

**File Reference:** DH2109

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**ELEMENTS OF COMPLAINT**

On May 12, 2021, the College received a complaint alleging that the Registrant engaged in unethical conduct by overbilling the Complainant for treatment at a dental hygiene appointment on May 11, 2021. The Complainant alleges she was charged for 75 minutes for the 65 minutes she spent in the chair.

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 June 24, 2021, the College received a written response from the Registrant advising that they updated the Complainant's medical history, asked whether there were any concerns, provided a pre-rinse, and completed full mouth probing (maxillary and mandibular), following which the Complainant was moved to a separate operatory for her recall examination. The Registrant denied overbilling the Complainant for the dental hygiene treatment received on May 11, 2021.

**COMMITTEE DECISION**

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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 concluded there was insufficient evidence that the Registrant overbilled the Complainant for her dental hygiene treatment because the information relating to units billed was in general alignment with the appointment time that the Complainant was scheduled for and the information recorded by the scheduling system; however, it was concerned that the Registrant failed to comply with the College practice standards regarding documentation and the ADPIE process of care in the Complainant's chart.

Under the terms of the consent order, the Registrant agreed: (a) not repeat the conduct of writing a "flowing chart" and failing to complete proper charting in accordance with paragraph 8 of the CDHBC Practice Standards and adhere with the ADPIE process of care; (b) to complete BCDHA Module F1: Professional Issues, at their cost within 120 days of the date of the consent order and to provide documentary evidence to the College of satisfactorily completing the module within 30 days of completion; (c) to review the College's Practice Standards located on the College's website (<http://www.cdhbc.com/Practice-Resources/Practice-Standards.aspx>) and to provide written confirmation to the College of having done so within 30 days of the date of the consent order; and (d) after successfully completing BCDHA Module F1 and reviewing the College's Practice Standard and Documentation Webinar, to 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 improve their chart documentation in their dental hygiene practice, and to 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 draft 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.

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**STATUS**

Closed.