

**INQUIRY COMMITTEE
RECORD OF DECISION**

File Reference: DH1486

ELEMENTS OF COMPLAINT

On October 27, 2014, the College received a complaint from a Dental Group (the “Complainant”) alleging that the Registrant had engaged in sub-standard dental hygiene care. The complaint also raised concerns regarding the Registrant’s professionalism and documentation standards.

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

On November 4, 2014, the CDHBC Registrar notified the Registrant of the investigation and requested the Registrant’s response to the investigation, in accordance with s. 33(5) of the Act.

The Registrant provided a written response to the complaint. The Registrant was concerned that the complaint stemmed from a legal action that the Registrant had filed against the Complainant and alleged that the Dental Group often allocated inadequate time to complete dental hygiene treatment.

On February 25, 2015, the College received the inspector’s report, a copy of which was provided to the Complainant and the Registrant for response.

COMMITTEE DECISION

At the conclusion of the investigation, the Inquiry Committee was concerned that the Registrant failed to: (a) maintain adequate clinical records in accordance with the Practice Standard Policies; (b) obtain informed consent from clients; (c) adequately assess his/her clients’ dental hygiene needs in accordance with the Practice Standards; and (d) provide dental hygiene care based on the assessment data and dental hygiene diagnosis.

The Inquiry Committee determined under s. 33(6)(c) of the Act that this would be an appropriate case to seek a consent order. The Inquiry Committee concluded that a consent order would be appropriate because the Registrant failed to acknowledge deficiencies in his/her documentation standards, assessment and evaluation process, and implementation of dental hygiene treatment plans. The Registrant agreed to a consent order that contains the following terms: (a) an undertaking not to repeat the conduct of failing to obtain consent from the client in accordance with paragraph 1 of the CDHBC Practice Standards; (b) an undertaking not to repeat the conduct of failing to record and maintain proper clinical records for dental hygiene services in accordance with paragraph 8 of the CDHBC Practice Standards; (c) an undertaking not to repeat the conduct of failing to adhere to dental hygiene diagnosis and treatment planning standards in accordance with the CDHBC Practice Standards; (d) an undertaking to develop and submit a detailed written remediation plan to the Inquiry Committee for approval within ninety (90) days of the date of the consent order and to make any revisions directed by the

Inquiry Committee within seven (7) days of receiving written notification of any required changes and to complete all of the steps in the remediation plan, at his/her cost, within nine (9) months of receiving written notification from the College that the remediation plan has been approved by the Inquiry Committee; (e) an undertaking to complete BCDHA Modules, at his/her cost, within two (2) months of the date of the consent order on Module D1: Health Assessment/Pharmacology, Module D2: Periodontology, Module F1: Ethics & Jurisprudence, and Module F2: Collaborative Relationships/Referrals/Administration/Practice Management. The Registrant further acknowledged the requirement to provide written evidence to the Inquiry Committee that she has successfully completed all of her remedial courses and BCHDA Modules within timeframes set out in the consent order.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

Act, section 33(1); 33(5); 33(6)(c); 36(1)(a) and (d)

STATUS

Closed.