

File Reference: DH2108

ELEMENTS OF COMPLAINT

On April 19, 2021, the College received a complaint from the Complainant alleging that the Registrant failed to comply with the CDHBC's Practice Standards for safely practicing dental hygiene and unprofessional behaviour by dismissing her reported concerns of pain and discomfort during her dental hygiene appointment on January 22, 2021.

The matter was referred to the Inquiry Committee which initiated an investigation under s. 33(4) of the *Health Professions Act*, R.S.B.C. 1996, c. 183 (the "Act") and the Registrant was invited to respond.

On March 16, 2021, the College received a written response from the Registrant who advised that, during the Complainant's appointment, a pre-rinse was offered but the Complainant was unable to hold her mouth steady and her jaw was drifting. The Registrant reported offering the use of a bite block which upset the Complainant. The Registrant reported informing the office receptionist that they would not be able to provide dental hygiene care to the Complainant and recommended that the dentist complete the appointment. The Registrant did not bill for the treatment.

On September 2, 2021, the College received the Inspector's Report, a copy of which was provided to the Registrant and Complainant for response.

COMMITTEE DECISION

After considering the information provided by the Complainant and the Registrant, the inspector's report, and clinical records, the Inquiry Committee determined that it was unable to provisionally conclude whether dental hygiene care was provided by the Registrant to the Complainant beyond providing the rinse during the January 22, 2021, appointment. The Inquiry Committee concluded there was no way to determine, without a discipline hearing, whether the Registrant provided dental hygiene treatment as alleged by the Complainant but felt that the allegations did not warrant the referral to a hearing and that a caution would suffice. The Inquiry Committee concluded there were interpersonal issues at play that it could not resolve. However, the Inquiry Committee was concerned that the Registrant failed to comply with the College practice standards regarding the Complainant's chart as they should have recorded their interaction with the client, including the extent of care provided and the reason for discontinuing care. The Inquiry Committee and the Registrant agree that the appropriate remedial action is an undertaking and consent pursuant to ss. 36(1)(a), (b) and (d) of the Act which will ensure the conduct of failing to comply with the College's practice standards for clinical record-keeping is not repeated.

Under the terms of the consent order, the Registrant agreed to undertake: (a) not to repeat the conduct of failing to complete proper charting in accordance with paragraph 8 of the CDHBC Practice Standards; and (b) to complete BCDHA Module B2: Communication Principles and Behaviour Management Strategies, at their cost within 120 days of the date on the Consent Order and to provide documentary evidence confirming satisfactory completion of it within 30 days thereafter.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

Act, section 13; 33(1); 33(5); 33(6)(c), and 36.

STATUS

Closed.