



Seventh District
Dental Society

CAYUGA LIVINGSTON MONROE ONTARIO SENECA STEUBEN WAYNE YATES



Steuben County Dental Society presents



"Survival Guide for Dentists: Avoiding Malpractice and Administrative Pitfalls"

Thursday, September 25, 2025

Corning Country Club ~ Corning, NY 14830

Dinner & Business Meeting 6 pm-6:30 pm; Lecture 6:30 pm-8 pm

1.5 CE Credit

RSVP by 9/18/25 to Dr. Melissa Brown by email: drbrown@drmelissabrown.com

Biography

Al Anthony Mercado, Esq., has practiced in the fields of medical, dental, and podiatric professional liability for over 30 years. He has successfully litigated cases at the trial level throughout New York State with a special focus on the defense of complex malpractice cases. Mr. Mercado has vigorously represented healthcare professionals before the New York State (NYS) Office of Professional Medical Conduct (OPMC) and the New York State Office of Professional Discipline (OPD).

As a counselor at law, he has provided practical risk management advice to healthcare professionals throughout NYS on legal and regulatory topics for three decades. As a national speaker, Mr. Mercado has presented at national healthcare conferences on a wide range of trending medical-legal topics involving litigation and healthcare law. Similarly, he was instrumental in developing dental risk management programs for a major professional liability company and has been a frequent lecturer for NYSDA.

Matthew S. Feldman principally serves private practices, not-for-profit entities, health care professionals, and institutions in legal matters including the defense of audits initiated by private and governmental health plans; corporate formations and governance; practice transitions; contract negotiation and preparation; regulatory compliance matters including HIPAA, Stark Law, and Anti-kickback Laws; quality assurance and professional review activities; corporate transactions; settlements; personal and corporate tax matters; debtor/creditor issues; and matters related to federal and state employment laws, advising employers on the drafting and negotiation of non-compete agreements and the preparation of employment policies.

Mr. Feldman has represented employers in private labor arbitrations and defends employment discrimination suits before the New York State Division of Human Rights and the U.S. Equal Employment Opportunity Commission. Mr. Feldman also concentrates his practice in professional liability matters before New York Education Department's Office of Professional Discipline and the Department of Health's Office of Professional Medical Conduct.

Mr. Feldman is admitted to practice in New York State Courts as well as United States Federal and Bankruptcy Courts for the Western District of New York. Mr. Feldman is a member of the New York State Bar Association and Erie County Bar Association, and serves as General Counsel to the New York State

Podiatric Medical Association, and as a Board member for the Lewiston Public Library, Lewiston Council on the Arts, and Niagara Falls Memorial Medical Center.

Course Description

This course provides dentists with practical, real-world strategies to mitigate and avoid administrative and malpractice claims in the rapidly evolving dental practice environment. Participants will learn about frequent pitfalls that become violations or compliance issues, and how to identify common allegations brought against dentists, analyze effective risk-reduction techniques, and improve communication to reduce patient misunderstandings. The program emphasizes the importance of thorough documentation, properly executed informed consent, and proactive handling of patient concerns. In addition, the course addresses billing practices that may trigger audits and how to maintain compliance with insurance and regulatory requirements. Special attention will be given to navigating retaliatory patient complaints and ensuing investigations by the Department of Health and Human Services (HHS), and disciplinary proceedings by the New York State Office of Professional Discipline (OPD), including best practices for responding to inquiries and safeguarding professional licensure.

Learning Objectives

By the end of this course, participants will be able to:

- Identify and discuss coverage for administrative and malpractice claims.
- Identify and prevent common malpractice and administrative claims by applying proven strategies in patient communication, documentation, and informed consent.
- Reduce financial exposure through compliant billing practices to contain the risk of insurance audits and administrative enforcement actions.
- Recognize the scope and process of administrative investigations emanating from patient complaints and apply proactive measures to protect professional licensure, operations, and reputation.



Steuben County Dental Society is a component of the 7th District and is recognized as a CERP provider through NYSDA. *The Seventh District Dental Society is an ADA CERP Recognized 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. Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at CCEPR.ADA.org.*