

Standards of Practice



PATIENT-CENTRED APPROACH

STANDARD STATEMENT

The dental hygienist applies a **patient-centred** approach.

PERFORMANCE EXPECTATIONS

The dental hygienist must...

1. Act or advocate in the patient's best interest.
2. Treat the patient with compassion, dignity, sensitivity, and respect.
3. Recognize and appreciate the patient's autonomy and individuality.
4. Plan **dental hygiene services** in partnership with the patient, prioritizing the patient's needs, values, interests, and goals.
5. Support the patient in making an **informed choice** when choosing between available options, respecting the patient's right to refuse a dental hygiene service or withdraw consent at any time during dental hygiene services.
6. Monitor the patient's responses throughout dental hygiene service delivery, discuss actual versus expected oral health outcomes with the patient, and adjust services or goals based on changing patient needs, interim evaluation of outcomes, patient discussions, and new information.

PATIENT EXPECTATION

The patient can expect that they will be treated respectfully and that their input will be sought, valued, acknowledged, and integrated into all aspects of dental hygiene care.

GLOSSARY

PATIENT-CENTRED: This approach recognizes the partnership and sharing of power between the patient and health care providers to improve clinical outcomes and satisfaction with care. It includes demonstrating attitudes and behaviours that are respectful of the whole person and their preferences.¹

¹ Registered Nurses' Association of Ontario. (2015) Person- and Family-Centred Care. Accessed from: rnao.ca/sites/rnao-ca/files/FINAL_Web_Version_0.pdf

DENTAL HYGIENE SERVICES: Any service that falls within the practice of the profession of dental hygienists as outlined in the [Health Professions Act](#) (Schedule 5, section 3).

INFORMED CHOICE: Critical elements of informed choice include disclosure (e.g., revealing pertinent information, including risks and benefits), voluntariness (e.g., the choice is not coerced or manipulated), and capacity. “Informed choice” encompasses “informed consent.”