

Complaint Resolution Agreement

Made under the Authority of section 55(2)(a.1) of the *Health Professions Act*

Between:

Registrant
(the “Registrant”)

And

Alberta College of Dental Hygienists
(the “College”)

A Complaint Resolution Agreement (CRA) was entered into between the Registrant and the College, in July 2024.

The particulars of the complaint against the Registrant arise from a referral from the Registrar to the Complaints Director relating to conduct that includes the following:

- Advertising services outside the dental hygiene scope of practice including Invisalign and non-prep veneers.
- Referring to a dental hygiene practice as a “dentistry/dental hygiene practice” in an advertisement.
- Referring to themselves as an “RRDH” on their website.
- Deficiencies in patient documentation.

The Registrant completed the jurisprudence exam and acknowledged that their advertising, the use of the title “RRDH,” and the deficiencies in documentation constitute unprofessional conduct as defined by the *Health Professions Act*. The Registrant also reviewed their advertisement and outlined how it failed to comply with the College Standards of Practice (“SOP”), what needs to change to make the advertisement compliant with the SOPs, and how a misleading advertisement negatively affects dental hygiene as a profession. The Registrant reviewed select patient records and outlined deficiencies relating to the Documentation SOP, Evidence-Informed Practice SOP, Patient-Centred Approach SOP, and Infection Prevention and Control Guidelines. The Registrant also identified how the patient record could be enhanced to provide a more comprehensive profile of the patient’s oral health, and explained why it is important that clinical notes accurately communicate information and intent.