

**INQUIRY COMMITTEE
RECORD OF DECISION**

File Reference: DH1902

ELEMENTS OF COMPLAINT

On May 16, 2019, the College received a complaint alleging that a Registrant provided poor dental hygiene care and seemed more concerned about a skin discolouration rather than the Complainant's teeth. Additionally, the Complainant advised that she did not recall consenting to fluoride cleaning and polishing, for which she was subsequently billed.

The CDHBC Inquiry Committee initiated an investigation under s. 33(1)(a) of the *Health Professions Act*, R.S.B.C. 1996, c. 183 (the "Act") and appointed an inspector to assist with the investigation.

On June 5, 2019, the CDHBC Registrar notified the Registrant of the investigation and invited a response in accordance with s. 33(5) of the Act

The Registrant provided his/her response to the inspector.

The College received the Inspector's Report, a copy of which was provided to the Complainant and the Registrant for response. The Registrant advised that the initial appointment with the Complainant and her children had been positive, and the first indication of an issue arose after a letter regarding an outstanding balance for the polish and fluoride for the children that was not covered by insurance was sent. The Registrant indicated that s/he was not given the opportunity to resolve the issues directly with the Complainant as the Complainant attempted to reach the office by telephone and website message and then submitted the complaint to the College the same day. The Registrant indicated that s/he had not been available at that time and did not become aware of the missed telephone call until after the Complainant submitted the complaint to the College.

COMMITTEE DECISION

At the conclusion of the investigation, the Inquiry Committee determined that there was insufficient evidence to establish that the Registrant departed from proper standards of practice or otherwise engaged in misconduct.

In accordance with section 33(6)(c) of the Act, the Inquiry Committee determined to caution the Registrant to ensure that s/he carefully focuses on seeking informed consent not only in relation to dental hygiene treatment but also in relation to ensuring that requested services are covered by insurance when that has been flagged by a patient in the future.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

Act, section 13; 33(4); 33(5); 33(6)(a)

STATUS

Closed.