

## CSDA Mission Statement

The mission of the Connecticut State Dental Association is to educate, advocate, communicate and collaborate on behalf of its members and the public which it serves.

*Peer review provides an impartial, easily accessible and generally expedient means for resolving misunderstandings regarding dental treatment. It exists for the benefit of the patient and the dentist, and for the third-party.*

*Peer review is neither a court of law nor binding arbitration. It is a voluntary process that relies on the good faith between a dentist and a patient and their mutual interest in good dental health.*

*Should you wish to know more about peer review, please contact your local dental society.*



835 West Queen Street  
Southington, CT 06489

860.378.1800 / phone  
860.378.1807 / fax

[www.CSDA.com](http://www.CSDA.com)

*Provided as a Membership Service by the CSDA*

# Dentistry's Resolution Program



## A Peer Review Process

## About Peer Review

The Connecticut State Dental Association (CSDA) has established a peer review process to help resolve disputes regarding dental care. Our goal is to help patients and dentists who have been unable to resolve these disputes on their own. If both parties are willing to work in good faith to find a mutually acceptable resolution to their dispute, we may be able to help.

Our local dental societies have established peer review committees to work on these cases. The committees are made up of respected dentists in the local community who have agreed to volunteer their time and expertise to help resolve these disputes. These volunteers provide an impartial, objective and knowledgeable perspective to those who participate in our process.

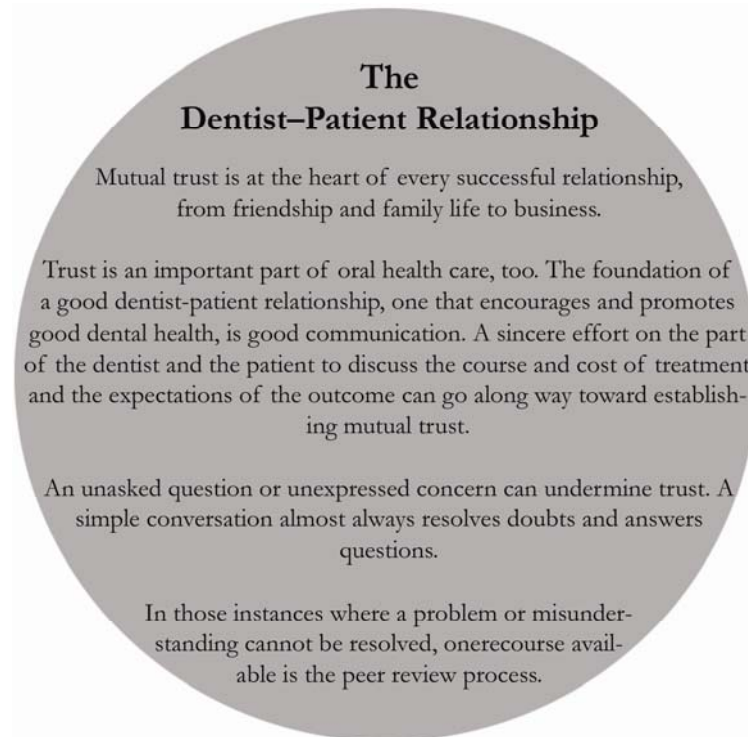
Our peer review process is fundamentally different than other dispute resolution systems. We focus our efforts on helping the parties resolve their disputes in a mutually acceptable manner.

If the parties are unable to reach an agreement during the initial process, the local peer review committee may issue their own recommendations for resolving the dispute. These recommendations are only issued when all our other efforts have failed to resolve the matter. Our hope is that such written recommendations can form the basis of a resolution if the parties are hopelessly deadlocked.

It must be understood, however, that participation in this process is strictly voluntary and we are not able to impose a solution on the patient or the dentist.

## The Review Process

- The patient submits a signed copy of the CSDA *Request for Peer Review* form. The complaint should focus solely on the nature of the dispute and should not include any specific request for relief.
- The request is reviewed for completeness and referred to the appropriate local peer review committee.



- The Chair of the local peer review committee reviews the request and appoints a facilitator to the case.
- The dentist is notified that a peer review request has been filed and the facilitator will seek the dentist's consent to participate in peer review.
- If the dentist agrees to participate, the facilitator will begin discussing potential resolution options with the parties. The facilitator may exchange many proposals between the parties before a final agreement is reached.

- Once an agreement is reached the parties will sign a resolution form that outlines what actions each side will take to end their dispute. The facilitator will notify the Chair that the matter has been resolved.
- In the event that discussions break down and the facilitator feels the parties have reached an impasse, the facilitator will notify the Chair. If further action is necessary a meeting of the peer review committee (or a panel of the committee) will be scheduled to review the case.
- The committee meets to discuss the case and may examine clinical records, talk to the parties, and, if necessary, conduct a clinical examination.
- The committee concludes its review and all parties are notified of the committee's recommendations in writing.
- The Facilitator or Chair contacts the dentist to offer suggestions as to how the quality or efficiency of services or communication could be improved.
- A party may only file a request for CSDA Council Review of a local committee recommendation under the following circumstances:
  - proper procedure was not followed;
  - the decision was influenced by bias;
  - the decision appears contrary to the information presented;
  - additional information has become available.
- If such a request is granted, the decision of the CSDA Council on Peer Review is final within the context of our process.
- All information regarding a particular peer review process is kept strictly confidential.