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**CPD questions on this article can be found on page 50.**

# HOTSPOT



**Name:** Maureen Chaseley  
**Age:** 52  
**Town:** Tunbridge Wells  
**Loves:** Family get-togethers, dancing, cooking, history.  
**Hates:** Rudeness, gardening.  
**Hobbies:** Dancing, reading, going to church, holidays abroad.

**What is your job?** I am the dental advisor for AXA PPP healthcare. I review claims to see if they are eligible for benefit against the policy. This can mean talking to oral maxillo-facial specialists about the patient's treatment plan; on other days I am explaining dental terms to the phone contact team so they can speak to the customers; then the next day I am researching a new treatment which has just come onto the market to see if it is clinically proven.

**How did you get your job?** I started working for AXA nine years ago in the

phone contact centre but being a dental nurse prior to joining the company I always ended up with the dental calls. I then applied for a vacancy in the clinical centre with the medical staff and took up the position of dental advisor.

**How did you end up working in dentistry?** I originally wanted to be a nurse when I was at school and I met a friend who had left school to become a dental nurse and hated it. When she was talking about the job and what it involved I thought I would like to do that. I applied for the same job and 30 years later I am still working in dentistry.

**What do you enjoy most about your job?** The variety. Some days I'm doing a presentation to trainees on all things dental and the next I am talking to an Oral Max about complex oral cancers.

**What is the most challenging part of your job?** Explaining to a specialist that I am not challenging his or her clinical judgement, just querying the treatment plan so I can check eligibility against the patient's insurance policy.

**If you weren't working in dentistry, what would you be doing?** I would be a tour guide. There are so many castles and places of interest in Kent. I would love to share my enthusiasm for history with others.

**Would you recommend a career in dentistry?** Definitely. There is so much variety and diversity nowadays in dentistry. It's not just washing up dirty instruments.

**What three things could you not live without?** My family and friends, a good book and my necklace collection (I am the accessory queen!)

*If you would like to be featured in a **HOTSPOT**, email [vitaleditorial@nature.com](mailto:vitaleditorial@nature.com) or telephone 020 7843 3680.*