

INQUIRY COMMITTEE

RECORD OF DECISION

File Reference: DH2005

ELEMENTS OF COMPLAINT

On November 24, 2020, the College received a complaint from a client (the “Complainant”) expressing concern that a Registrant: (a) failed to obtain informed consent prior to initiating dental hygiene care; (b) engaged in unethical conduct by overbilling for treatment which the Complainant allegedly did not receive; and (c) attempted to sell the Complainant products which were unnecessary during the appointment.

The complaint 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”). The complaint was forwarded to the Registrant for response. The Inquiry Committee also appointed an inspector to assist with the investigation.

On December 29, 2020, the Registrant provided a written response to the College advising that s/he had discussed his/her assessment findings and plan for care with the client and obtained informed consent which was documented in the client’s record. The Registrant stated s/he did not recall discussing fees, including the oral hygiene fee with the client as their office protocol was that the receptionist advises clients about fees. The Registrant advised that this practice has now changed and s/he now advises clients of the fees for oral health.

COMMITTEE DECISION

The Inquiry Committee reviewed the clinical records and was satisfied that the Registrant provided services in accordance with proper standards of practice and that s/he provided an appropriate explanation for all of the steps that s/he took during the appointment. The Inquiry Committee was satisfied that the Registrant obtained informed consent to treatment as it was documented in the clinical file. There was no evidence that the Registrant was receiving a financial benefit from the products that s/he recommended. On the basis of the evidence, the Inquiry Committee resolved to pass a motion to take no further action under s. 33(6)(a) of the Act but to issue a caution letter advising the Registrant to ensure that s/he engages in clear communication with clients regarding billing practices in the future.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

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

STATUS

Closed.