



Hello to all you devoted readers and contributors. As you will see, many of the articles in this edition are related in one way or another to the quarantined situation we have found ourselves to be experiencing. It is difficult to skirt the subject for very long. Nonetheless, it is as good as always to be able to connect to you via our Orofacial Myology News. We have breaking news about a recent language translation of the Hanson and Mason text, Orofacial Myology International Perspectives. Try to guess without looking ahead what language it been translated into.....hint: our grad, Dr. Jane Shi, coordinated it in her country. Learn more about HIPAA related to healthcare platforms as you read this edition's article by Dr. Dawn Moore. Get a sneak peek into our very first experience with virtual training on page two. Check out what some of our beloved grads are up to on our Grads Corner, and get some ideas to help yourself obtain more restful sleep at this stressful time, compliments of Dr. Karen Wuertz's article. Learn about the MYOwn Tool Kit that was created to fill a need during this time of increased teletherapy. Get some important reminders about blending wisdom and caution with regard to treatment, found in Becky Ellsworth's column. If you don't yet know about Brittny Sciarra's podcast with the adorable title, I spy with my MYO eye....., be sure to read what she has been up to and what is available on her podcast. Zohara Nguyen gives a list of 8 reasons why it pays to bite the bullet and dive into the process of becoming Qualified in Orofacial Myology. And these are just some of the pieces of useful information you will find inside this edition.

There are many sentiments being voiced by 1000s such as "We are all in this together," "This too shall pass," "We can get through this," and more. If I could put all of them into a giant greeting card, I would send it to each of you along with all the positive vibes that exist! Be well, stay healthy, and feel free to keep in touch with us....

order to improve the situation. This includes adjustments from *within* as well as externally, as we come to realize that some things will not be continuing "as they used to be." We must adjust what we are doing and how we are doing it. Some services must be eliminated, other ones initiated, still others altered....in order to *adjust* to the new circumstances.

A + A + A = Achievement

ACCEPTANCE

ADJUSTMENT

ADVANCEMENT

Forget about long term goals! There are circumstances when achieving even short term goals seems to be impossible. The last several months fall easily into that category, for sure!

What does it take in such an unusual situation to continue achieving personal goals, business goals, organizational goals?

After analyzing what happened within our own organization at Neo-Health Services and listening to others explain what happened to them, I was able to break the process into the 3 A's, the phases that determine who *will* and who *will not* achieve their goals.

Acceptance must come first. We can wish it were different, we can sit and wait and hope it will change, perhaps even lament about the absence of the fun we *used* to have when providing our services in person, and on and on and on.....

As with most things in life, accepting the current situation is an absolute requirement to move forward. There really is no option but to eventually accept it. It is our choice, however, how much time we spend (or waste!) on impossible dreams that everything will magically improve.

At Neo-Health Services, we were relaxed at first, thinking it would be a short time until we were up and running as usual. Surely it could not continue much longer. We were in denial, *not* in acceptance. As we realized that the new situation was not going to simply disappear, we were out of the denial stage and into the worry and panic stage, but still definitely *not* in acceptance. Then we sat down at our NHS powwow sessions, and admitted there was nothing we could do to change the world situation, only the way that our organization responds. This realization provided us all with a deep sigh of relief and we finally reached the *acceptance* phase.

Adjustment refers to the changes and alterations that must be implemented in

Neo-Health Services did not have any of this on our radar. We didn't *plan* to adjust. Without being asked outright to make changes and with no official requests, our team automatically cut down on expenses in all areas, working even more than usual. They cleverly figured out ways to save on the materials usually consumed. Moving forward to change pre planned onsite training courses to online offerings was an enormous task, involving changes in nearly every aspect of our business. We made those adjustments, worked tirelessly, and hoped it would prove to be successful in order to continue teaching those who were counting on us.

Advancement is moving forward, going beyond where we once were. Once there is acceptance of a situation and adjustments are made, we might just hope to reach the former status quo. But advancing even *beyond* that? Yes, it *can* and *does* happen that way. Haven't there been instances in your past when you ended up even better off after a downfall? If you analyze it, you will likely find that you went through the acceptance phase followed by the adjustment phase...and voila! It opened doors you hadn't known existed and didn't even dare to imagine.

At Neo-Health Services, the stage was set to become better than ever. We had accepted what was happening, made adjustments to carry us through, and that left us with the means financially and emotionally to become an even stronger team of dedicated people determined to continue our mission.... of being there for our past and future graduates as well as those who depend upon our myo supplies. We were able to develop individual packets of tools for teletherapy that clients could receive in their homes. We created the online version of our class that proved to be incredible, far beyond our imagination. We were able to train new instructors, and we reached an agreement to partner with a well-known and highly respected dental organization as their orofacial myology trainers. We not only survived the pandemic...we thrived.

If you have felt out of sorts, saddened or disheartened, I hope reading this article will remind you of the many possible *advantages* out there, just waiting for you to grab them.

Why is HIPAA important for healthcare platforms?

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law of national standards which aims to protect sensitive patient health information from disclosure without consent. Businesses, known as “covered entities”, who create, receive, store or maintain PHI or electronic-PHI that can identify a specific person are subject to HIPAA.

Business associates or companies such as your EMR, Dropbox, G Suite, or Zoom who help the covered entity function and, as a result, have access to PHI.

Does this mean your telepractice or EMR platform should sign a Business Associate Agreement (BAA) with you? Before COVID-19, yes. However, relaxation of HIPAA requirements during this crisis has allowed utilization of video conferencing platforms such as Facetime and Skype whose transactions are not encrypted nor have the level of security required by HIPAA. To protect yourself, you should always have a parent/patient sign notification for the use of non-HIPAA compliant platforms.

Zoom, for example, has a free version of its platform many are using during this time, which has been besieged with significant security problems. Free versions are rarely HIPAA compliant as encryption and security are expensive so those costs are passed along to the



Dawn M. Moore
ClinScD., CCC-SLP, COM

businesses. The healthcare version of Zoom is listed as HIPAA compliant and they are willing to sign a BAA for a significant increase in their rates from free to \$200 a month. One of the many ways Zoom complies with HIPAA is that cloud recording will not be available as they do not want the added security risk of storing PHI in the form of videos. Upon signing a BAA with Zoom, the following security measures are enacted on a Zoom account:

- Cloud Recording will be disabled.
- Encrypted chat will be enabled.
- The setting “Require Encryption for 3rd Party Endpoints (H323/SIP)” will be enabled for all members of an account.
- Text messages will be encrypted.
- Offline messages will only be available after all parties initiate a cryptographic key exchange.

(Source: <https://compliancey-group.com/is-zoom-hipaa-compliant/>)

At some point in the future, HIPAA (be sure not to mistype as HIPPA which is easy to do) will be in full force again and health care agencies will be required to increase their efforts to protect patient information. This will mean not using Facetime or Skype and upgrading to more expensive platform who will provide a BAA.

Welcome to our Orofacial Myology Virtual Learning Environment

As we were easing along, preparing for the introduction of our first online classes, the pandemic came upon us, greatly speeding up our plans. Within a few weeks, we transformed our classes into a web-based educational delivery system that provides a dynamic and engaging learning environment. Interaction was the most important part, and we knew that it was tough but not impossible.

This first virtual online class was particularly special because we introduced Zohara Nguyen as one of our main instructors. Ms. Nguyen has been actively involved in our organization as part of the educational team as well as the QOM examiners committee.

At the end of the class we sighed and then we cheered.... as we realized that it was not about the place or venue, but about the desire of our dedicated and sincere team to communicate with and personally relate to each participant. We wanted to maintain Neo-Health Services' highly respected reputation as a superior training organization, and we were delighted that we were able to bring those qualities to our virtual online setting.

Kudos also go to the wonderful first online virtual class of NHS graduates because they were very attentive and appreciative. The camaraderie among students was present, they worked together, laughed together, and at the end, as always, were a bit teary-eyed during the good-byes. Several requested their QOM exams within a week and are already actively pursuing their QOM. Congratulations!



Orofacial Myology/Tongue Thrust:
Introduction With Assessment Applications

R: From Basics to Habituation

Tongue Tie 101: What is our Role?

Earn Orofacial Myology CEU's at Home

Speech-Language Pathology Continuing Education and Treatment



by Karen Masters

MS, CCC-SLP, COM, QOM

Hello to my MyoFriends,

Grads Corner



While I was sitting at the graduation lunch in Orlando after our early 2020 class, I never, ever would have thought it would be the last onsite class for many, many months. Just two months after that class, we began "sheltering in place" and wearing masks to go to the few stores that were open. Who knew toilet paper would steal the spot light? Or that Lysol would become such a sought after commodity? How could it be that I would be making antibacterial wipes in my kitchen to keep my family and myself "safe?"

It was a beautiful sunny day in Florida that day of class, and bad things were nowhere on the horizon.

Then the news started to roll in from other countries that were dealing with the health crisis. They said it was a "pandemic." I thought that pandemics were things that happened in other parts of the world ...not here in the USA.

If you had told me then that this was something coming my way, I would have laughed at you!

As I sit at my computer, where I have been sitting since March 16, first learning how, and now providing, teletherapy, there is nothing to laugh at. We have been tested in ways that once seemed incomprehensible. But here we are, still sheltering and trying not to squander toilet paper and searching for items that I, for one, took for granted. I have "worked hard at working" but I have missed human contact and communication. The loneliness is palpable. I am a people person! So, I turned to my "people" in MYO MASTERS and proposed a ZOOM gathering. I targeted the RDH's in our group because I felt that maybe they needed a little extra TLC and support. Maybe this was the time to dip their "myo toes" deeper into the water. I wanted to help bolster their confidence in themselves, in their clinical decision making, and provide that "net" that Myo Masters has been known to provide. Amazingly, there were 44 people, including some SLPs, who like me, yearned for some contact. The wonderful faces filled the screen for 2 hours! The energy was electric. The dialogue and the interchange was exciting. Some made plans to continue the conversation offline. It was more than I expected. I certainly got exactly what I needed and it seemed that they did too. We are now making plans for the next Zoom gathering. Stay tuned!

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Hallie Bulkin
MA CCC-SLP, COM

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Featured Grad

Hi! My name is Amy Clayman. I began my QOM journey in December, 2014. I took my 28 hour class with Neo-Health Services in Orlando, the city in which I was living at the time--at Sandra's "little house on Par Street." I was entranced and overwhelmed by the methodology, the tenets, etc. But what was most impressive was the passion with which Sandra and Becky taught the class. The format of the class was conducive to learning and also for bonding with fellow students. And getting the occasional ankle lick from Sandra's dog was just a bonus. I recall Sandra saying "Now, you've just got to jump in and start treating--it's the only way you can learn more and get better." I took on several clients and spent the following years full of "a-ha!" moments. I wanted to pursue Qualification, but life was life--and I hadn't pursued it.

In 2019 we were faced with moving out of Florida to the Washington DC area. I transitioned some of my clients to teletherapy, but found some time on my hands. THIS was the time. I requested my QOM exam in November 2019 and passed but I still felt I needed some "refreshing." I returned to Florida this past February 2020 for the course and was awarded my QOM in April. Throughout the process, I again was touched by the generosity of spirit and knowledge from Sandra, Becky, Karen, Zohara, Greta, Carma and the whole NEO-Health team. They make you feel as if they are personally invested in your success--because they are.

Amy Clayman, MA, CCC-SLP, QOM lives in Bethesda Maryland with her husband, daughter and Goldendoodle. Her private practice is KidSpeak Speech, Language & Literacy. She is licensed in and sees clients in Maryland, Florida, Virginia and California. ③



Amy J. Clayman
MA, CCC-SLP, QOM



Has the Current World Situation Affected your Sleep?



Karen Wuertz, DDS, QOM

I don't know about you, but this current world situation has turned my life, my work and our world completely inside out AND upside down! I don't think there's any aspect of any of our lives that hasn't been affected in some way. As we moved to "Stay at Home" conditions, many of us started feeling isolated, anxious, and worried about how long this would all last. Many of us have not been able to see our family, our friends and worry about the physical and mental wellbeing of our vulnerable loved ones.

Like so many others, this anxiety began to impact my sleep. It takes me longer to fall asleep and I wake up through the night and struggle to fall back asleep again. I experience daytime tiredness that creates more stress throughout the next day.

So HOW has stress affected our sleep?

The reason, I believe, is because the problem is GLOBAL. We can't get away from the news, social media and even our friends and neighbors talking about it all the time. Our usual daily routines have been interrupted with less exercise and less sunlight which are important regulators of our sleep.

Have you recently felt like you are on the edge, full of anxiety? This anxiety keeps us in an amplified "Fight or Flight" response which releases stress hormones (Cortisol) in our brain. This physiological response keeps our brains in a heightened state of alertness and our normal sleep cycles are interrupted. This becomes a vicious Catch 22 cycle - anxiety, insomnia, worry, poor quality sleep, anxiety and so on...

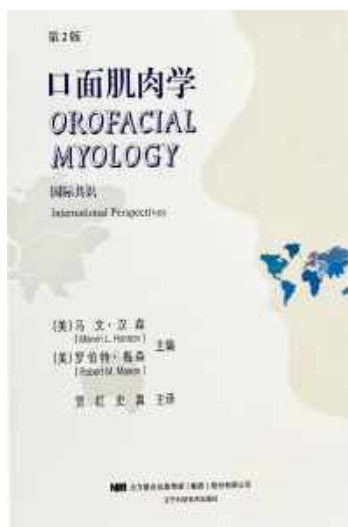
So here are 10 Tips to Improve Sleep Hygiene

Sleep Health Solutions Ref: Carl Rosenberg, MD

1. Don't drink caffeine; avoid smoking before bedtime.
2. Get at least 30 minutes of exercise during the day, but avoid strenuous workouts right before bed.
3. Limit naps throughout the day. If necessary, a 30-minute nap should be enough to feel reenergized without disturbing the normal pattern of sleep.
4. Have a light snack before bed, but don't eat heavy meals late in the day.
5. Enjoy Thnatural sunlight for a period during the day to regulate the sleep-wake cycle.
6. Stick to a regular bedtime routine. Try a warm bath, listening to light music, or reading to relax for at least 15 minutes.
7. Reserve the bed for sleep. Don't use the bed as an office, to talk on the phone, watch TV, etc.
8. Keep the bedroom cool, well-ventilated, dark and quiet to promote sleep.
9. Try to go to sleep and wake up at the same time every day.
10. Don't take your worries to bed. Leave your worries about job, school, or daily activities behind when you go to bed.

And most of all know that we will get through this difficult time, together.

Orofacial Myology, International Perspectives by Hanson and Mason is *really* getting International



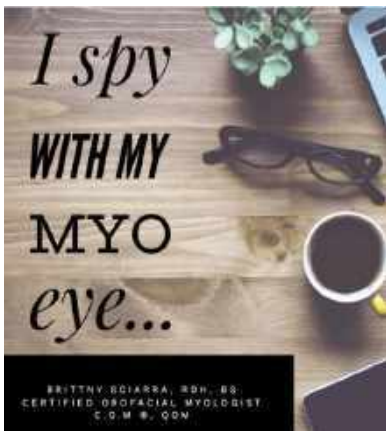
A new edition of the text, **Orofacial Myology, International Perspectives**, by Hanson and Mason, considered by many the major text book on Orofacial Myology, has been printed this year in Chinese for the first time. Dr. Jane Shi, one of our past NHS grads, was a critical part of this endeavor and had also helped with the translation.

Dr. Shi took the Neo-Health Services introductory course back in 2018 in North Carolina, after visiting Dr. Mason, who mentored her. She came back again in 2019 and took the class for a second time to master all the terms and exercises to complete her translation work.

This year she finally shared the culmination of her work with us and maintains her desire to spread the news about the benefits of Orofacial Myology among her Chinese counterparts.



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Past Neo-Health graduate, Brittny Sciarra, is an RDH and lifelong learner that has created a series of Orofacial Myology podcasts. Driven by her passion, she interviews people associated with the orofacial myology world and shares their journeys with her listeners. Brittny's special way of connecting with people has been the key to creating highly interactive experiences for her listeners. We invite you to join her on this journey and to learn more about the pioneers of the field. In her own words, "My goal is to bring you up to date in current literature and to expand your knowledge of orofacial myology disorders so that together we can get to the root of the problem. You ask, we answer.

Click Here to Listen

Or visit <https://podcasts.apple.com/us/podcast/i-spy-with-my-myoe/id1500946532>



Outside of the "mouthbox" Using Continuing Education with Wisdom and Caution

We are in a field of never ending new findings and slews of data. Yes, it is exciting and about time, but we need to keep our Myo eyes and minds open to what we see and what we do with this increasingly growing amount of information. Case in Point: When using your Myo Manual Treatment Program, you have what is necessary for success based on the three S's of Sensible, Systematic, and Sequential. That is not to say that you should not include some things you learn in webinars, from podcasts, articles, other classes, and the like. But....caution in doing so is advised!

The treatment is based on the tenets that:

- Barriers are eliminated
- Areas of weakness are determined and maximized
- Rest postures are incorporated
- Chewing and swallowing patterns are introduced

Yes, the program is meant to be followed based on each individual's needs, but additionally CREATIVITY should be present along with the program steps. When grading the Clinical Component of the QOM process, we love to see the different approaches therapists take when dealing with difficulties along the way.

My point is that we must maintain the integrity of the program while being creative, being careful not to alter it so greatly that it no longer works as intended. If you arbitrarily alter or skip certain areas to add something you recently saw or heard, the client's progress might be impeded. Unless your newly learned information fits into the program and enhances it, you must rethink your alterations or additions.

For those of you just starting out with the Myo Manual Treatment Program, we recommend you use it by itself until you have several therapy clients "under your belt." Once you feel secure in its use, then might be the time to slightly alter or add things you have learned elsewhere. At that point, you know where and how new information "fits" into your treatment plan without losing the integrity of the program.

Another consideration: I have learned many interesting things from various sources that have added to my knowledge base on certain topics, but that information does not impact the way I provide my treatment program. Also keep in mind about what you are learning: Is it truly Myo or something else? We strive to keep Orofacial Myology "pure" and not blur it into something it is not.....

Becky



by Becky Ellsworth
AAS, RDH, BS, COM, QOM

A few days after the quarantine began, our therapist grads were concerned about the survival of their practices. They scrambled to find out how to better serve their patients. They were quickly learning how to do teletherapy, and they wanted their clients to be able to have the tools and materials they needed to continue with their treatment programs. So they started calling us, asking if we were continuing as usual to fill orders. After assuring them that we were, they asked if they could refer their patients to buy directly from us so they could receive the tools needed for teletherapy. They wanted only enough tools for a single client, but our packages were designed for the therapist and contained enough supplies for several clients. Our motto has always been "We are here to serve you," and our grads looked to us to live up to our word. We asked them to figure out what we could do to help, and they came up with the idea of a kit containing everything that one patient/client would need for treatment. We put our heads together, worked long hours, and were able to release the MYOwn Tool Kits within a few weeks! We are so grateful we could provide them and their clients with just what they needed.

Having patients buy their own materials makes them feel more a part of the equation....they are more likely to continue with their treatment. This personal tool kit is popular not only for Teletherapy, but is also convenient for office and in-home visits. The client receives a personal MYOwn Tool Kit containing what they will need during the treatment program. **Click here to visit link or share with your clients**

MYOwn Tool Kit

Created for your patients and thinking about you. This personal tool kit is popular for TELETHERAPY as well as convenient for office and in-home visits. The client receives a personal MYOwn Tool Kit containing what they will need during the Myo Manual treatment program.



QOM: The Benefits of Taking on the Challenge.

We are only 6 months into 2020, but I know I will remember this as the year of “challenges”. Aside from the obvious bushfires, floods, and COVID -19 pandemic, the humans roaming this Earth have had to face disruption to our life as we have known it. Though we did not voluntarily sign up for these challenges, I believe they have tested our mettle and inadvertently proved to ourselves that we are more adaptable and resourceful than we believed! I am so proud of my fellow colleagues, who in the face of these challenges, have had to upskill to provide myofunctional therapy with their clients through teletherapy or are training fellow professionals online. Of course, it's been a fine-balance, juggling home life with work life.

I greatly admire my peers who have taken on the additional challenge to request their QOM exams during this time. The QOM process and the professional challenges it presents can be beneficial to our growth as clinicians in many ways:

- (1) Sharpens our professional grit
- (2) Steers us away from our professional “comfort zones”
- (3) Awards us a sense of accomplishment and pride
- (4) Boosts us to keep learning and to seek resources
- (5) Inspires us to strive for professional excellence, ethics, and standards
- (6) Identifies our strengths and weaknesses - we can hone in and improve our weaker areas
- (7) Fine-tunes our clinical thinking and skills (especially when feedback received from the QOM Examiner's Committee is used constructively)
- (8) Awards us the QOM designation to identify our commitment to understanding and implementing the Myo Manual Treatment Protocol

We are thrilled that many new grads are requesting their QOM exams immediately after the course, and demonstrate their excitement about entering the QOM process. We hope past, present, and future grads experience many of the above benefits through their QOM journey, and all future grads continue to be up for the challenge!

Zohara Nguyen
CCC-SLP, CPSP, QOM



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Orofacial Myology: From Basics to Habituation

Becky Ellsworth
RDH, BS, COM, QOM

Sandra R. Holtzman
MS, CCC-SLP, COM, QOM

Zohara Nguyen
CCC-SLP, CPSP, QOM

With contributions by **Karen Wuertz** DDS, QOM

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