

INQUIRY COMMITTEE RECORD OF DECISION

FILE NAME: DH0868

FACTS

In November 2008, the Registrar of the College of Dental Hygienists of British Columbia received a written letter of complaint from a member of the public against a registrant of the College.

The complainant stated that registrant was "...incredibly rushed and rough with my teeth. I have never bled this much." Other statements made by the complainant included "It was excruciating..." and "There was an excessive amount of debris/fluid flying around my face and [s/he] hit my teeth many times with the metal side of the instrument. When [s/he] finally finished, my mouth was in a lot of pain, and [s/he] attempted to fluoride by teeth. I refused this and [s/he] didn't seem very happy with my decision.

COMMITTEE DECISION

Based on information provided by the complainant, dental records provided by the dental office, and the registrant's response to the complaint, the committee found that the registrant did not breach the dental hygiene Standards of Care, the College's Scope of Practice for hygiene or Practice Standards related policies. The committee acknowledged that the complainant felt some discomfort during and following the dental hygiene treatment, however, it was noted that the complainant had presented with interproximal deposits of plaque, calculus and inflammation, particularly in the posteriors and that the two factors can account for bleeding and discomfort. The committee considers that the experiences were not outside the normal range of treatment and also noted that the registrant had elected to adjust the treatment in order to minimize the discomfort.

The committee determined as per section 33(6)(a) of the *Health Professions Act* to take no further action.

RELEVANT PROVISION OF ACT, REGULATION, OR BYLAWS: *Act section 32(1); 32(2); 33(5); 33(6)(a)*

STATUS: *Closed*

LEGISLATIVE AUTHORITY: *Health Professions Act s 32; 33*