

**File Reference:** DH2111

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***ELEMENTS OF COMPLAINT***

On July 6, 2021, the College received a complaint alleging that the Registrant engaged in unethical conduct by overbilling the Complainant's spouse (the "client") for treatment at a dental hygiene appointment on May 11, 2021. The Complainant alleges they were charged for 80 minutes for the 60 minutes that the client 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 September 23, 2021, the College received a written response from the Registrant. The Registrant explained that they updated the client's medical history, asked about any concerns, provided a pre-rinse, and completed full mouth probing, following which the client was moved to a separate operatory for a recall examination. The Registrant denied overbilling for the dental hygiene treatment that was provided.

***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 client for the dental hygiene treatment because the information relating to units billed was in general alignment with the appointment time that the client 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 client's chart. 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 complete proper charting in accordance with paragraph 8 of the CDHBC Practice Standards and 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.

***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.