

Council on Professionalism and Mediation, Mediator

California Dental Association
1201 K Street, Sacramento, CA 95814
800.232.7645 cda.org



Purpose

Mediators for the Council on Professionalism and Mediation (council) will act as a neutral third party responsible for guiding discussions between member dentists and their patients involved in a dispute with the goal of reaching a mutually agreeable resolution. Mediators must undergo training to assess and guide resolutions without acting as an evaluator of the treatment or issue in question.

Primary Duties

- Facilitate communication between member dentists and their patients to help guide them to a voluntary mutual agreement.
- Manage a case load of approx. 2 cases per month.
- Communicate with council liaison and CDA staff regarding status of cases and required documentation.
- Promote mediation as a member benefit and public service.

Qualifications/Skills

- CDA member in good standing.
- Minimum of five (5) years post-dental school graduation.
- Strong verbal communication skills.
- Strong active listening skills.
- Ethical and trustworthy.
- Ability to maintain confidentiality.
- Calm, patient, empathetic, and balanced.

Time Requirements

- Mediation training: 1-2 days annually.
- Mediate approx. 2 cases per month.
- Quarterly mediator roundtables (via zoom).
- Telephone calls: As needed to conduct business.

Composition

- A statewide panel of 10 -12 mediators, recommended by local dental societies and elected by the Council on Professionalism and Mediation.

Term/Tenure

- Mediators: 3-year term.
- Mediators will reapply after each term and acceptance will be determined by CPM and dependent upon performance.