



Oregon Board of Dentistry  
1500 SW 1<sup>st</sup> Ave., Suite #770  
Portland, Oregon 97201

July 23, 2018

Dear Dr. Gary Underhill and Members of the Oregon Board of Dentistry:

ODA officers have been fielding concerns from members on recent disciplinary actions against licensees by the Board of Dentistry. Members have voiced concerns on misunderstandings of the process and their rights, in addition to concerns about public oversight on disciplinary decisions. The ODA takes concerns raised by our members seriously. We want to ensure that dentists are well represented in any disciplinary or grievance process and fully understand their rights during such a process. Similarly, we take seriously our role to help inform our membership on key regulatory changes and requirements to ensure compliance.

To better understand the concerns and potential remedies, ODA officers directed the Regulatory Affairs Council (RAC) to discuss the topic and draft relevant recommendations. The RAC met earlier this month to discuss the Board of Dentistry disciplinary process. The Council was joined by representatives from the Board of Dentistry as well as Stephen Prisby, Executive Director. The Council wishes to express their sincere appreciation for the BOD participation at its meeting.

During the RAC meeting, it was clear that information given to licensees during a complaint investigation could benefit from increased transparency. To that end, we offer the following suggestions to ensure better communication between the Board and dentists. Upon initial notification to a licensee of a complaint or pending action, we suggest that you provide the licensee with information about the disciplinary process in plain language including, but not limited to, the following:

- How long the process is likely to take
- What information the licensee can expect to be asked for
- What the process involves
- Legal rights of the licensee during and after any action has been taken, including right to counsel and appeals rights
- Resources, or contact information of individuals who can answer questions about the process

While some of this information can be found on the BOD website, our recommendation is to include information directly in correspondence with the licensee upon notification of an investigation. The ODA would be happy to work with Board members or Board staff on the communication to accompany licensee notifications to further communication and transparency.

Sincerely,

A handwritten signature in blue ink that reads "Jennifer Lewis-Goff". The signature is fluid and cursive, with the first name "Jennifer" being the most prominent.

Jennifer Lewis-Goff, MPA

Government Affairs Director, ODA