

**INQUIRY COMMITTEE  
RECORD OF DECISION**

**File Reference:** DH1800

---

***ELEMENTS OF COMPLAINT***

On January 8, 2018, the College received a complaint from a dentist expressing concern regarding a Registrant failing to comply with the infection control standards and engaging in professional misconduct by failing to consult with a dentist, falsifying or inaccurately documenting client charts and failing to provide adequate oral hygiene instruction and follow-up care to clients. The Complainant further alleged that the Registrant violated the 365-day Rule and demonstrated lack of decisiveness and incompetence by remaining on hold on telephone calls for extended period of times while seeking clarification on treatment policies while a client was waiting for treatment.

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. The inspector's report revealed that there was insufficient evidence to establish that the Registrant had deliberately falsified records or demonstrated general incompetence. However, the inspector's report revealed that the Registrant: (a) contravened the CDHBC infection prevention and control guidelines; (b) failed to adequately document client charts; (c) failed to refer clients to a dentist for treatment in accordance with the College's guideline on referrals and in accordance with the 365-Day Rule; and (d) failed to properly maintain the condition of his/her instruments which may have caused pain and discomfort to some of his/her clients when performing dental hygiene treatments.

***COMMITTEE DECISION***

---

Based on a review of the material gathered during the investigation, the Inquiry Committee was concerned that the Registrant: (a) contravened the CDHBC infection prevention and control guidelines; (b) failed to adequately document client charts; (c) failed to refer clients to a dentist for treatment in accordance with the College's guideline on referrals and in accordance with the 365-Day Rule; and (d) failed to properly maintain the condition of his/her instruments which may have caused pain and discomfort to some of his/her clients when performing dental hygiene treatments.

In accordance with section 33(6)(c) of the Act, the Inquiry Committee determined that this was an appropriate case to seek a consent agreement with terms that required the Registrant not to repeat the conduct of: (a) contravening the CDHBC infection prevention and control guidelines; (b) failing to complete proper charting in accordance with para. 8 of the CDHBC Practice Standards; (c) and using instruments that are worn down and in poor condition.

Under the terms of the consent agreement, the Registrant agreed to: (a) report any changes with respect to his/her employment status and place of employment to the College within five days of any changes; (b) review the College's Practice Standards and Documentation webinar located on the College's Practice Standards section of their website within 30 days of the date of the consent agreement; (c) review the College's Infection Control and Prevention Guidelines within 30 days of the consent agreement; (d) cooperate with random chart audits of his/her practice skills to be completed by an inspector appointed by the Inquiry Committee at his/her cost for one year from the date of the consent agreement; (e) take such

further remedial activities at his/her cost as directed by the Inquiry Committee in the event that any areas of deficiency are identified during the random chart audits; (f) participate in a six-month mentorship with a mentor approved by the College within 60 days of the date of the consent agreement at his/her cost with the mentor providing monthly reports to the College regarding the Registrant's progress, areas of deficiency and steps taken to address areas of deficiency; (g) complete the following British Columbia Dental Hygienists Association (BCDHA) modules at his/her cost within 120 days of the date of the consent agreement:

- Module A1: Microbiology and Infection Control;
- Model B2: Communication Principles and Behaviour Management Strategies;
- Module D3: Non-surgical Dental Hygiene Therapy, including Instrumentation (Hand & Powered) & Ergonomics;
- Module D5: Pain Management and Control;
- Module F2: Professional Issues: Collaborative Relationships, Referrals, Administration & Practice Management;

and (h) after successfully completing the BCDHA modules and reviewing the College's Practice Standards and Documentation webinar and the College's Infection Control and Prevention Guidelines, to write a reflective essay, using the ORID Focused Conversation Model, of not less than 1200 words outlining how s/he will implement his/her learning in his/her dental hygiene practice and to submit it for approval to the Inquiry Committee within 180 days of the date of the consent agreement.

**RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS**

Act, section 13; 33(4); 33(5); 33(6)(c); Bylaws, 70

---

**STATUS**

Closed.