MEETING SPONSORS & DONORS
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CONTINUING EDUCATION
ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve nor endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

TDA designates each educational course for a specified number of CE units. Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at ada.org/cerp

COURSE DISCLAIMERS
The Texas Dental Association (TDA) makes every effort to present high caliber speakers in their respective areas of expertise. Seminars of the TDA are offered as information only and not as financial, accounting, legal, or other professional advice. Attendees must consult with their own professional advisors for such advice. The ideas and comments expressed during the seminars are not necessarily endorsed by or those of the TDA.

All participants are cautioned about the risks of using new techniques, especially in courses that have not provided them with supervised clinical experience. All programs may be subject to change due to circumstances beyond our control.
2021 TDA MEETING REGISTRATION FEES

<table>
<thead>
<tr>
<th>Category</th>
<th>EARLY By April 14</th>
<th>REGULAR Beginning April 15</th>
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<tbody>
<tr>
<td>TDA Member Dentist (includes Retired)</td>
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<tr>
<td>Active Duty Military or Federal Dentist</td>
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<td>Faculty Non-ADA Member</td>
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<td>Non-ADA Member Dentist**</td>
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<td>Student (dental, hygienist, assistant)</td>
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<td>Non-Dentist Family of TDA Member</td>
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**Registration fee can be applied toward active membership if you join within 30 days after the meeting. Contact TDA 512-443-3675 or tda@tda.org.
Please note that the schedule listings and locations are subject to change.
To confirm the program schedule, please visit tdameeting.com

Thursday, May 6

8:00 AM – 10:00 AM  TDA House of Delegates, Location TBD
10:00 AM            Reference Committees, Location TBD
3:00 PM – 5:00 PM   Registration Hours

Friday, May 7

6:45 AM – 8:30 AM  ICD/ACD/Pierre Fauchard Breakfast
7:00 AM – 5:00 PM  Registration Hours
8:00 AM – 5:00 PM  TDAA Program Marriott Riverwalk
8:30 AM – 12:00 PM Peer Review Component Committee Training, Location TBD
8:30 AM – 11:30 AM TAPD Spring Virtual CE Course: Dr. E. LaRee Johnson - Only What You Need to Know: Distilling the Essentials of Seeing Children in Private Practice, Session 1
10:00 AM – 11:00 AM DENPAC General Meeting
10:30 AM - 12:00 PM ADA/TDA Leadership Candidates Forum, Location TBD. In the event there are no contested TDA statewide elections and no participation by candidates for ADA elected offices, the candidates forum will not be held.
1:00 AM – 12:00 PM  DENPAC Board Meeting
11:30 AM – 1:00 PM  Greater Houston Dental Society Luncheon
12:00 PM – 1:15 PM  Dallas County Dental Society Luncheon
1:30 PM – 4:00 PM  TAPD Spring Virtual CE Course: Dr. E. LaRee Johnson - Only What You Need to Know: Distilling the Essentials of Seeing Children in Private Practice, Session 2
1:30 PM – 4:30 PM  House of Delegates, Location TBD
5:30 PM – 7:00 PM  UT Health Science Center School of Dentistry San Antonio & Alumni Reception
5:30 PM            Divisional Caucus Meetings, Location TBD
6:00 PM – 7:30 PM  UTSD at Houston Alumni Association Reception
6:00 PM – 8:00 PM  Texas A & M College of Dentistry Alumni Association Reception

Saturday, May 8

8:00 AM – 12:00 PM TDA House of Delegates
                         Location TBD
                         1:30 PM – Close
                         5:00 PM          TDA Board Meeting, Location TBD
9:00 AM – 4:00 PM     TDAA Program Marriott Riverwalk  All Sat PM events at Henry B. Gonzalez Convention Center
3-Hour Tracks (Bundled Courses)
The courses have been divided up into Dentist, Hygienist, Assistants and Front Office Staff tracks. Tracks are offered in 3-hour blocks on Friday morning, Friday afternoon, Saturday morning, and Saturday afternoon. Attendees will remain in the classroom for the entire 3-hour block and the speakers will rotate in to deliver the courses. You cannot purchase courses a la carte—they only can be purchased by each 3-hour track. Workshops are available for a la carte purchase.

Registration Options
You can register for these 3-hour tracks to attend either in-person or virtually so make sure to select the appropriate package(s) for your needs during any given morning or afternoon track. Workshops will be in-person only and listed below the courses.

About Virtual Registration
When registering online, the virtual class numbers will start with a "V". Example: F01A - Onsite Class, VF01A - Virtual Class.

Please note: there will be no onsite registration in San Antonio. Space is limited for in-person attendance due to COVID-19 protocols.
LEARNING OBJECTIVES: 1. Strengths and weaknesses of monolithic and bi-layered restorations, especially including indications, contraindications and prep design. 2. Different types of zirconia oxide restorations and their indications, and why polished zirconia is preferable to glazed zirconia. 3. Learn how to adjust contacts and occlusion, learn the safest way to cut off these restorations, and be familiar with the specialty burs and polishers for these restorations. 4. Understand which monolithic materials are more appropriate as a veneer material and understand the relationship between flexural strength and esthetics.

F03B 730 Risk Factors for Oral & Pharynx Cancer Michael Huber, DDS, Diplomate ABOM 9-9:55 AM 1 CE hours qualified to meet TSBDE requirements as technical and scientific.

LEARNING OBJECTIVES: 1. Discuss and understand the major risk factors for oral and pharyngeal cancer. 2. Appropriate preventive measures to reduce the risk of oral and pharyngeal cancer. 3. Importance of vaccination if reducing oropharyngeal cancer.

F03C 200 Sleep Apnea: Wake Up to the Problem Erin Elliott, DDS 10-11 AM 1 CE hours qualified to meet TSBDE requirements as technical and scientific.

LEARNING OBJECTIVES: 1. Overview of sleep and sleep apnea and health consequences of untreated sleep apnea. 2. Creating awareness in the hygiene department. 3. How to get a diagnosis from a sleep physician. 4. How an oral appliance works and oral appliance selection.

F03D 730 Dentist and Orofacial Pain: CBCT to the Rescue! Dale Miles, DDS, MS 1-1:55 PM 1 CE hours qualified to meet TSBDE requirements as technical and scientific.

LEARNING OBJECTIVES: 1. The valuable role that cone beam imaging plays in diagnosing headache, TMJ and sinus pain. 2. Categorize a pain problem more precisely to prescribe treatment. 3. Common causes of orofacial pain and headache and differentiate them from pain of odontogenic origin.

F03E 010 Digitize this! End the Occlusion Confusion! With Digital Technology Rick Coker, DDS, FACD, FCNO and Ben Sutter, DMD, FAGD, FICCMO, LVIF 2-2:55 PM 1 CE hours qualified to meet TSBDE requirements as technical and scientific.

LEARNING OBJECTIVES: 1. New technology can give you faster and more accurate results. Forget dental school learning- there is a better way... 2. Incorporating this tech is relatively easy, and can make a huge difference in patient acceptance. (Barkley’s Co-diagnosis model) 3. How to diagnose "my bite feels off" patients quickly and SHOW them the issue, So they want you to take care of it... 4. You can do well by doing good things here for your patient, with minimal intervention.

F03F 550 10x Implant Growth: The 10 Do’s and Don’t You Need to Know About Marketing For Dental Implants Elijah Desmond, RDH, BS 3-5 PM 2 CE hours not qualified to meet TSBDE requirements as technical and scientific.

LEARNING OBJECTIVES: 1. Develop a strategic plan to create the perfect handoff between your marketing partner and the office. 2. Create a process for your team to follow up leads to maximize opportunities. 3. Identify what not to do, so you stop wasting money. 4. Determine how to become the implant authority in your area- Design a system in which tele-dentistry becomes 30% of your practice.
<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>AGD CODE</th>
<th>COURSE TITLE</th>
<th>SPEAKER</th>
<th>TIME</th>
<th>CE HOURS</th>
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<tr>
<td>S03A</td>
<td>610</td>
<td>The 3-Day Crown Revolution</td>
<td>Mike DiTolla, DDS, FAGD</td>
<td>8:30-9:55 AM</td>
<td>1.5 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
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<tr>
<td>S03B</td>
<td>730</td>
<td>Cone Beam 3D Imaging: More than &quot;50 Shades of Gray!</td>
<td>Dale Miles, DDS</td>
<td>10-11:30 AM</td>
<td>1.5 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
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<tr>
<td>S03E</td>
<td>730</td>
<td>Digitize this! End the Occlusion Confusion! With Digital Technology</td>
<td>Rick Coker, DDS, FACP, FCNO and Ben Sutter, DMD, FAGD, FICCMO, LVIF</td>
<td>8:30-10:30 AM</td>
<td>2 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
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<tr>
<td>S03G</td>
<td>340</td>
<td>Minimal Oral Sedation (Level 1) Review</td>
<td>Ernest Luce, DDS</td>
<td>8 AM - 3 PM</td>
<td>6 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
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<tr>
<td>S03C</td>
<td>780</td>
<td>Full Mouth Rejuvenation</td>
<td>Ross Nash, DDS</td>
<td>1-2:55 PM</td>
<td>2 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
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<td>S03D</td>
<td>310</td>
<td>Minimally Invasive Removal of Impacted Third Molars</td>
<td>Gary Schwarz, DDS</td>
<td>3-4:30 PM</td>
<td>1.5 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
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**LEARNING OBJECTIVES:**

1. Be familiar with the conditions that to the standard two-week turnaround time for crowns and bridges, and when it’s still acceptable.
2. Different types of restorations that allow laboratories to be physically to deliver 3-day crowns, and what the dentist has to do to make it possible.
3. Understand why leaving temporary crowns in for 2 weeks leads to frequent fit issues, and how 3-day crowns eliminate these issues.
4. Learn how 3-day crowns allows you to not have to give anesthesia on nearly all crown seat appointments, which patients love.

**Learning Objectives:**

1. Understand the principles of CBCT.
2. View and understand the wide variety of applications.
3. View cases involving implants, TMJ, third molar impactions and root canal assessment.

**The AM WORKSHOPS below are an option INSTEAD of the AM track listed above**

<table>
<thead>
<tr>
<th>COURSE CODE</th>
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<tr>
<td>S03E</td>
<td>730</td>
<td>Digitize this! End the Occlusion Confusion! With Digital Technology</td>
<td>Rick Coker, DDS, FACP, FCNO and Ben Sutter, DMD, FAGD, FICCMO, LVIF</td>
<td>8:30-10:30 AM</td>
<td>2 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
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<td>S03G</td>
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<td>Minimal Oral Sedation (Level 1) Review</td>
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<td>6 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
<td>$225</td>
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**LEARNING OBJECTIVES:**

1. New technology can give you faster and more accurate results. Forget dental school learning- there is a better way...
2. Incorporating this tech is relatively easy, and can make a huge difference in patient acceptance. (Barkley’s Co-diagnosis model)
3. How to diagnose “my bite feels off” patients quickly and SHOW them the issue. So they want you to take care of it...
4. You can do well by doing good things here for your patient, with minimal intervention.

**Learning Objectives:**

1. Understand Texas rules regarding minimal sedation with an emphasis on rules recently passed by the SBDE.
2. Fully appreciate sedation risks posed by patients with certain health conditions.
3. Understand pharmacology of drugs commonly used in minimal sedation.
4. Recognize evolving sedation urgencies and how to rescue patients who become more deeply sedated than intended.

**BREAK 11:30 AM - 1 PM**

**Dentist $150, Hygienist $120, Staff $90**
**PROGRAM at a glance**

**HYGIENE**

**AM**

**Dentist $150, Hygienist $120, Staff $90**

<table>
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<th>TIME</th>
<th>CE HOURS</th>
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<tbody>
<tr>
<td>F01A</td>
<td>490</td>
<td>Old Strategies and New Norms</td>
<td>Randa O’Connor</td>
<td>8-9:25 AM</td>
<td>1.5 CE hours not qualified to meet TSBDE</td>
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<tr>
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<td>requirements as technical and scientific.</td>
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</table>

**LEARNING OBJECTIVES:**
1. Sharing vs. Selling – why does this matter.
2. Educating new patients is easier than existing patients – what you didn’t learn in hygiene school.
3. How to get your patients from “No” to “Yes”
4. Health and healing are in your hands.

<table>
<thead>
<tr>
<th>COURSE CODE</th>
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<th>TIME</th>
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<tr>
<td>F01B</td>
<td>490</td>
<td>World Class Hygiene: Elevating your Standard of</td>
<td>Wendy Briggs, RDH</td>
<td>9:30-10:25 AM</td>
<td>1 CE hours not qualified to meet TSBDE</td>
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<td>Care</td>
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<td>requirements as technical and scientific.</td>
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**LEARNING OBJECTIVES:**
1. WHY we should provide World Class Service in hygiene, and HOW to get it done consistently.
2. 3 Roles of Hygiene for maximizing opportunity in Hygiene.
3. Non-negotiable standards for Patient service that will increase productivity immediately.
4. Proven solutions to overcome common frustrations when dealing with PPO and insurance write-offs.

<table>
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<tr>
<td>F01C</td>
<td>490</td>
<td>How to Keep Your Implants Off the Failure List</td>
<td>Tim Donley, DDS, MSD</td>
<td>10:30 AM-12 PM</td>
<td>1 CE hours not qualified to meet TSBDE</td>
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**LEARNING OBJECTIVES:**
1. Overview of sleep and sleep apnea and health consequences of untreated sleep apnea.
2. Creating awareness in the hygiene department.
3. How to get a diagnosis from a sleep physician.
4. How an oral appliance works and oral appliance selection.

**BREAK 12 - 2 PM**

**PM**

**Dentist $150, Hygienist $120, Staff $90**

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<tr>
<td>F01D</td>
<td>490</td>
<td>Supercharging Your Hygiene Program</td>
<td>Tim Bizga, DDS, FAGD</td>
<td>2-2:55 PM</td>
<td>1 CE hours not qualified to meet TSBDE</td>
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<td>requirements as technical and scientific.</td>
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**LEARNING OBJECTIVES:**
1. Learn current trends in today’s general practice.
2. Talk common sense, “real-world” approach to treatment planning and the benefits of “Co-Diagnosis”.
3. Reinforce the value of great doctor-hygienist communication and team dynamics.
4. Understand patient psychology and the WHY of patient decision making.

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<tr>
<td>F01E</td>
<td>490</td>
<td>An Updated Review On Periodontal Disease</td>
<td>Kevin Suzuki, DMD</td>
<td>3-3:55 PM</td>
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<td>Classifications, Treatment Options, and</td>
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<td>Maintenance Strategies</td>
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**LEARNING OBJECTIVES:**
1. Review concepts of the updated 2018 Classification of Periodontal and Peri-implant disease conditions.
2. Treatment options for the most common periodontal diseases encountered in clinical practice.
3. Strategies for maintenance of the periodontal patient.

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<th>COURSE CODE</th>
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<tr>
<td>F01F</td>
<td>150</td>
<td>FOSH-CARE 101 - “Using Nutrition for Exceptional Dental Outcomes”</td>
<td>Robert Walker, DC</td>
<td>4-5 PM</td>
<td>1 CE hours qualified to meet TSBDE</td>
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<td>requirements as technical and scientific.</td>
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**LEARNING OBJECTIVES:**
1. Where to incorporate Nutritional Strategies into your Dental Practice.
2. 3 key simple lab tests to determine what support is needed.
3. 3 key nutrients needed to resolve difficult “Oral Systemic Health” issues.
LEARNING OBJECTIVES:
1. Overview of sleep and sleep apnea and health consequences of untreated sleep apnea.
2. Creating awareness in the hygiene department.
3. How to get a diagnosis from a sleep physician.
4. How an oral appliance works and oral appliance selection.

Dentist $150, Hygienist $120, Staff $90

LEARNING OBJECTIVES:
1. What is required in clinical records and why it is so critical in malpractice defense.
2. The concept of standards of care in dentistry.
3. How each member of the staff plays a critical role in preventing malpractice lawsuits from developing.
4. Understand what accepted standards of care are for many clinical situations.

The AM WORKSHOP below is an option INSTEAD of the AM track listed above

LEARNING OBJECTIVES:
1. A concise method for determining which sites to treat in which patients.
2. Strengths and weaknesses of the available methods of debridement.
3. Use ultrasonic instrumentation and subgingival air polishing properly.
4. Become more comfortable with instrument selection and technique application.

BREAK 11:30 AM - 1:30 PM

LEARNING OBJECTIVES:
1. Discuss and understand the major complications associated with the treatment of oral cancer.
2. Effective strategies to improve the oral cancer survivor quality of life.
3. Pre-Cancer Therapy, During-Cancer Therapy, Post-Cancer Therapy.

LEARNING OBJECTIVES:
1. The latest research regarding Periodontal infections and systemic health threats to patients.
2. How to implement better protocols to provide consistent standard of care with Periodontal therapy.
3. How to overcome the biggest frustrations in regards to patient management with Perio and minimize liability to the practice.
4. 5 simple steps to increase Patient acceptance of periodontal services.
### PROGRAM at a glance

**FRI MAY 7TH**

**AM**

**Dentist $150, Hygienist $120, Staff $90**

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<th>COURSE CODE</th>
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<tr>
<td>F04A</td>
<td>130</td>
<td>Effective Assisting</td>
<td>Tim Bizga, DDS, FAGD</td>
<td>8:30-9:25 AM</td>
<td>1 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
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<td>F04B</td>
<td>550</td>
<td>Anatomy of a Winning Team...</td>
<td>Louis Banta</td>
<td>9:30-10:25 AM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
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<tr>
<td>F04C</td>
<td>130</td>
<td>2020 Hindsight</td>
<td>Randa O’Connor</td>
<td>10:30 AM-11:30 PM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
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**LEARNING OBJECTIVES:**
1. Learn how to achieve employment security in a no-job-security world.
2. Learn basic material science principles.
3. Understand differences between etch/rinse vs. self-etch.
4. Discuss temporary fabrication, material selection, shade selection.

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**The PM WORKSHOP below is an option INSTEAD of the PM track listed below**

<table>
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<tr>
<th>COURSE CODE</th>
<th>AGD CODE</th>
<th>COURSE TITLE</th>
<th>SPEAKER</th>
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<tr>
<td>F04G</td>
<td>130</td>
<td>A Custom Provisional Workshop</td>
<td>Shelli Peters, DDS</td>
<td>1:30-4:30 PM</td>
<td>3 CE hours qualified to meet TSBDE requirements as technical and scientific. $195</td>
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<tr>
<td>F04D</td>
<td>550</td>
<td>Risky Business: Practicing Without a Complete and Honest Medical History and Valid Informed Consent</td>
<td>Mitchell Gardiner, DMD</td>
<td>1:30-2:25 PM</td>
<td>1 CE hour qualified to meet TSBDE requirements as risk management.</td>
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<tr>
<td>F04E</td>
<td>550</td>
<td>Turning Me Into We</td>
<td>Carrie Webber</td>
<td>2:30-3:25 PM</td>
<td>1 CE not hours qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
<tr>
<td>F04F</td>
<td>130</td>
<td>Get It, Got It, Glue It: A Comprehensive Guide to Terrific Temporization</td>
<td>Tim Bizga, DDS, FAGD</td>
<td>3:30-4:30 PM</td>
<td>1 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
</tbody>
</table>

**LEARNING OBJECTIVES:**
1. Learn parameters necessary for successful interim restorations.
2. Learn to compare various techniques available for your own application.
3. Learn to compare available interim materials.
4. Learn to create provisionals with various materials.

---

**BREAK 11:30 AM - 1:30 PM**

**FRI MAY 7TH**

**PM**

---

**LEARNING OBJECTIVES:**
1. Achieve an honest and complete medical history routinely.
2. Learn how important the documentation is for medical histories.
3. What makes an informed consent discussion valid and the when, where, and why it is necessary.
4. Learn why documenting the discussion is critical for malpractice defense.

---

**LEARNING OBJECTIVES:**
1. Execute a process of goal accomplishment for both personal and professional use.
2. Identify key practice systems and how to improve those systems in an efficient way.
3. Understand how exceptional customer service impacts the productivity of the practice overall.

---

**LEARNING OBJECTIVES:**
1. Review principles of tooth preparation.
2. Learn current methods for tissue management and Impressioning for crowns and bridge.
3. Learn proper cement selection.
LEARNING OBJECTIVES:
1. Learn the importance of body language, tone of voice and language skills at the chair.
2. Discover how to establish the right atmosphere for treatment discussion and fee presentation.
3. Improve skills in overcoming patient objections to treatment recommendations and clinical protocols.
4. Enhance the patient experience in operatories including the new patient introduction.

LEARNING OBJECTIVES:
1. Understand how to increase your behavioral repertoire.
2. Learn the origins of negative behavior.
3. Develop strategies for empowering your communication style and moving negative behavior toward positive results.
4. Use power-driven communication to positively influence others.

LEARNING OBJECTIVES:
1. Where to incorporate Nutritional Strategies into your Dental Practice.
2. 3 key simple lab tests to determine what support is needed.
3. 3 key nutrients needed to resolve difficult "Oral Systemic Health" issues.

The AM WORKSHOP below is an option INSTEAD of the AM track listed above

LEARNING OBJECTIVES:
1. Learn parameters necessary for successful interim restorations.
2. Learn to compare various techniques available for your own application.
3. Learn to compare available interim materials.
4. Learn to create provisionalss with various materials.

LEARNING OBJECTIVES:
1. What is required in clinical records and why it is so critical in malpractice defense.
2. The concept of standards of care in dentistry.
3. How each member of the staff plays a critical role in preventing malpractice lawsuits from developing.
4. Understand what accepted standards of care are for many clinical situations.

LEARNING OBJECTIVES:
1. Creating contagious positive attitudes.
2. Simplifying systems and protocols for team development.
3. Design and implement effective morning huddles and team meetings.
### PROGRAM at a glance

**FRI MAY 7TH AM**

**Dentist $150, Hygienist $120, Staff $90**

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>AGD CODE</th>
<th>COURSE TITLE</th>
<th>SPEAKER</th>
<th>TIME</th>
<th>CE HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>F02A</td>
<td>550</td>
<td>Playing the Insurance, Collections and AR Game</td>
<td>Lois Banta</td>
<td>8-8:55 AM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
<tr>
<td>F02B</td>
<td>770</td>
<td>Are We Having Fun Yet?</td>
<td>Bruce Christopher</td>
<td>9-9:55 AM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
<tr>
<td>F02C</td>
<td>550</td>
<td>You Had Me at Hello – Creating the First Impression</td>
<td>Debra Engelhart-Nash</td>
<td>10-11 AM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
</tbody>
</table>

**LEARNING OBJECTIVES:**

**F02D** 550  
**COURSE TITLE:** Build a Front Office Team That Rocks  
**SPEAKER:** Laura Hatch-Nelson  
**TIME:** 1-1:55 PM  
**CE HOURS:** 1 CE hours not qualified to meet TSBDE requirements as technical and scientific.

**LEARNING OBJECTIVES:**
1. Define your WHY and Remember your PURPOSE. 2. Understand the business cycle and the importance of customer service in the dental office. 3. Learn the key to case acceptance by breaking down and understanding the buying cycle. 4. Identify and apply solutions to common appointment scheduling problems.

**F02E** 550  
**COURSE TITLE:** I Can’t Believe I Said That!  
**SPEAKER:** Randa O’Connor  
**TIME:** 2-2:55 PM  
**CE HOURS:** 1 CE not hours qualified to meet TSBDE requirements as technical and scientific.

**LEARNING OBJECTIVES:**
1. High impact phrases. 2. Small words that have big payoffs! 3. What’s on your mind can’t come out of your mouth. 4. Homerun comments – emotions versus logic.

**F02F** 550  
**COURSE TITLE:** 10 Top Management Tools for a Successful Practice  
**SPEAKER:** Lois Banta  
**TIME:** 3-4 PM  
**CE HOURS:** 1 CE hours not qualified to meet TSBDE requirements as technical and scientific.

**LEARNING OBJECTIVES:**
1. Identify key systems for a successful practice. 2. Choreographing scheduling and collections for ultimate success. 3. Develop effective communication skills to assist patients in making informed decisions. 4. Beyond the practice skills...leadership, continuing education.
### PROGRAM at a glance

**Dentist $150, Hygienist $120, Staff $90**

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<thead>
<tr>
<th>COURSE CODE</th>
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</tr>
</thead>
<tbody>
<tr>
<td>S02A</td>
<td>550</td>
<td>Getting Along: Talking it Out, Keeping Teams Strong</td>
<td>Laura Hatch-Nelson</td>
<td>8:30-9:30 AM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
<tr>
<td>S02B</td>
<td>550</td>
<td>2020 Hindsight</td>
<td>Randa O’Connor</td>
<td>9:30-10:30 AM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
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<tr>
<td>S02C</td>
<td>550</td>
<td>Anatomy of a Winning Team... A Recipe for Success</td>
<td>Lois Banta</td>
<td>10:30-11:30 AM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
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**LEARNING OBJECTIVES:** 1. Identify the 7 C’s of effective communication. 2. Discuss the communications cycle and distinguish the different forms of communication. 3. Analyze the 3 keys to successful conversations.

<table>
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</tr>
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<tbody>
<tr>
<td>S02D</td>
<td>550</td>
<td>Speaking Financially</td>
<td>Debra Engelhart-Nash</td>
<td>1:30-2:30 PM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
<tr>
<td>S02E</td>
<td>150</td>
<td>FOSH-CARE 101 - “Using Nutrition for Exceptional Dental Outcomes”</td>
<td>Robert Walker, DC</td>
<td>2:30-3:30 PM</td>
<td>1 CE hours qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
<tr>
<td>S02F</td>
<td>550</td>
<td>Turning Me into We</td>
<td>Carrie Webber</td>
<td>3:30-4:30 PM</td>
<td>1 CE hours not qualified to meet TSBDE requirements as technical and scientific.</td>
</tr>
</tbody>
</table>

**LEARNING OBJECTIVES:** 1. Learn how to present ideal treatment plans with confidence. 2. Discover how to establish the right atmosphere for treatment discussion and fee presentation. 3. Determine Who? What? Where? 4. Determine when and how to talk about insurance and third party participation in fees.

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<td>S02C</td>
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**LEARNING OBJECTIVES:** 1. Execute a process of goal accomplishment for both personal and professional use. 2. Identify key practice systems and how to improve those systems in an efficient way. 3. Understand how exceptional customer service impacts the productivity of the practice overall.

**BREAK 11:30 AM - 1:30 PM**

**Dentist $150, Hygienist $120, Staff $90**
The House of Delegates convenes meetings during the annual session of the Texas Dental Association.

**2021 HOUSE OF DELEGATES SCHEDULE**
The House of Delegates will be located at the Grand Hyatt Hotel San Antonio.

- **Thursday, May 6**
  - 8:00 AM – 10:00 AM
- **Friday, May 7**
  - 1:30 PM – 4:30 PM
- **Saturday, May 8**
  - 8:00 AM – 12:00 PM
  - 1:30 PM to close of business

**TDA MEMBERS - GET INVOLVED**
The House of Delegates is the legislative and supreme governing body of the TDA. The 2021 House of Delegates is composed of 138 voting members, which includes duly elected and installed delegates from each of the 26 components of the Texas Dental Association and the 15 voting members of the Board of Directors. The Speaker of the House of Delegates is the presiding officer and is without vote. The TDA Secretary-Treasurer is also a nonvoting officer of the House of Delegates and serves as the secretary of the House. Finally, there are 4 student delegates, each elected and installed by their respective dental school; student delegates have full privilege and access to the floor of the House of Delegates, but are without the right to vote and may not introduce resolutions.

**HOUSE MATERIALS**
Delegates and alternates will receive their House book in a searchable PDF format. Reference Committee reports will be e-mailed in PDF format to all participants and these reports can be downloaded from any location with internet access.

*For more information, contact TDA Governance Manager Mr. Terry Cornwell at 512-443-3675, Ext. 146 or tcornwell@tda.org.*

* Times subject to change, please visit www.tdameeting.com for the latest information.

**ADA/TDA LEADERSHIP CANDIDATES FORUM**
Friday, May 7 10:30 AM – 12:00 PM
In the event there are no contested TDA statewide elections and no participation by candidates for ADA elected offices, the candidates forum will not be held. Additional information to be announced in the on-site program.

**CAUCUS MEETINGS**
Get involved by attending divisional caucus meetings and selecting your representatives on the state and national levels. ADA delegates and alternates from your division and the divisional directors of the TDA Board of Directors are nominated in this forum. The meetings will be held on Friday, May 7, at 5:30 PM. Onsite and virtual access to be announced at a later date. Additional information to be announced in the on-site program.

**REFERENCE COMMITTEES**
Reference committee hearings offer an opportunity for any member to participate in the TDA policy-making process. All members are encouraged to attend the hearings scheduled on Thursday, May 6. All 2020 – 2021 resolutions will be discussed before presentation to the 2021 TDA House of Delegates for policy-making decisions. Onsite and virtual access to be announced at a later date. Additional information to be announced in the on-site program.

**Starting times are:**
- Reference Committee A: 10:00 AM, Administration, Budget, Building, House of Delegates, Membership Processing
- Reference Committee B: 11:30 AM, President’s Address, Miscellaneous Matters, Component Societies, Subsidiaries, Strategic Planning, Annual Session
- Reference Committee C: 1:00 PM, Dental Education, Dental Economics, Health and Dental Care Programs
- Reference Committee D: 2:00 PM, Legislative, Legal and Governmental Affairs
- Reference Committee E: 3:30 PM, Constitution, Bylaws, Ethics & Peer Review
The Alliance of the Texas Dental Association
89th ANNUAL SESSION | May 6-8, 2021 | GRAND HYATT SAN ANTONIO

**THURSDAY, MAY 6**
1:00 PM – 5:00 PM ATDA Committee Meetings, Grand Hyatt, Location TBD

**FRIDAY, MAY 7**
7:30 – 9:30 AM Executive Board Breakfast Buffet Meeting , Grand Hyatt, Location TBD
9:00 AM – 1:00 PM Registration, Grand Hyatt, Location TBD
9:00 AM – 5:00 PM Visit the ATDA table in the Atrium just outside of the Exhibit Hall in the Convention Center
9:45 – 11:45 AM General Meeting 1st Session, Grand Hyatt, Location TBD
1:45 – 3:30 PM General Meeting 2nd Session Installation of ATDA Officers , Grand Hyatt, Location TBD
3:30 – 4:30 PM Executive Board Orientation, Grand Hyatt, Location TBD

**SATURDAY, MAY 8**
8:00 AM President’s Address to the TDA House of Delegates, Grand Hyatt, Location TBD
9:00 AM – 5:00 PM Visit the ATDA table in the Atrium just outside of the Exhibit Hall in the Convention Center

Texas Dental Assistants Association - 2021 Program
All Meeting to be held at the Marriott Riverwalk Hotel San Antonio, Texas.
All meetings to be held in 1 large ballroom (Alamo A, B or C) or a combination of the ballrooms.

**FRIDAY, MAY 7**
8:00 AM - 10:00 AM Budget and Finance Committee Meeting
10:00 AM - 12:00 PM TDAA Pre Convention Board Meeting
12:00 PM - 1:00 PM Lunch on your own
2:00 PM - 5:00 PM TDAA 1st House of Delegates

**SATURDAY, MAY 8**
9:00 AM 11:30 AM TDAA 2nd House of Delegates
1:30 - 4:00 PM TDAA Post Convention Board Meeting
Support TDA by booking your room within the annual session hotel room block. TDA has secured special rates at these official hotels.

For the best savings, make your hotel reservations through the TDA via www.tdameeting.com. Hotel preference is subject to availability.

**RESERVE YOUR ROOM ONLINE:**

- Grand Hyatt: [RESERVE](#) | [FACT SHEET](#)
- Hilton Palacio del Rio: [RESERVE](#) | [FACT SHEET](#)
- Marriott Riverwalk: [RESERVE](#) | [FACT SHEET](#)

<table>
<thead>
<tr>
<th>HOTELS</th>
<th>Single/Double Rate</th>
<th>Triple Rate</th>
<th>Quad Rate</th>
<th>Extras</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grand Hyatt San Antonio</strong></td>
<td>$215</td>
<td>$240</td>
<td>$265</td>
<td>Complimentary in-room Wi-Fi for World of Hyatt Members.</td>
</tr>
<tr>
<td>600 E Market St</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>HEADQUARTERS HOTEL</td>
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</tr>
</tbody>
</table>

| **Hilton Palacio del Rio**    | $199               | $219        | $219      | Complimentary in-room Wi-Fi for gold and diamond Hilton Honors Members. |
| 200 S Alamo St                |                    |             |           |                                                  |

| **Marriott Riverwalk**        | $222               | $237        | $257      | Complimentary in-room Wi-Fi for Marriott Reward Members. |
| 889 E. Market St              |                    |             |           |                                                  |

*Room Rates valid until block cut-off, April 13, 2021.*