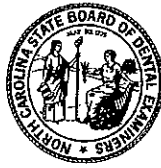


NORTH CAROLINA STATE BOARD OF DENTAL EXAMINERS

C. WAYNE HOLLAND, D.D.S., President
BRAD C. MORGAN, D.D.S., Secretary-Treasurer
RONALD K. OWENS, D.D.S., Past President
DR. JAMES B. HEMBY, JR., Consumer Member



W. STAN HARDESTY, D.D.S.
MILLARD W. WESTER, III, D.D.S.
KENNETH M. SADLER, D.D.S.
JENNIFER A. SHEPPARD, R.D.H.

BOBBY D. WHITE, Chief Operations Officer

January 19, 2010

CERTIFIED/RETURN RECEIPT MAIL

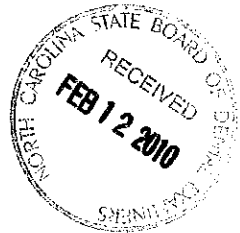
Dr. Sarah C. Shoaf
131 Miller Street
Winston-Salem, North Carolina 27103

Dear Dr. Shoaf:

The North Carolina State Board of Dental Examiners has completed its review of all materials and information submitted at the settlement conference of January 9, 2010. This information establishes that on October 1, 2002, Connie Cline presented to University Dental Associate (UDA), where you were part owner and actively practicing, for an initial examination and possible orthodontic treatment. You diagnosed Ms. Cline with upper and lower bone plating, TMJ dysfunction, Class I molar and canine bilaterally and mild crowding and a recommendation of orthodontic treatment was given. You initiated orthodontic treatment for Ms. Cline in November of 2003, and she remained in treatment through October 18, 2005, at which time you scheduled her to return for de-banding and impressions for retainers. The Hearing Panel did note that the patient missed several appointments and there was documentation that the patient was counseled to maintain good oral care while undergoing orthodontic treatment.

The practice policy that you described to the Hearing Panel for UDA as of October 2005 was to delay the scheduling of the de-banding appointment for patients who had outstanding balances. Because Ms. Cline had an outstanding balance, the front desk staff did not schedule a de-banding appointment for her, nor did they schedule a "maintenance" appointment which you also described. Ms. Cline was not warned that her teeth could be damaged if she remained in bands for a significant period of time.

In 2007 or 2008, Ms. Cline returned on an unscheduled visit to the practice when you were treating other patients and told you that she was having problems with decay. You declined to remove her bands that day. Ms. Cline ultimately suffered extensive decay and the loss of three teeth.



Dr. Sarah C. Shoaf
January 19, 2010
Page Two

Based on the information available, it is the Board's opinion that your treatment of Ms. Cline violated G.S. §90-41, in that you, as a part owner of UDA and as the treating dentist supervising staff members, refused treatment due to a balance on the patient's account. For this reason, the Board proposes to officially reprimand you. An official reprimand would include a copy of this letter being placed in your permanent file, notification of the reprimand being sent to the National Practitioner Data Bank, and a copy of the reprimand placed on the Board's web page.

If you do not wish to accept this reprimand you have a right to request a formal hearing. This request must be in writing, and must be made within thirty (30) days of the receipt of this letter. Please indicate your acceptance of the reprimand by signing below and returning this letter to the Board office.

If you have any questions or need additional information, please do not hesitate to contact the Board office in Morrisville. The Board appreciates your cooperation during its investigation of this matter.

Very truly yours,

Terry W. Friddle
Deputy Operations Officer

ACCEPTED:

SARAH C. SHOAF, D.D.S.

10 FEB 10

DATE

cc: Members of the Board
Ms. Carolin Bakewell, Board Counsel
Mr. James Wilson, Esq.
Ms. Connie Cline