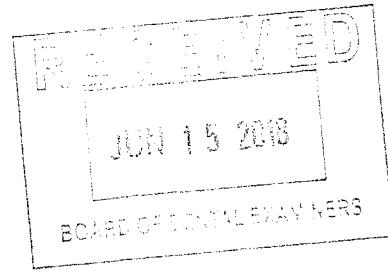


Maine Board of Dental Practice
161 Capitol St.
Augusta, ME 04330



Re: Complaint filed by Gina Turcotte
DOB 12/17/1968

Complaint # 18-54

Gina Turcotte presented to the office of Den Dental and Denture Lab in Augusta, ME for a scheduled consultation appointment on 04/05/2018. While she was in the reception area/waiting room, Ms. Turcotte involved herself in confrontational conversations with other patients who were waiting for their appointments. During the heated debate, Ms. Turcotte used profanity, taunted and insulted the patients who were present. This is confirmed in her own writing, in a post that she made to the office Facebook page which is enclosed in this packet (labeled 1) and in another post to her personal Facebook page (labeled 2). When Gina Turcotte was called on to go to an operatory for her consultation, she admitted singing a song to one of the waiting patients about "Baa Baa black sheep" where she chose to continue the personal attack upon the waiting patient, who she did not know.

At our first meeting in the operatory, Ms. Turcotte became defensive when I asked her what I could do for her. This is the usual question that I ask every potential patient because I like to hear in their own words, what their expectations are. She told me in agitated tones, as she described in her written complaint, how none of the other dentists she had seen in the past had been interested in finding out what bacteria was destroying her teeth and she believed that once the teeth are extracted, the same bacteria would destroy her jawbones too. I told her that I do not do bacterial cultures in the office and if that is what she is seeking, I can not help her. Her agitated behavior at that point became escalated. She asked me if I'm going to ignore her complaints just like everyone else had been doing. I repeated that I am not equipped to do bacterial cultures and if that is what she is looking for, I can not help her, but the dental school might be able to do bacterial cultures. She grabbed her folder which contained old high school era photos to show me how she had lost 30 pounds in the last 5 years from not eating and told me that she is going to die. I explained to her that there are supplements, protein shakes etc that she could use if she is not able to chew until the dental issue is solved. Ms. Turcotte yelled at me that I don't care about her situation and that the shakes contain only sugar and corn syrup and that is how her teeth became "rotted to begin with". The situation became escalated to the point that I didn't feel this would be a good patient selection, since we were unable to form good communication and it is highly unlikely that a working relationship could be established. I told Ms. Turcotte that I couldn't help her and that she would need to look for someone else, again mentioning the dental school. She continued yelling and making accusations. I informed her that if she would not stop yelling and leave peacefully, that I would have to call the police. She waved her pictures in my face while she threatened to file a complaint against me with the Dental Board. I calmly escorted her to the door to be sure that she did not taunt or engage in the disruptive behavior with other patients, as she has admitted.

After she posted her comments on our office Facebook page, I did a Google search on her and discovered that Gina Turcotte aka GinA, has a history of filing frivolous lawsuits against the City of Augusta, the police, Judges, landlords, The Secretary of State and the Waterville Humane Society. I've enclosed copies. Two of the documents from court cases have warnings to GinA stating "I now place GinA on "NOTICE" that filing restrictions "may be in the offing". It goes on to say "This represents a "cautionary order" of which Cok speaks. Id. Groundless and frivolous filings will not be tolerated" (Enclosed documents labeled 3 & 4).

The document labeled 5 is printed from a website created by GinA to raise money. It contains some information showing insight to Gina Turcotte's thinking processes and ideas.

Additional enclosures are printed from her Facebook page, they include examples of Ms. Turcotte's other conflicts with neighbors, fire fighters, even her daughter, current conflicts and at the time of her daughter's delivery of her baby.

Gina Turcotte did not have an examination by me or anyone on my staff, no radiographs were taken, no treatment started. I did not have the opportunity to review her medical history before she started raising her

voice, acting confrontational, and creating disruption in the office. Ms. Turcotte claims that I abandoned her before the completion of treatment. It is not abandonment if treatment never began. According to the Maine Board of Dental Practice Policy Guidance #2016-03 - Patient of Record (Emergency Care) "In the case of one-time emergency patients that never return for formal comprehensive care, the Maine Board of Dental Practice ("Board") does not consider those patients as "patients of record" of the licensee." In this case, there was no treatment.

Patient selection is an important component of treatment. So much that a student is graded on their board exams and could potentially fail for poor patient selection. Good communication is a vital part of any professional relationship. There was poor communication between Ms. Turcotte and I from the beginning and would have been poor patient selection on my part.

Please feel free to contact me with any further questions.

Sincerely,
Denise Nadeau, DDS
8 Shuman Ave
Augusta, ME 04330
207-621-2904

Enclosures

Medical History, notes; handwritten and transcribed, Office policy signed by Gina Turcotte, her ID, printed copy of her post on the office Facebook page, Copy of a post on her Facebook page with her complaint to the Dental Board, Six different lawsuits involving Gina Turcotte sks GinA, Copy from her personal website, several other copies of posts from Ms. Turcott's Facebook page.

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