is certified through the Dental Board of California as a CE approved provider.

Maureen Vander Zwaag has 32 years of experience She has been advising small businesses for 15 years on running and management their offices.