

File Reference: DH2113

ELEMENTS OF COMPLAINT

On July 30, 2021, the College of Dental Hygienists of British Columbia (the "College") received a complaint from a Registrant's former receptionist (the "Complainant") alleging that the Registrant failed to comply with the College's Practice Standard #2 and the Radiation Protection Program requiring use of potentially hazardous materials according to manufacturers' recommendations and government guidelines.

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 September 25, 2021, the College received a written response from the Registrant acknowledging that they had received a new Kavo Nomad 2 handheld unit and had allowed radiographs to be taken prior to realizing that a Certificate of Compliance was required prior to use. The Registrant enclosed a copy of the Certificate of Compliance and product analysis reports with their response.

COMMITTEE DECISION

After considering the information provided by the Complainant and the Registrant, the inspector's report, and the responses to the inspector's report, the Inquiry Committee was concerned that the Registrant was aware that the handheld device had to be inspected prior to use but allowed a dentist and a CDA to use the unit to take 31 radiographs on July 16, 2021 before that inspection occurred. The Inquiry Committee was also concerned that there were some discrepancies in the Registrant's documentation of x-ray images, including billing for x-rays images that could not be found in the clinical records. The Inquiry Committee resolved to seek a consent order with terms to address those concerns. The Registrant agreed to the proposed consent order.

Under the terms of the consent order, the Registrant agreed: (a) not to repeat the conduct of failing to comply with CDHBC Practice Standards and the Radiation Protection Program and Safety Interpretation Guideline by allowing the use of an x-ray device before it has been inspected and cleared for use; (b) not to repeat the conduct of failing to complete proper charting in accordance with paragraph 8 of the CDHBC Practice Standards and the ADPIE process of care; and (c) to review the CDHBC Practice Standards and the Radiation Protection Program and Safety Interpretation Guideline and then write a reflective paper using the ORID Focused Conversation Model of not less than 1200 words (exclusive of references) outlining the steps they will take to ensure compliance with the Guideline at all times and to improve their chart documentation in their dental hygiene practice. The Registrant must submit a draft of the reflective paper to the Inquiry Committee for approval within 180 days of the date of the consent order and to make such changes to the reflective paper on the terms directed by the Inquiry Committee if it is not satisfactory.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

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

STATUS

Closed.