

INQUIRY COMMITTEE RECORD OF DECISION

File Reference: DH1909

ELEMENTS OF COMPLAINT

On October 21, 2019, the College received a complaint from a manager of Green Shield Canada (the "Complainant") expressing concern that the a registrant violated the College's Code of Ethics and Standards of Practice by allowing unnecessary and/or excessive dental treatment for his/her dependents. The Complainant provided copies of dental treatment records and dental claim forms for the Registrant and his/her dependents.

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 to assist with the investigation.

On November 17, 2019, the Registrant provided a written response to the complaint and addressed each of the allegations. The Registrant stated that all of the procedures that had been billed had been performed but clarified that s/he had not been the one who did the charting or documentation for all the treatment dates in question, with the exception of August 27, 2018 and February 25, 2019, The Registrant advised that s/he provided the treatment using scaler curettes and was not aware at the time that s/he was not permitted to treat family members while in the dental office working as an employee.

The Inspector contacted the Complainant for information regarding limits on the Group Policy Plan for the Registrant's family and was able to verify that the plan covered two examinations (spec/emerg/recare) in a calendar year, a complete examination every three years, with a maximum combined of eight units of scaling/ root planning (no more than eight units in a day) per calendar year . In reviewing the dental statements, it was noted that was a small portion of the claims were actually paid to dental office. The amount not covered under the plan was written off as an employee benefit by the dentist.

COMMITTEE DECISION

On the basis of the information gathered during the investigation, the Inquiry Committee determined that the Registrant was not the dental hygienist who provided the services of concern in the majority of the cases and there was insufficient evidence to establish that the level of scaling was inordinate or excessive in any event. The Inspector conducted an audit of all the Registrant's records for periodontal charting and confirmed that the information aligned with the billing history. In the random chart audit on ten clients conducted, the Inspector confirmed that the treatment billed aligned with the appointment times booked. The Inquiry Committee concluded that the complaint allegations appeared to be more appropriately directed to the College of Dental Surgeons of British Columbia as the dentist was responsible for the services provided in his/her clinic. The Inquiry Committee determined to take no further action under s. 33(6)(a) as there was insufficient evidence that the Registrant had engaged in any misconduct.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

Act, section 13; 33(1); 33(5); 33(6)(a); CDHBC Code of Ethics

STATUS
Closed.