

**INQUIRY COMMITTEE
RECORD OF DECISION**

File Reference: DH15100

ELEMENTS OF COMPLAINT

On May 25, 2015, the Complainant filed a complaint with the College alleging that the Registrant had engaged in unprofessional conduct in his/her communication with him regarding the dental hygiene care of his elderly mother who resides in an extended care facility.

By letter dated June 16, 2015, the Registrar of the College notified the Registrant of the complaint and invited a response in accordance with s. 33(5) of the *Health Professions Act*, RSBC 1996, c. 183 (the "Act"). The Inquiry Committee appointed an inspector under s. 27 of the Act on July 20, 2015.

The inspector's report was provided to both parties for comment and submitted to the Inquiry Committee on September 1, 2015. The inspector's report indicated that there was evidence that the Registrant communicated with the Complainant in a manner that lacked professionalism.

The Inquiry Committee received a response from the Registrant regarding the inspector's report in which s/he acknowledged his/her email communication was not professional.

COMMITTEE DECISION

At the conclusion of the investigation the Inquiry Committee determined, under s. 33(6)(c) of the Act, that this would be an appropriate case to seek a consent order under s. 36 of the Act because the Registrant acknowledged that: (a) his/her email communication with the Complainant was not professional and did not adequately explain the billing process for dental hygiene treatment or options for alternate care.

The Registrant agreed to provide a consent order pursuant to ss. 36(1)(a) and (d) of the Act on terms requiring her/him to undertake: not to repeat the conduct of failing to communicate in a professional manner with patients and family members of patients who have health care decision-making authority; to complete "Workplace Communications" course and submit proof of successful completion within eight months; to review and thoroughly familiarize his/herself with the College Bylaws within seven days; and to complete the Jurisprudence Education Module within ten days of the Consent Order.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

Act, section 33(1); 33(5); 33(6)(c); 36
Bylaws, 70

STATUS

Closed.
