

## INQUIRY COMMITTEE RECORD OF DECISION

**FILE NAME: DH0553**

### **FACTS**

In September 2005 the Registrar received a written complaint from a member of the public who complained against a registrant of the CDHBC.

The complainant stated that “my only concern is the charges for the cleaning of my teeth”. She advised that she had been billed for 2 units of scaling and that her understanding was that a unit of scaling was equal to 15 minutes. However, she stated that she had not received 30 minutes of scaling.

As directed by the Inquiry Committee, the Registrar investigated the complainant’s allegations.

### **COMMITTEE DECISION**

Following investigation of the complaint, and considering the registrants’ response, the Inquiry Committee resolved, in accordance with section 33(6)(a) of the *Health Professions Act*, to take no further action. The complainant was advised by the committee that although charges for dental hygiene procedures may be itemized and billed as “scaling”, services rendered may also include additional procedures related to the professional practice of scaling.

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**RELEVANT PROVISION OF ACT, REGULATION, OR BYLAWS:** *Act, s. 33(6)(a)*

**STATUS:** *Closed*

**LEGISLATIVE AUTHORITY:** *Health Professions Act, s. 32, 33, 34*