

**INQUIRY COMMITTEE
RECORD OF DECISION**

File Reference: DH1904

ELEMENTS OF COMPLAINT

On April 10, 2019, the College received a complaint alleging that a Registrant removed the glaze from the Complainant's upper crowned teeth during a dental hygiene appointment on February 26, 2016. Additionally, the Complainant alleged that the Registrant separated six lower crowned teeth and caused her pain and potential nerve damage during the dental hygiene appointment.

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 July 9, 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 College and advised that s/he is no longer employed at the dental clinic where the appointment took place and that she did not recall the details of the appointment which occurred more than three years ago apart from the notes in the clinical records previously submitted to the College.

The College received the Inspector's Report, a copy of which was provided to the Complainant and the Registrant for response. A review of the clinical records provided by the dentist at the dental clinic where the appointment took place confirmed that s/he had attempted to alleviate the Complainant's concerns on multiple occasions and had provided explanations to the Complainant both verbally and in writing. The dentist denied that the Registrant caused any damage to the Complainant's teeth. The clinical documentation recorded that the Complainant was satisfied with the services when she left the appointment on February 29, 2016

COMMITTEE DECISION

At the conclusion of the investigation, the Inquiry Committee reviewed the information submitted by the Registrant and the Complainant, the inspector's report and the clinical records and passed a motion to take no further action under s. 33(6)(a) as it had determined that there was insufficient evidence to establish that the Registrant departed from proper standards of practice or otherwise engaged in misconduct.

The Inquiry Committee concluded that that it is not possible for a dental hygienist to remove glaze from porcelain crowns which lose their glaze over many years as a result of use and abrasion. The Inquiry Committee also agreed with the dentist that a dental hygiene treatment cannot separate lower crowns which are individual units. The Inquiry Committee cautioned the Registrant to ensure that /she takes as much care as possible not to cause discomfort to patients in the future.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

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

STATUS Closed.