



MASTERCFUL
Change
A CLIMB WORTHY OF CELEBRATION

2013 Annual Meeting

SEPT. 19-21 | *Orlando*

THE RITZ-CARLTON ORLANDO, GRANDE LAKES



presented by the
L.D. Pankey Dental Foundation



MASTERFUL
Change

A CLIMB WORTHY OF CELEBRATION

A TRUE MASTER STRIVES FOR

Excellence.

A master welcomes each step on the upward climb, and pauses to celebrate the view from each new level achieved.

Join the L.D. Pankey Dental Foundation in Orlando this September as we celebrate the changes that refine our art. Learn from the wizards of advanced technology and the sages of business acumen. While you share this journey with your peers, you'll discover why a Pankey educational experience is in a class of its own.

SPECIAL FOR *2013!*



THURSDAY LEADERSHIP SYMPOSIUM

2013 is bigger and better with more options for you. Attend our companion Thursday Leadership Symposium to add another level to your educational experience. Free for Pankey Platinum members! Details on page 6.



FREE PANKEY TEAM CE THROUGH FACD

Bring your team members with you and they can enjoy free CE at the Florida Academy of Cosmetic Dentistry's meeting across town. Details on page 10.

ANNUAL MEETING *Schedule*

THURSDAY, SEPTEMBER 19, 2013

6:00 – 7:00 p.m. **Welcome Reception**
—hosted by the L.D. Pankey
Alumni Association

7:30 p.m. **Class One Triple Plus Club
Dinner** (location TBD)

FRIDAY, SEPTEMBER 20, 2013

7:00 – 7:45 a.m. **Breakfast**

7:45 – 8:00 a.m. **Welcome, Announcements,
and Introductions**

8:00 – 9:30 a.m. **The Art of Resilience**
—presented by Dr. Lee Ann
Brady

The practice of dentistry is an ever changing landscape, with new advances coming at us fast and furiously and the tried and true becoming obsolete before we know it. Fulfillment and success depend on our ability to be resilient. Resilience has become a catch phrase of modern life, the topic of research, TV talk shows, and TED talks. In this program we will look at how the construct of “Know Yourself, Know Your Patient, Know Your Work, and Apply Your Knowledge” is a recipe for resilience in the practice of dentistry.

You will learn:

- To understand resilience and the role it plays in your personal and professional fulfillment
- To create exercises for increasing your personal and professional resilience
- To see the Cross of Dentistry as a key tool for professional resilience.

9:30 – 9:45 a.m. **Break**

9:45 – 9:50 a.m. **Welcome Back and
Introductions**

9:50 – 11:50 a.m. **Implants in the Esthetic Zone:
Current Knowledge and
Treatment — Part 1**
—presented by
Dr. Stephen Chu

Implant dentistry is continuously evolving, offering new and more predictable forms of therapy with minimally invasive protocols. Innovative techniques now allow for

abbreviated healing times, reduced clinical procedures, and greater patient comfort. However, such protocols continue to raise questions and concerns regarding the risks and rewards of each. Controversial issues regarding survival and esthetic outcomes related to immediate single anterior tooth replacement with implants and immediate provisional restoration will be presented. This lecture will address current concepts, research, and innovations in immediate implant placement and how they can maximize esthetic outcomes for greater patient care and satisfaction.

You will learn:

- To understand the survival rates associated with immediate protocols
- What procedures can minimize the loss of 3D tissue volume thereby maximizing the esthetic outcomes
- What factors can be the formula for tissue preservation.

11:50 a.m. – 1:00 p.m. **Lunch**

1:00 – 3:00 p.m. **Implants in the Esthetic
Zone: Current Knowledge
and Treatment — Part 2**
—presented by Dr. Stephen
Chu

3:00 p.m. **Adjourn Meeting**

SATURDAY, SEPTEMBER 21, 2013

7:00 – 7:45 a.m. **Breakfast**

7:45 – 8:00 a.m. **Welcome, Announcements,
and Introductions**

8:00 am – Noon | FOCUS Presentations

8:00 – 8:25 a.m. **Re-thinking “Know Your
Patient”**
—presented by Dr. Paul Henny

“Know Your Patient” is an essential element of Dr. Pankey’s philosophy. And at the time of Dr. Pankey’s teaching of this concept, the culture from which his patients came was fairly monolithic. Today, we live in a much more multicultural society with a much broader range of value systems and behavior patterns. Since optimal doctor-patient relationships are “mutually-shared-values-driven”, you will learn how the culture and values have changed over time and how to adapt your new patient processes to this new reality to maintain effectiveness.

continued

ERFUL

ANNUAL MEETING *Schedule,* CONTINUED

8:25 – 8:50 a.m. **Conservative Anterior Restorations Using Composite to Build Esthetic Masterpieces**
—presented by *Dr. David Bloom*

The background of the course is to help the excellent restorative dentist understand that technology has advanced composites to allow the dentist the ability to restore anterior teeth as beautifully as porcelain, and many times, in a more conservative fashion. This is an excellent option to restore anterior teeth predictably with either porcelain or composite.

8:50 – 9:15 a.m. **Managing Complexity**
—presented by *Dr. Edwin “Mac” McDonald*

The complexity of our world has begun to exceed human capacity to adapt. This includes interdisciplinary treatment planning in dentistry. This presentation will describe several systems and principles that you can integrate into your practice that will support the management of complexity in your daily practice life.

9:15 – 9:40 a.m. **Labial Transitional Stabilizer for Appliance and Post-Ortho Equilibration**
—presented by *Dr. Kevin Muench*

Effective and efficient equilibration can be greatly facilitated if the dentition is stable. The time, duration, and frequency a traumatic force is applied to the tooth can significantly affect its stability. The simple fact is often there are more mobile teeth than we have fingers to hold them. This protocol is completely temporary, reversible, and repeatable. The stabilizer is prefabricated on the diagnostic models and then temporarily bonded to the labial surfaces in a passive position. This technique has helped quell that “tug of war” in which the patient says it’s “too high” on a tooth and the marks all look great. The subtle interferences are more easily visualized because the offending tooth/teeth is/are not moving. Once the equilibration is completed the stabilizer is simply removed and preserved for next time. You will go home saying, “Why didn’t I think of that!”

9:40 – 10:00 a.m. **Esthetic Add-ons With e.max®**
—presented by *Mr. Hal Jones, CDT*

This presentation will demonstrate the versatility of e.max® as a material that can be used in a variety of situations where enamel add-ons are needed for esthetic reasons. Images will be shown where ultra-thin e.max® is used to close diastemas, add length to incisal edges, repair facial and chipped incisal edges of existing porcelain restorations, and change portions of the facial contours of teeth.

10:00 – 10:15 a.m. **Break**

10:15 – 10:40 a.m. **Limited TMJ Opening: How to Kill a Joint in Eight Weeks or Less**
—presented by *Dr. John Droter*

If you take a perfectly healthy joint and immobilize it, in eight weeks the cartilage will be irreversibly damaged. The TMJ is no different from any other joint in the human body. From the onset of acute limited opening, normalcy must be restored in eight weeks or less. We will explore cartilage and joint physiology and why limited opening is an emergency that must be resolved quickly. The different causes and the different treatments of acute limited opening will be discussed.

10:40 – 11:05 a.m. **Internal Splinting to Stabilize Compromised Incisors for Patients**
—presented by *Dr. Peter Furnari*

One third of our patients experience extensive incisal enamel and dentin wear due to para-functional activity during periods of REM sleep. Cervical erosion, gingival recession, lower incisor mobility, and bone loss are increased in patients with fewer posterior teeth, poor home care, or poor periodontal history. This presentation will ask you to consider minimally invasive, less expensive options to predictably stabilize incisors for patients with poor clinical crown/root ratios or alveolar bone, compromised medical history, or those taking medication with negative side effects.

11:05 – 11:25 a.m. **Incorporating Implant Planning and Placement Into Your Practice**
—presented by *Dr. Bradley Portenoy*

Have you ever thought about incorporating 3D implant planning and placement into your office? Where and how would you start your journey? What equipment and training would you need? How would you incorporate all your knowledge into a profitable venture? Join Dr. Portenoy as he tells you of his journey into incorporating implant surgery into his practice. If he can do it, then you can do it!

11:25 – 11:40 a.m. **Closing Announcements**

11:40 a.m. – Noon **Adjourn** (Brief Break for Advisors)

12:00 – 1:00 p.m. **Lunch** (Advisors Only)

1:00 – 4:00 p.m. **Advisors’ Meeting**

6:00 – 6:30 p.m. **VIP Dental Heroes Toast** (Invitation Only)

6:30 – 9:00 p.m. **Celebration Dinner and Live Auction**

(See facing page for additional information)

9:00 – 11:00 p.m. **Club ACCESS**

2013 *Auction* ITEMS

Last year we raised nearly \$30,000 through our raffle and auction thanks to our generous supporters.



We are pleased to announce there will be exciting items available once again, including a **Keurig Coffee Maker**, a **16GB iPad3**, rental of **Dr. Andy Toy's chalet in the French Alps**, and one of only ten **bronze casts of Dr. Pankey** created by Dr. Herb Blumenthal.

You can buy your tickets during registration or at the event!

1 TICKET FOR \$25

5 TICKETS FOR \$100



LEADERSHIP *Symposium*

Separate conference registration required.
Free for Pankey Platinum members.

THURSDAY, SEPTEMBER 19, 2013 | 8:00 a.m. – 4:00 p.m.

Leadership Symposium | 8:00 a.m. – 4:00 p.m.

8:00 – 8:15 a.m. **Welcome and Introductions**

8:15 – 9:45 a.m. **Intentional Talking: Speak With a Plan**
—presented by Dr. Matthew Messina

Whether speaking to the media, presenting treatment plans to patients, or talking to your kids, clear communication results from speaking with intention – speaking with a plan! You will leave the session with tools you can put into use immediately, including a message development form to assist in organizing your thoughts.

You will learn:

- The fine art of message development for clarity and retention
- What influences an audience and ways to manage that for maximum effect
- Skills for deflecting negative comments and tools to turn questions into opportunities for successful communication.

9:45 – 10:00 a.m. **Break**

10:00 a.m. – 12:00 p.m. **Using Photography to Differentiate Your Practice**
—presented by Dr. David Bloom

Would you like to communicate better with your patients? Photography is another tool available to help your patients become more active in their dental health. From mirror positioning to the framing of an image to equipment types to tips and tricks, this session will help you use photography to differentiate your practice from almost all other dental practices.

You will learn:

- How dentists and team members can use photography to help diagnose and educate patients
- To utilize photography to market your practice and have fun at the same time.

12:00 – 1:00 p.m. **Lunch**

1:00 – 2:30 p.m.

Designing Engaging and Effective Learning Experiences
—presented by Ms. Beth Halloran

During this session you will hear some newer ideas and approaches for creating and delivering more memorable educational content. We will have a lot of fun during the hands-on portion where you and other participants will easily (no technical skills required!) create short videos.

You will learn:

- How to create more engaging and memorable content for educational programs
- How to easily create short videos for educational purposes
- How to start creating online communities for collaborative and ongoing learning.

2:30 – 4:00 p.m.

Conversations to Keynotes: The Art of Case Presentation
—presented by Dr. Barry Polansky

This course will demonstrate that everything rises and falls on leadership skills. Presentation skills fall under the responsibilities of the dental leader. In today's highly competitive marketplace, face to face presentations are more important than ever. Well-organized presentations, delivered properly can make the difference between success and failure in delivering your best dentistry.

You will learn:

- Why strong presentation skills are a key component of leadership
- The art of explaining complex ideas from dental treatment to your practice vision
- The traits of an excellent presenter from mindset to presence
- Face to face communication using Aristotle's Ethos, Pathos, and Logos
- Making use of the Butterfly Effect to predict successful presentation outcomes.

4:00 – 6:00 p.m.

Leisure Time

MEET YOUR *Speakers*

DR. DAVID BLOOM



David Bloom graduated from the University of Massachusetts in 1975 with a degree in Zoology. Graduating from Tufts Dental School in 1978, he joined a general practice in Salem, NH. His boss, who was a friend, mentor, and future partner, was killed in a car accident in 1980. He purchased the

practice and started his journey as a dentist and owner of a building along with his practice. For the next nine years, Dr. Bloom struggled with being a dentist, communicator, employer, and business owner. In 1988, he almost left dentistry to be a mountain guide in Peru. Dr. Peter Dawson arrived and after studying with him for a year, he came to The Pankey Institute. Completing the curriculum in 1999, he was asked to be a Visiting Faculty member which he has enjoyed for 12 years. Trying to be well-rounded, he has been an active member of the American Academy of Cosmetic Dentistry and studied with Dr. Frank Spear, Dr. John Kois, Dr. Pascal Magne, and Dr. Newton Fahl. He continues to be a life-long learner and enjoys life as a Pankey dentist.

DR. LEE ANN BRADY



Dr. Lee Ann Brady is a privately practicing dentist and nationally recognized educator and writer. Her practice experience has been rich and varied. She has worked in a variety of practice models from small fee-for-service offices to large insurance-dependent practices, as an associate

and as a practice owner. From 2005 to 2008, Dr. Brady held the position of resident faculty and Clinical Director for The Pankey Institute. In 2008, she moved to Scottsdale to join Frank Spear in the formation of Spear Education and the expansion of his curriculum. She served as Executive VP of Clinical Education until June 2011.

DR. STEPHEN CHU



Stephen J. Chu is Associate Professor and Director of Esthetic Education at Columbia University College of Dental Medicine. He is also on the faculty of IDEA (Interdisciplinary Dental Education Academy) in San Mateo, CA. Dr. Chu is the recipient of the Peter Scharer distinguished lecturer award given by the

European Academy of Esthetic Dentistry in 2012. Dr. Chu has published over 30 articles, 4 textbook chapters, 3 textbooks and has given over 100 lectures nationally and internationally on the subjects of esthetic, restorative, and implant dentistry. He is on the editorial review board of several peer-reviewed dental journals. Dr. Chu is the creator of Chu's Aesthetic Gauges, aesthetic measurement devices, manufactured by Hu-Friedy Co., Inc. He maintains a private practice in fixed prosthodontics in New York City.

DR. JOHN DROTER



Dr. Droter graduated *magna cum laude* from the University of Maryland Dental School with a huge void in understanding TMJ problems. His quest for an understanding has led him to study most notably at the L.D. Pankey Institute, The Center for Advanced Dental Study with Dr. Peter Dawson and Dr. Mark Piper,

The University of Florida's Facial Pain Center with Dr. Parker Mahan, Dr. Henry Gremillion, and Dr. Frank Dolwick, The University of California, San Diego with Dr. Terry Tanaka and with Dr. Guy Haddix in Statesville, NC. Dr. Droter maintains a private practice diagnosing facial pain in the Washington, DC, Baltimore, Annapolis area. When TMJ damage is suspected in causing a patient's problem, he utilizes state of the art imaging (CT and MRI scans) along with computerized measurement and analysis of joint and muscle function. He provides non-surgical TMJ rehabilitation for those patients with damaged joints. He is a visiting faculty member at The Washington Hospital Center, in Washington, DC, teaching temporomandibular disorders to the orthodontic residents. He is a Visiting Faculty member at the L.D. Pankey Institute in Florida. He is also on staff at Anne Arundel Medical Center in Annapolis, where he works with surgeons in planning and carrying out complex facial and TMJ reconstructions. He lectures nationally and is honored to be included in *Dentistry Today's* Top Clinicians in Dental Continuing Education.

continued

Change

MEET YOUR *Speakers*, CONTINUED

DR. PETER FURNARI



Peter Furnari is a graduate of the University of Notre Dame and NYU College of Dentistry with Omicron Kappa Upsilon honors. In 1966, after serving as Captain in the U.S. Army Dental Corps, he joined Dr. George Wilbur in Scarsdale, NY. The practice became Scarsdale Dental Group in 1978 and has served

communities in Westchester County and the vicinity for 65 years, since 1946. From 1965 he taught pre-clinical fixed prosthodontics at NYU, was appointed Clinical Professor of Prosthodontics in 1982, Director of Pre-Clinical Prosthodontics and Occlusion courses from 1985 to 2004, authored the Occlusion & Fixed Prosthodontics Manual, co-wrote for both courses, and produced video/digital CD demo teaching programs. Dr. Furnari is a Fellow in the Greater New York Academy of Prosthodontics and served as President in 2003. He also holds Fellowships in the American Academy of Fixed Prosthodontics, American Prosthodontist Society, American College of Dentists, and Academy of General Dentistry. He has been a member of the The Pankey Institute's Visiting Faculty since 1991 and was designated a Pankey Scholar in 2009.

MS. BETH HALLORAN



With 20+ years of experience in sales, management, and corporate training in the dental industry, Ms. Halloran assists organizations with strategic planning, project management, and content development for their educational programs. As a consultant, she balances an insider's understanding with a third-

party's perspective. Ms. Halloran has created and managed hundreds of dental education programs delivered in both classroom and online environments. She's managed dental speaker teams and provided them with expertise and knowledge in creating effective learning experiences. She stays up to date on technology and social media as the owner of a web-based business.

DR. PAUL HENNY



Paul Henny received his doctorate in dentistry from the University of Michigan in 1984 and has been a teaching faculty member of the University of Kentucky and The University of Washington Dental Schools as well as a Visiting Faculty member of The Pankey Institute. Dr. Henny is a co-founder of the Bob Barkley Study

Club, as well as Mark 4 Associates, a dental consulting firm. He currently lives and practices health-centered comprehensive restorative dentistry in Roanoke, VA.

MR. HAL JONES, CDT



Hal Jones is founder and manager of Summit Dental Lab, a 30-technician premier laboratory in Waco, TX. Summit serves Pankey dentists as well as other dentists committed to excellence and life-long learning. Mr. Jones graduated from Baylor University with a BS in biology in

1975 and is a Certified Dental Technician in both Ceramics and Crown & Bridge. In addition to Pankey course studies, he is also a graduate of the 4-level advanced program at OBI, as well as a Master Technician from LVI. Hal served on the Advisory Board of The Pankey Institute and is a member of the L.D. Pankey Alumni Association. He served as President of the Texas Academy of Cosmetic Dentistry from 2007-08, and has been a member of the American Academy of Cosmetic Dentistry since 1995. He is also a member of the American Prosthodontist Society and the Academy of Bioesthetic Dentistry.

DR. EDWIN "MAC" McDONALD



Mac McDonald is a graduate of the University of Texas Dental Branch at Houston. Since graduation, he has completed the continuum at The Pankey Institute where he is a Visiting Faculty member and Advisor. In addition, he serves as a visiting faculty member for Spear

Education. Dr. McDonald has pursued extensive training in esthetic dentistry and implant dentistry through numerous programs and institutions. He is also a member of Practice By Design Study Club. He is a fellow of the Academy of General Dentistry, and a fellow of the International College of Dentists. He is past president of the Southwest Academy of Restorative Dentistry and past president of the Texas Academy of Dental Practice Administration. Currently, he is a member of the Scientific Committee for the Dallas County Dental Society and Chairman of the 2015 Southwest Dental Conference. Dr. McDonald has given presentations at the Yankee Dental Conference, the Southwest Dental Conference, the Texas Dental Association, as well as numerous study clubs. Dr. McDonald and his wife, Karen, are volunteers with Serving Him International Healthcare Ministry serving on short-term missions to Braila, Romania. Dr. McDonald serves as Director of Education and Development for this organization where he both organizes educational events and provides presentations to dentists around the world. He also is a past chairman of the Plano Family YMCA Board of Directors.

DR. MATTHEW MESSINA



Matthew Messina is a consumer advisor for the American Dental Association (ADA). He has served as a national spokesperson since 1995, having appeared on ABC's *Good Morning America*, CNN, NPR radio, as well as having been quoted in *USA TODAY*, the *New*

York Times, *Washington Post*, *Cosmopolitan*, *Men's Health*, and *Prevention* magazine. Dr. Messina maintains a private practice in general dentistry in Fairview Park, OH. He graduated *summa cum laude* from Michigan State University with a bachelor of science degree in physiology in 1983, and was first in his graduating class of The Ohio State University College of Dentistry in 1987. Dr. Messina has served as the Chairman of the ADA Committee on the New Dentist and President of the Greater Cleveland Dental Society. Dr. Messina's presentations and publications have centered on dental ethics, highlighting ethical decision-making processes in patient care. He lectures on leadership skills to allow dentists to achieve optimal care for their patients. Dr. Messina is a published author. His acclaimed novel *The Curse of Sekhem Ka* is available through amazon.com as well as on Kindle, Nook, and iBook.

DR. KEVIN MUENCH



Kevin Muench graduated from Boston College in 1980 with a BS degree in biology. In 1987, he graduated from New Jersey Dental School with honors and was elected into the Dental Honor Society, OKU. He started his private practice in February 1988. Dr. Muench

completed his General Practice Residency at Newark Beth Israel Medical Center. In 1993, Dr. Muench received a Fellowship in the Academy of General Dentistry and in 2002 received a Masters in the Academy. He currently teaches 12 residents at Newark Beth Israel Medical Center's GPR residency. He is a member of the ADA, NJDA, NJAGD, AGD, and AADSM. He is an active participant of Green Toes Study Club in Milwaukee, WI; Acorn TMD Study Club in Leawood, KS; and Enrichment in Sanibel, FL. He is a member of the Pankey Advisory Board. Dr. Muench resides in his family home in Maplewood with his wife Eileen and three sons Colin, Thomas, and Michael.

DR. BARRY POLANSKY



Barry Polansky has been practicing restorative dentistry in Cherry Hill, NJ, since 1975. Dr. Polansky is the owner of Niche Dental Studio with his son, Joshua Polansky. He is the author of the book *Art of the Examination* and has written for most of the popular dental magazines. He is an established speaker who has

spoken at the Dawson Alumni Meeting and the ADA Annual Meeting. Dr. Polansky breeds and raises championship calibre show dogs.

DR. BRADLEY PORTENYOY



Bradley Portenoy received a DDS with Thesis Honors in behavioral science from State University of New York at Buffalo School of Dental Medicine. He is a Pankey Scholar, a member of the Board of Directors of the L.D. Pankey Foundation, as well as a Visiting Faculty member at the Institute. Dr. Portenoy is a Fellow of the International Congress of

Oral Implantologists. He is a nationally recognized speaker and maintains a comprehensive restorative private practice in Long Island, NY. Dr. Portenoy is married with three children.



Florida Academy of
COSMETIC DENTISTRY

www.flacosmeticdentistry.org



FREE *CE* FOR YOUR TEAM

FRIDAY, SEPTEMBER 20, 2013

9:15 a.m. - 5:00 p.m.

SATURDAY, SEPTEMBER 21, 2013

9:00 a.m. - 3:00 p.m.

Featured speakers include Pankey Visiting Faculty:



Dr. Andrea Beerman



Dr. Kevin Browne



Dr. Sam Low



Dr. Mark Murphy

Topics Include:

- Pankey philosophy
- Specifics about talking to patients about treatment and finances
- Dealing with cancelations, insurance, team synergy, and communication
- Development of a mission, vision, and goals
- Why and how to differentiate your practice
- Expanded roles for assistants

Space is limited to the first 30 team members that are registered with The Pankey Institute so call 1.800.4PANKEY today!

Are you interested in having your team learn and play with you?

For only \$250/person, each team member will gain access to our Welcome Reception hosted by the L.D. Pankey Alumni Association as well as the Celebration Dinner and Live Auction!



FACD is an Affiliate of the American Academy of Cosmetic Dentistry®
www.aacd.com / 800-543-9220



MASTERFUL Change

A CLIMB WORTHY OF CELEBRATION



EVENT DETAILS

LOCATION

THE RITZ-CARLTON ORLANDO,
GRANDE LAKES

4012 Central Florida Pkwy, Orlando, FL 32837
407.206.2400

ROOM RATES

\$179/night for single or double room
Rate available September 15-24, 2013 subject to availability

LEADERSHIP SYMPOSIUM TUITION

Thursday Leadership Symposium: \$950.00
(See page 6.)

CONFERENCE TUITION

Free for Platinum members

Dentist: \$1,050.00

\$1,150.00 after Monday, March 25, 2013
\$1,250.00 after Monday, June 24, 2013

Recent Graduate*, Technician, Team Member, or Consultant: \$800.00

\$850.00 after Monday, March 25, 2013
\$900.00 after Monday, June 24, 2013

Retired from Dentistry, Guests: \$300.00

Class One Triple Plus Club Dinner: Price and location
TBA

Club ACCESS: Suggested \$25 donation for Pankey
Dental Access Days

FACD TEAM PROGRAM

CE Only: FREE
**CE, Pankey Welcome Reception, and
Celebration Dinner:** \$250

CREDITS

The Pankey Institute designates the Leadership
Symposium for 7 continuing education credits.

The Pankey Institute designates the Annual Meeting for 8
continuing education credits.

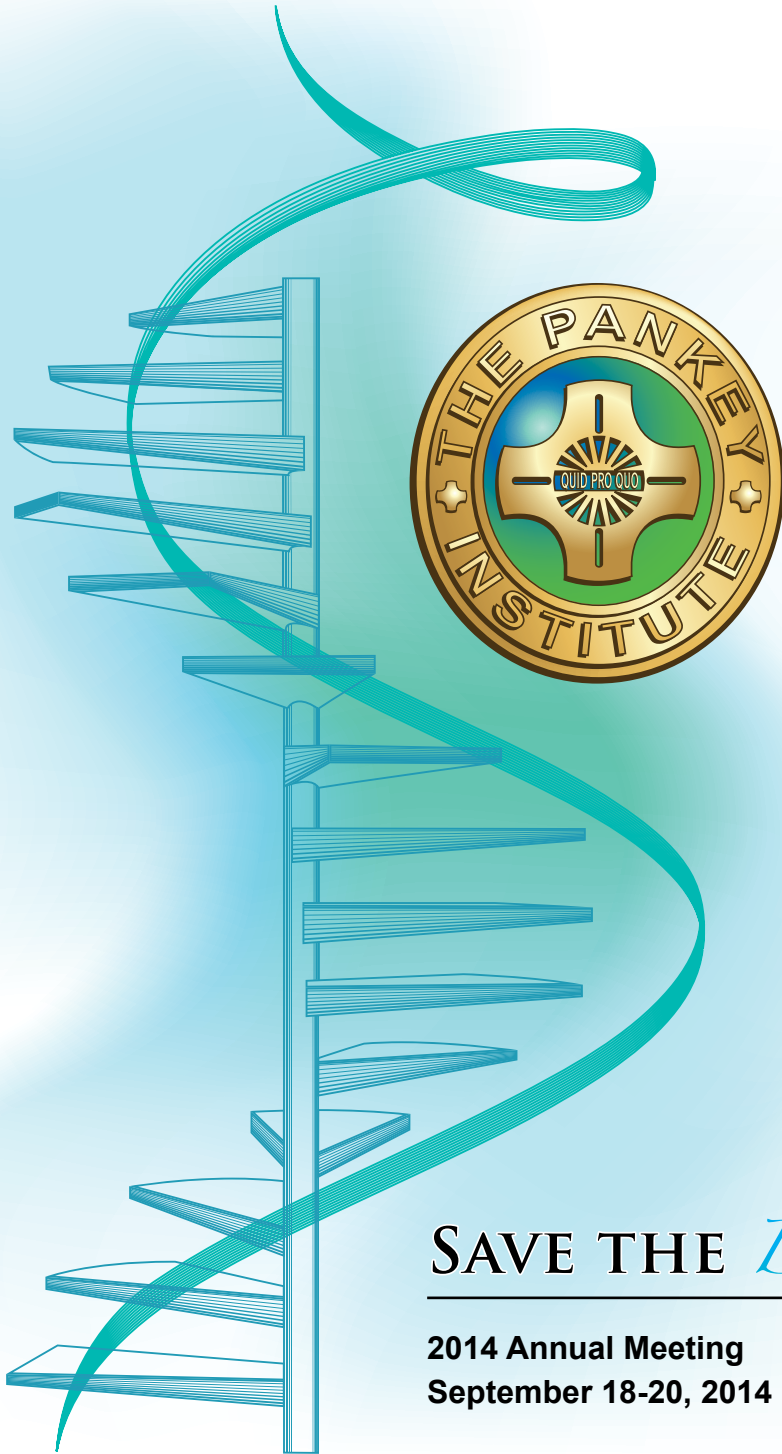
The Pankey Institute is a recognized ADA CERP
Provider. ADA CERP is a service of the American Dental
Association to assist dental professionals in identifying
quality providers of continuing dental education. ADA
CERP does not approve or endorse individual courses or
instructors, nor does it imply acceptance of credit hours
by boards of dentistry.

ADA C·E·R·P® | Continuing Education Recognition Program

Refund/Cancellation Policy: Payment must be made in full to receive
discounted registration rate. Cancellations will not be acknowledged
unless received in writing at the Pankey office. No refunds will be
given for cancellations received within seven business days of the
event except under extenuating circumstances as determined by
the Institute. All cancellations received will be charged a \$50.00
administrative fee. The Pankey Institute reserves the right to cancel
or reschedule any course with advance notice to registrants. In such
an event, deposits may be refunded in full or transferred to a future
course date or event. In no event shall the Institute be liable for any
cancellation or change penalties assessed by the airlines, hotels, or
car rentals as a result of course date changes or cancellations. Please
allow 2 weeks for processing of refunds.

*Recent graduates are defined as those completing dental school
within the last three years.

**Call 1.800.4PANKEY to register,
or visit www.pankey.org.**



MASTERFUL *Change*

SAVE THE *Date!*

**2014 Annual Meeting
September 18-20, 2014**

One Crandon Boulevard, Key Biscayne, FL 33149
1.800.472.6539 | info@pankey.org | www.pankey.org