## **How Peer Review Works**

Patient calls the Tennessee Dental Association with a concern.

TDA staff determine if the situation falls under the duties of peer review and send patient the paperwork.

When patient returns paperwork, the case is sent to the peer review chair (volunteer dentist) in the area near the patient.

The peer review mediator calls the patient to discuss the issue.

The peer review mediator then calls the dentist to discuss the issue and determine if the dentist is willing to settle by refunding some or all of the fee.

If <u>not</u> in agreement, the case is closed. If there is an agreement, the peer review mediator negotiates a settlement to which the patient and the dentist both agree.

The TDA notifies the patient of the proceeding's outcome.