

**INQUIRY COMMITTEE
RECORD OF DECISION**

File Reference: DH2003

ELEMENTS OF COMPLAINT

On August 7, 2020, the College received a complaint against a Registrant that alleges that s/he did not meet the CDHBC Practice Standards by failing to update the Complainant's medical history, failing to offer pain control options such as local anesthesia, failing to inform the Complainant that there was an office policy that clients see their general dentists for a check-up polish and fluoride every year, failing to address the Complainant's chief concern during the appointment, and failing to provide an adequate quality of debridement.

The matter was referred to the Inquiry Committee which initiated an investigation under s. 33(1) of the *Health Professions Act*, R.S.B.C. 1996, c. 183 (the "Act") and the Registrant was invited to respond, which s/he did. The Registrant advised the Inquiry Committee that s/he had updated the Complainant's medical history as this was documented in the clinical record. The Registrant advised that s/he did not offer local anesthesia as it was not clinically indicated and that s/he attempted to address the Complainant's chief complaint during the dental hygiene appointment by offering to bring a periodontist in to check the area of concern. The Registrant denied providing an inadequate quality of debridement.

On December 7, 2020, the College received the Inspector's Report, a copy of which was provided to the Registrant and the Complainant for response.

COMMITTEE DECISION

After considering the information provided by the Registrant, the Complainant, and the Inspector's report, the Inquiry Committee had two areas of concern. The first related to deficiencies in the Registrant's record-keeping about informed consent. The Registrant failed to document informed consent and other aspects of the care that s/he provided. The second concern related to the apparent misunderstanding about the office policy regarding polish and fluoride treatments which related to communication skills.

The Inquiry Committee passed a motion under s. 33(6)(b) to direct the Registrant to provide a written apology to the Complainant for the misunderstanding that arose regarding the clinic policies governing polish and fluoride treatments within 30 days of the date of the disposition letter and to submit a reflective paper of not less than 1,000 words to the College on the importance of documenting informed consent and maintaining proper clinical record keeping within 60 days of the date of the disposition letter.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

Act, section 13; 33(1); 33(5); 33(6)(b)

STATUS

Closed.