

## **Registrar's Report – June CDSS Council**

### **1. Professional Practice Standards**

Work continues to update guidelines, policies, and standards beyond those that have recently been approved by Council over the past several meetings. Management has undertaken a one-through of the CDSS documentation with an eye to update, consolidate, reformat, and eliminate documents to better reflect the current state of dental regulations across the country.

### **2. Public/Government Engagement**

Meeting have been held with the Ministry and other regulators on Bill 81 *An act respecting labour mobility and registration practices*. Bill 81 has received Royal Assent and is enacted. Some of the health care regulators want to engage the government to complain about not having much consultation on the Act. CDSS does not believe it to be prudent to actively engage given that the Act does not directly impact regulation of dentistry in the province. A copy of Bill 81 is attached as a resource.

In terms of changes to CDSS licensing eligibility requirements, management believes it to be prudent to introduce two new requirements as they are non-material changes and will not run afoul of Bill 82:

- a. Criminal records and vulnerable sector checks
- b. Writing a jurisprudence and ethics exam

CDSS has permission from the Alberta Dental Association and College (AD&C) to adapt their jurisprudence and ethics exam for our uses. The SK-version is appended as a resource.

CDSS is trying to book a meeting with the Minister of Health to discuss the federal dental plan. A meeting was held with director-level individuals on the Federal Dental plan, but they had less information on it than CDSS does. The important public protection angle that needs to be focused on is the marginalized segments of the population that cannot access private practice e.g., special needs, homebound and LTC residents. The key point is that there needs to be mechanisms to link they population subgroups with care e.g., GPR, hospital clinics, LTC visitations.

CDSS management met with the Ministry regarding the Province off-loading much of x-ray regulation to the federal government. The Province will be providing little to no support as they used to do in the past.

3. SHA-OHSC

- Pediatric dentistry OR targets are being met/exceeded.
- Large waitlists still exist for special needs and unwell pediatric patients who must be tested outside of the Prairieview Surgical Centre e.g., in hospital.

4. Awards – nothing to report

5. Quality Assurance (Advertising, QA, PCC, PERP)

Business as usual. Most cases up to date. Approximately 5 cases in process.

6. Revision of IPC Document

The IPC manual is being revised by representatives of CDSS, SDAA, SDTA, SDHA, and DSS.

Respectfully submitted,

A handwritten signature in black ink, appearing to be 'Gerry Uswak', with a stylized, cursive script.

Gerry Uswak, DMD, MPH  
Registrar

# BILL

No. 81

An Act respecting labour mobility and fair registration practices

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(Assented to )

HER MAJESTY, by and with the advice and consent of the Legislative Assembly of Saskatchewan, enacts as follows:

## PART 1 Preliminary Matters

### Short title

1 This Act may be cited as *The Labour Mobility and Fair Registration Practices Act*.

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**Definitions****2** In this Act:

**“applicant”** means an individual who applies to a regulatory body of a regulated profession to be registered in the regulated profession and includes a labour mobility applicant and an internationally-trained applicant;

**“compliance order”** means an order made pursuant to section 15;

**“internal review or appeal”** means a rehearing, reconsideration, review or appeal or similar process provided by a regulatory body with respect to a registration decision, without regard to the terminology used by the regulatory body to describe the process;

**“internal review or appeal decision”** means a decision resulting from an internal review or appeal;

**“internationally-trained applicant”** means an individual who:

- (a) applies to a regulatory body of a regulated profession to be registered in the regulated profession; and
- (b) gained the relevant qualifications for the regulated profession outside of Canada;

**“labour mobility applicant”** means an individual who:

- (a) applies to a regulatory body of a regulated profession to be registered in the regulated profession; and
- (b) is currently registered with a body that regulates the same profession in a province or territory in Canada other than Saskatchewan;

**“minister”** means the member of the Executive Council to whom for the time being the administration of this Act is assigned;

**“ministry”** means the ministry over which the minister presides;

**“office”** means The Labour Mobility and Fair Registration Practices Office established pursuant to section 14;

**“prescribed”** means prescribed in the regulations;

**“professional standard”** means the skills, knowledge and abilities required for a profession as established by a regulatory body and against which the qualifications of an individual in that profession are assessed;

**“register”** means to grant membership or certification in a regulated profession, whether by registration, admission, enrolment, issuance of a licence or certificate or by other means, without regard to the terminology used by the regulatory body for the regulated profession to describe the process;

**“registration decision”** means a decision by a regulatory body, without regard to the terminology used by the regulatory body to describe the decision, to:

- (a) register an applicant;
- (b) refuse to register an applicant; or
- (c) register an applicant with one or more restrictions, limitations or conditions;

**“regulated profession”** means a profession regulated by a regulatory body;

**“regulatory body”** means a person or other body, whether or not a governmental entity, that has been granted authority pursuant to an Act to set or implement measures related to any of the following:

- (a) establishing professional standards or registration requirements;
- (b) assessing qualifications of individuals against established professional standards or registration requirements;
- (c) officially recognizing that an individual meets established professional standards or registration requirements;

and includes any other person or body designated in the regulations;

**“trade agreement”** means the following:

- (a) the Canadian Free Trade Agreement entered into by the governments of Canada, the provinces and the territories on or about April 6, 2017, including amendments to that agreement;
- (b) the New West Partnership Trade Agreement entered into by the governments of British Columbia, Alberta and Saskatchewan on or about April 30, 2010, including amendments to that agreement;
- (c) any other agreement designated in the regulations, including amendments to the agreement.

## PART 2

### Registration Practices

#### General duty

**3** A regulatory body has a duty to carry out registration practices that are transparent, objective, timely, impartial and procedurally fair.

#### Registration practices re labour mobility applicants and trade agreements

**4(1)** A regulatory body shall ensure that its registration practices, with respect to a labour mobility applicant to whom a trade agreement that is in force in Saskatchewan applies, are consistent with the trade agreement.

**(2)** Notwithstanding any other Act or law, in order to comply with subsection (1), a regulatory body may waive or modify any requirements for registration that have been established by the regulatory body for a regulated profession.

#### Duty to provide information

**5** A regulatory body shall provide information about the following matters, in a clear and understandable form, to individuals applying or intending to apply for registration by the regulatory body:

- (a) the regulatory body’s registration practices and internal review or appeal processes;
- (b) the length of time that the registration process usually takes;
- (c) the requirements for registration, any alternative means of meeting any of the requirements and the criteria used to assess whether the requirements have been met;

- (d) any support the regulatory body provides to applicants, or other available supports for applicants of which the regulatory body is aware, with respect to the registration process;
- (e) any fees relating to registration;
- (f) any other prescribed information.

### **Qualifications for registration**

- 6(1)** A regulatory body shall make information publicly available respecting:
- (a) the documents that are to accompany an application for registration as proof of the applicant's qualifications; and
  - (b) any alternative proof of the applicant's qualifications that may be acceptable to the regulatory body if an applicant cannot obtain the documents mentioned in clause (a) for reasons beyond the applicant's control.
- (2) A regulatory body that assesses the qualifications of an applicant shall do so in a way that is transparent, objective, timely, impartial and procedurally fair.
- (3) A regulatory body that relies on a third party to assess the qualifications of an applicant shall take reasonable measures to ensure that the third party conducts the assessment in a way that is transparent, objective, timely, impartial and procedurally fair.

### **Labour mobility application requirements**

- 7(1)** In order for a regulatory body to make a registration decision in relation to a labour mobility applicant, the regulatory body may require a labour mobility applicant to do the following:
- (a) provide proof that the labour mobility applicant holds a registration in a Canadian jurisdiction;
  - (b) any other prescribed thing for the purposes of this section.
- (2) A regulatory body shall not require a labour mobility applicant to provide anything in order for the regulatory body to make a registration decision in relation to the labour mobility applicant that is not required pursuant to subsection (1).
- (3) If a regulation made for the purposes of clause (1)(b) provides differently for different regulatory bodies or different classes of regulatory bodies, a regulatory body shall not require a labour mobility applicant to do anything unless that thing is prescribed for the purpose of that regulatory body or the class of regulatory bodies to which that regulatory body belongs.

### **Registration re labour mobility applicant**

- 8** If a labour mobility applicant has provided proof of registration to a regulatory body and has met all of the other requirements imposed by the regulatory body pursuant to subsection 7(1), the regulatory body shall register that labour mobility applicant without restrictions, limitations or conditions:
- (a) unless otherwise provided in this Act or the regulations; and
  - (b) subject to any requirements in this Act or the regulations.

**Registration re internationally-trained applicants**

9(1) A regulatory body, to the extent possible and practical, shall not require an internationally-trained applicant to complete additional training, experience, examinations, or assessments as a condition of registration for areas in which the internationally-trained applicant has already demonstrated competence to the satisfaction of a regulatory body or a third party that assesses applicants' qualifications on the regulatory body's behalf.

(2) If a regulatory body requires an internationally-trained applicant to complete additional training, experience, examinations, or assessments as a condition of registration, the regulatory body shall provide the internationally-trained applicant with written notice of the decision together with reasons.

**Timely decisions, responses and reasons**

10 A regulatory body shall:

- (a) ensure that it makes registration decisions within the period determined by the minister;
- (b) provide written responses to applicants within the period determined by the minister;
- (c) provide written notice of a decision together with written reasons to applicants within the period determined by the minister with respect to all registration decisions and internal review or appeal decisions; and
- (d) provide, if practical, information respecting measures or programs that may be available to assist unsuccessful applicants in obtaining registration at a later date.

**Internal review or appeal**

11(1) A regulatory body shall provide a process for an internal review or appeal of a registration decision refusing to register an applicant or registering an applicant with any restrictions, limitations or conditions, within the period determined by the minister, after written reasons for the registration decision are provided to the applicant.

(2) A regulatory body shall provide an opportunity for the applicant to make submissions orally, in writing or by electronic means.

(3) A regulatory body shall ensure that no person who participated as a decision-maker with respect to a registration decision participates as a decision-maker with respect to an internal review or appeal of the decision.

**Record of decisions**

12(1) A regulatory body shall retain a record of a registration decision and any written reasons for the registration decision for a period of 3 years from the date the registration decision is made.

(2) A regulatory body shall retain a record of an internal review or appeal decision, the written reasons for the internal review or appeal decision and any records of the internal review or appeal process for a period of 3 years from the date the internal review or appeal decision is made.

PART 3

**Power and Duties of the Minister and Establishment of the  
Labour Mobility and Fair Registration Practices Office**

**Powers and duties of the minister**

**13(1)** The minister may:

- (a) give information and advice to regulatory bodies about the requirements of this Act and the regulations;
  - (b) for the purposes of determining compliance with this Act and the regulations, review the registration and assessment practices of regulatory bodies to assess the qualifications of applicants;
  - (c) make recommendations to regulatory bodies about their duties pursuant to this Act and the regulations;
  - (d) advise regulatory bodies, government ministries, government agencies, Crown corporations, third parties relied on by regulatory bodies to assess applicant qualifications, community organizations, post-secondary institutions or any other bodies as the minister considers appropriate about matters governed by this Act and the regulations;
  - (e) perform any other prescribed duty or function for the purpose of administering this Act.
- (2) The minister may give notice to a regulatory body that an audit must be conducted, in accordance with the regulations, with respect to its registration practices and its compliance with this Act and the regulations.
- (3) A regulatory body shall cooperate with:
- (a) the minister in the conduct of a review mentioned in clause (1)(b); and
  - (b) an auditor in the conduct of an audit mentioned in subsection (2).
- (4) The minister shall not become involved in an interim registration decision, a registration decision or an internal review or appeal decision on behalf of an applicant.

**Office established**

- 14(1)** The Labour Mobility and Fair Registration Practices Office is established within the ministry.
- (2) The minister shall appoint an employee of the ministry as the director of the office.
- (3) The office is responsible for assisting the minister in the exercise of the minister's powers and performance of the minister's duties and functions pursuant to this Act and the regulations.

PART 4

**Compliance Orders**

**Compliance order**

- 15** If there are reasonable grounds to believe, following consultations with a regulatory body, that the regulatory body has contravened this Act or the regulations, the minister may issue an order to the regulatory body requiring compliance with this Act or the regulations.



### **Notice of order**

**16(1)** Before making a compliance order with respect to a regulatory body, the minister shall serve written notice on the regulatory body.

(2) A notice pursuant to subsection (1) must include information about:

- (a) the nature of the proposed compliance order;
- (b) the steps that the regulatory body must take to comply with the proposed compliance order;
- (c) the right of the regulatory body to make a written submission to the minister with respect to the proposed compliance order; and
- (d) the period within which a written submission must be made.

(3) A regulatory body may make written submissions with respect to a proposed compliance order within 30 days after the notice is served on the regulatory body or within any longer period specified in the notice.

(4) The minister may extend the period mentioned in subsection (3).

(5) Subsections (1) to (4) apply if the minister proposes to vary a compliance order.

### **Service of order or notice**

**17(1)** A compliance order must be served on the regulatory body that is the subject of the order without delay after the compliance order is issued or varied.

(2) A compliance order or a notice pursuant to subsection 16(1) may be served on a regulatory body by delivering it to a representative of the regulatory body:

- (a) by personal delivery;
- (b) by courier or mail;
- (c) by electronic means.

(3) Service of an order or a notice pursuant to subsection (2) is presumed to be effected:

- (a) if the compliance order or notice is delivered by courier or mail, when the acknowledgment of receipt is signed; or
- (b) if the compliance order or notice is delivered by electronic means, when it is transmitted, unless it is proved that the electronic transmission was not received by the representative of the regulatory body.

### **Regulatory body must comply with order**

**18** The regulatory body must comply with a compliance order.

### **Regulations, rule or bylaws re compliance orders**

**19** If a compliance order requires the regulatory body to make, amend or repeal a regulation, rule or bylaw and the regulatory body does not do so within 60 days after the order is served on the regulatory body, the Lieutenant Governor in Council may, by order, make, amend or repeal the regulation, rule or bylaw.

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## PART 5

### Exemptions

#### Exemptions

**20(1)** A regulatory body may apply to the minister in the form and manner specified by the minister for an exemption from the requirements in this Act or the regulations.

(2) For the purposes of its application pursuant to subsection (1), the regulatory body shall submit to the minister supporting documentation and provide reasons for requesting the exemption.

(3) If a regulatory body applies for an exemption pursuant to subsection (1), the minister may:

(a) grant the exemption if the minister is satisfied, on the basis of the documentation and reasons provided, that it is necessary and in the public interest to grant the exemption for one or more of the following purposes:

- (i) public security and safety;
- (ii) public order;
- (iii) protection of human, animal, or plant life or health;
- (iv) protection of the environment;
- (v) consumer protection;
- (vi) protection of the health, safety, and well-being of workers;
- (vii) provision of adequate social or health services to all geographic regions in Saskatchewan;
- (viii) programs for disadvantaged groups;
- (ix) any other prescribed purpose; or

(b) subject to subsection (4), refuse to grant the exemption.

(4) If the minister refuses to approve an application pursuant to clause (3)(b), the minister shall provide the applicant with written notice of the decision together with reasons.

(5) The minister shall cause notice of any exemptions granted pursuant to this section to be published on the ministry's website and made available to the public in any other manner that the minister considers appropriate.

## PART 6

### General Provisions

#### Report to minister

**21** A regulatory body shall, at any time that the minister directs, submit a report respecting any matters governed by this Act or the regulations to the minister in the form and with the contents required by the minister, including any prescribed information.

#### Conflict with other Acts and regulations

**22** If a provision of this Act or of a regulation made pursuant to this Act conflicts with a provision of another Act or a regulation made pursuant to another Act, the provision of this Act or the regulation made pursuant to this Act prevails to the extent of the conflict.

**Immunity**

**23** No action or proceeding lies or shall be commenced against the Crown, the minister, the ministry, an employee or agent of the ministry or any other person acting pursuant to the authority of this Act, the regulations or an order made pursuant to this Act, for anything in good faith done, caused, permitted or authorized to be done, attempted to be done or omitted to be done, by that person or by any of those persons pursuant to or in the exercise or supposed exercise of any power conferred by this Act or the regulations or in the carrying out or supposed carrying out of any order made pursuant to this Act or any duty imposed by this Act or the regulations.

**Act binds Crown**

**24** This Act binds the Crown.

**Offences and penalties**

**25(1)** No person shall:

- (a) contravene any provision of this Act, the regulations or an order of the minister pursuant to this Act or the regulations;
  - (b) refuse or fail to provide information as required by this Act or the regulations, or provide false or misleading information to any person acting pursuant to this Act or the regulations; or
  - (c) obstruct or fail to cooperate with any person acting pursuant to this Act or the regulations in the exercise of the powers or the performance of duties or functions pursuant to this Act or the regulations.
- (2) Any individual who contravenes subsection (1) is guilty of an offence and liable on summary conviction to a fine of not more than \$35,000.
- (3) Any corporation that contravenes subsection (1) is guilty of an offence and liable on summary conviction to a fine not more than \$75,000.
- (4) If a corporation commits an offence pursuant to this Act, any officer, director or agent of the corporation who directed, authorized, assented to, acquiesced in or participated in the commission of the offence is guilty of the offence and liable on summary conviction to the penalties mentioned in this section whether or not the corporation has been prosecuted or convicted.

**Limitation on prosecution**

**26** No prosecution for a contravention of this Act or the regulations is to be commenced more than 2 years after the facts on which the alleged contravention is based first came to the knowledge of the minister.

**Regulations**

**27** The Lieutenant Governor in Council may make regulations:

- (a) defining, enlarging or restricting the meaning of any word or expression used in this Act but not defined in this Act;
- (b) for the purposes of the definition of “regulatory body”:
  - (i) designating any person or body as a regulatory body; or
  - (ii) excluding any person or body from the definition;
- (c) for the purposes of the definition of “trade agreement”, designating any other agreement as a trade agreement;

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- (d) for the purposes of clause 5(f), prescribing other information;
  - (e) for the purposes of clause 7(1)(b), prescribing other things a labour mobility applicant may be required to do;
  - (f) respecting additional powers, duties and functions of the minister for the purposes of administering this Act;
  - (g) for the purposes of subclause 20(3)(a)(ix), prescribing other purposes for which an exemption may be granted;
  - (h) respecting the activities to be performed by a regulatory body pursuant to this Act;
  - (i) respecting the records and other information to be provided by the regulatory body pursuant to this Act;
  - (j) requiring regulatory bodies to conduct, or permit the conduct of, audits of their registration practices and of their compliance with this Act and the regulations;
  - (k) respecting audit standards, the scope of audits, the persons or classes of persons authorized to conduct audits, the powers and duties of auditors, the duties of, and the records of other information to be provided by, regulatory bodies with respect to audits, reporting requirements for audits and requiring a regulatory body to pay an auditor's fees and expenses;
  - (l) respecting the collection, use and disclosure of information obtained by the minister for the purposes of this Act and the regulations;
  - (m) respecting the powers, duties and functions of The Labour Mobility and Fair Registration Practices Office established pursuant to section 14;
  - (n) for the purposes of section 21, prescribing information to be included in a report;
  - (o) respecting appeals from a decision or order of the minister made pursuant to this Act;
  - (p) prescribing any matter or thing required or authorized by this Act to be prescribed in the regulations;
  - (q) respecting any other matter or thing that the Lieutenant Governor in Council considers necessary to carry out the intent of this Act.

## PART 7

### Coming into Force

#### Coming into force

**28** This Act comes into force on assent.



SECOND SESSION

**Twenty-ninth Legislature**

SASKATCHEWAN

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**B I L L**

No. 81

An Act respecting labour mobility and fair  
registration practices

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Received and read the

First time

Second time

Third time

And passed

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Honourable Jeremy Harrison

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## COLLEGE OF DENTAL SURGEONS OF SASKATCHEWAN

### Ethics and Jurisprudence Examination

Name \_\_\_\_\_

#### **ANSWERS SHOULD BE PRINTED**

1. Under *The Dental Disciplines Act (1997)*, Regulations, Bylaws of the College of Dental Surgeons of Saskatchewan Code of Ethics, which of the following terms or titles are permitted and which are not permitted for use in promotional materials by general dentists and explain why.

Dentist

☒ Yes   ☐ No

Explanation:

*Any member registered who has completed the training for registration can identify themselves as a dentist.*

Family Dentist

☐ Yes   ☒ No

Explanation:

*Cannot be used as it may be implied they are a specialist.*

Cosmetic Dentist

☐ Yes   ☒ No

Explanation:

*Cannot be used as it may be implied they are a specialist.*

State of the Art Dental Care

☐ Yes   ☒ No

Explanation:

- *Implies superiority/may not be objectively verifiable.*
- *May create unreasonable expectations by patient.*

Orthodontist

☐ Yes ☒ No

Explanation:

*Can only be used by those who have completed a recognized specialty and submitted required documentation to be registered as a specialist in Saskatchewan.*

Dental Surgeon

☐ Yes ☒ No

Explanation:

*Not a recognized specialty in Alberta. A Dentist can indicate they provide dental surgery, but cannot advertise themselves as a Dental Surgeon.*

Advanced Instrument  
Sterilization

☐ Yes ☒ No

Explanation:

- *Implies superiority/may not be objectively verifiable.*
- *May create unreasonable expectations by patient.*

Painless Dentistry

☐ Yes ☒ No

Explanation:

- *Implies superiority/misleading/may not be objectively verifiable.*
- *May create unreasonable expectations by patient.*

2. The Complaints Director of the College of Dental Surgeons of Saskatchewan received a call from a dental assistant indicating that her employer has a drug addiction problem. She says that she has seen patients being harmed by the dentist. When she discussed the problem with him, the dentist told her he just wants to practice one more year and then retire. What should the Complaints Director do?

*Complaints Director should:*

- *Call and verify information.*
- *May ask Dentist to be tested (drug/alcohol/psychological), and if member is found to be incapacitated, member may be asked to cease practicing.*

*There is an ethical obligation to urge impaired colleagues to seek treatment. It is unethical for a Dentist to practice when using controlled substances, alcohol or chemicals that impair their ability to practice.*



3. Outline and describe seven communication skills that could be used as a checklist.

Listen

*Let patients talk so their needs are understood.*

Ask only relevant questions

*Get to underlying issue*

Know your voice tone

*Tone should be sincere and polite, never rude or angry. Inflection is important.*

Don't let a bad day reflect on your patients

*Don't let a difficult patient make the day bad for you or other patients.*

Be Polite

*When patient is anxious, angry or concerned they are looking for help. Responding negatively will only worsen the situation.*

Remember your manners

*Patients will more likely follow advice if they have a good working relationship with their Dentist. Patients are put at ease by starting off with a simple "How can I help you?"*

Don't appear rushed, even if you are

*Patients get irritated if their dentist seems rushed. Make each patient the sole focus of your attention. Sitting down while talking to a patient is more effective than talking while standing up.*

4. The Brown family have been patients of Dr. Smith for several years. During that time the family has failed to show up for appointments many times. Accounts have not been settled in a timely fashion. Despite having been confirmed the day before, the Brown's failed to show up for two hours of booked time. What steps should Dr. Smith carry out to dismiss these patients legally and ethically?

*Dentists shall not discontinue care without first giving sufficient notice to the patient, and shall endeavor to arrange for continuity of care with another dentist.*

*If there has been a breakdown in the relationship, the dentist has an obligation to transfer the appropriate records to the next dentist who will be providing ongoing care to the patient.*

*If treatment has been extensive or invasive in nature, the dentist has the obligation to provide direct availability for the patient to contact the care provider (next dentist) "after hours". This "on call" or "after hours" obligation is transferred to other professionals, and must be done with a formal agreement, and communicated to patient. Failure to do so breaches the dentist's obligation to provide continuity of care.*

5. In order to give "informed consent" for dental treatment, what information must be communicated to the patient, or his or her guardian or authorized representative?

**Treatment and non-treatment options with patient, including benefits, prognosis and risks of doing or not doing treatment, as well as reasonable alternatives and associates costs and fees.** *A dentist has the right to refuse treatment that is not generally recognized or accepted by the profession even when requested by the patient. A dentist should fully inform the patient of the above before obtaining informed consent to provide services selected by the patient.*

- *Diagnosis or differential diagnosis;*
- *Exact nature and anticipated benefits of proposed procedures, tests, or treatments and costs;*
- *Reasonable and accepted alternative procedures, tests, or treatments that are generally available, including no treatment and their estimated cost;*
- *Consequences of not undertaking the proposed procedures, tests or treatments;*
- *Common and significant risks of the proposed procedures, tests or treatments;*
- *Serious risks, even if unlikely;*
- *Future costs of care and life expectancy of treatment; Special risks, that although uncommon, may have particular relevance to the patient, and*
- *Responses to any questions the patient may have about their medical history and dental treatment.*

6. List and describe five key aspects of a patients visit to your dental clinic.

1. Initial Contact

- a. *Be first to greet patient.*
- b. *Introduce colleagues*
- c. *Explain what will happen during the visit.*
- d. *Listen to concerns.*
- e. *Ask permission to examine patient.*

2. Dental Examination

- a. *Indicate to patient what you are checking for, such as gum condition, overall health, tissue condition and bite.*
- b. *Provide summary of findings to patient.*

3. Discuss treatment options

- a. *Use plain language*
- b. *Explain options from least complex (and costly) procedure to most complex. Explain reasons for each option in detail.*
- c. *Ensure patient understands their options.*
- d. *Provide printed material, if available.*

4. Fees and Insurance

- a. *Explain to patient fees are assessed on:*
  - i. *Time it takes to perform a procedure.*
  - ii. *Responsibilities related to knowledge to carry out procedure.*
  - iii. *Costs of materials or appliances.*
  - iv. *Costs relating to staffing and laboratory services.*
- b. *Fees do not vary dependent upon whether or not a patient has dental insurance.*

5. Concluding the Visit

- a. *Look at the patient when speaking to them and use their name.*
- b. *Do not end conversation while walking to the door or walking away.*
- c. *Confirm patient treatment or follow-up.*
- d. *When appropriate, personally escort patient to reception area.*

7. In the College of Dental Surgeons of Saskatchewan Code of Ethics, what is meant by the following:

a. Patient autonomy and informed choice.

- *Duty to assess and inform patient of nature of condition requiring potential treatment, the treatment and non-treatment options available, including advantages/disadvantages and risks/costs of these options.*
- *Whether patient should be referred to a specialist.*
- *Patient makes final decision.*

b. Nonmaleficence.

- *Treatment shall expressly be intended to not leave the patient in a worse state than if no treatment has been provided.*
- *Should harm to the patient occur, the dentist shall disclose it to the patient.*

c. Guaranties of Services.

- *A dentist must not, either by statement or implication, guarantee or make unsupportable statements as to the likely success of appliances, products, procedures or treatments for a patient.*

d. Objectively verifiable.

- *It means objective statements capable of being proven by facts independent of personal feelings, beliefs, opinions or interpretations.*
- *Expressed or implied representations that an advertised or promoted service is superior in quality to those provided by other dentists is not objectively verifiable.*

e. Prescribing drugs for self and family members.

- *A dentist must not prescribe drugs for themselves. Dentists may prescribe drugs for family members only when indicated specifically for dental issues.*

f. Self regulation of the dental profession.

- *A dentist has an obligation to participate in the protection of the public and promotion of the public interest with the Alberta Dental Association and College, thereby increasing the public trust of dentists, and strengthening the profession.*

8. List and define six basic needs that patients have when receiving dental care.

1. Friendliness  
*Patient needs to experience courtesy, politeness, warmth and caring.*
2. Empathy  
*Patient wants to know dentist appreciates their wants and circumstances.*
3. Efficiency and punctuality  
*Patient wants to feel their time is respected.*
4. Control  
*Patient needs to feel they are an important part of their treatment plan.*
5. Options and alternatives  
*Patients want to know the treatment options available to them with a thorough explanation.*
6. Information  
*Patients want to know about fees and services.*

9. In *The Dental Disciplines Act (1997)*, what is meant by “Restricted Activities”?

*Activities that involve risk to health, safety or financial security of a consumer.*

*The Dental Disciplines Act (1997) sets out provisions whereby individuals can be authorized to perform these activities as regulated professionals.*

10. What are some of the restricted activities that a dentist can provide?

- *Cut a body tissue and administer anything below the dermis or mucous membrane in or below the surface of the teeth.*
- *Insert or remove instruments, devices, fingers or hands:*
  - beyond the cartilaginous portion of the ear canal;*
  - beyond the point in the nasal passages where they normally narrow;*
  - beyond the pharynx;*
  - into an artificial opening of the body.*
- *Set or reset a bone fracture.*
- *Reduce a dislocation of a joint.*
- *Prescribe drugs under the “Pharmaceutical Profession Act”.*
- *Prescribe, dispense or administer a vaccine.*
- *Prescribe parenteral nutrition.*
- *Prescribe, compound or administer blood or blood products.*
- *Prescribe or administer diagnostic contrasting agents.*
- *Prescribe or administer nitrous oxide for anaesthesia or sedation.*
- *Prescribe or administer radio pharmaceuticals, radiolabeled substances, radioactive gases or radioaerosols.*
- *Order or apply any form of ionizing radiation in medical radiography.*
- *Order or apply non-ionizing radiation in lithotripsy.*
- *Order non-ionizing radiation in magnetic resonance imaging and ultrasound imaging.*
- *Prescribe or fit an orthodontic or periodontal appliance, a fixed or removable partial or complete denture or an implant supported prosthesis.*

11. What are some actions that a dentist can take to reduce the risks of patient complaints or lawsuits? Describe each action.

- *Good communication with patients.*
- *Explanation to patient of fees and services.*
- *Advertise in a manner that is in compliance with the Code of Ethics.*
- *Obtain informed consent.*
- *Keep proper and thorough records.*
- *Explain treatment options thoroughly.*
- *Provide treatment up to capabilities.*
- *Refer treatment when required.*

12. Outline the portrait of the ideal dentist from the patient's perspective.

Confident

*The dentist's confidence gives me confidence.*

Empathetic

*The dentist tries to understand what I am feeling and experiencing and communicates that understanding to me.*

Humane

*The dentist is caring, compassionate and kind.*

Personal

*The dentist is interested in me, interacts with me, and remembers me as an individual.*

Frank

*The dentist tells me what I need to know in plain language and in a forthright manner.*

Respectful

*The dentist takes my input seriously and works with me.*

Thorough

*The dentist is conscientious and persistent.*



13. Comment on how or how not the following advertisement complies with the requirements of the Code of Ethics concerning advertising:

“Hurry! Hurry! Hurry! Come see Dr. Jim Brown, the best dentist in Regina, before all our spots for new clients are taken. We guarantee that just three visits to Dr. Brown will solve all your dental problems. Do not let your fear of dentists keep you away. Dr. Brown is recognized as a specialist in fearful patients. You also do not need to worry about contracting any of those terrible diseases because at Dr. Brown’s state of the art facility we have infection control. Bring in the attached coupon and receive a 10% discount. Act now!”

1. *Lessens the profession.*
2. *Superiority, not objectively verifiable, may create unrealistic expectations.*
3. *Can be seen as not objectively verifiable.*
4. *Cannot offer guarantees.*
5. *Not objectively verifiable.*
6. *No specialty in fearful patients.*
7. *Creates fear in patients, not objectively verifiable, may create unrealistic expectations.*
8. *Superiority, not objectively verifiable, may create unrealistic expectations.*
9. *Cannot offer discounts or time limited offers.*
10. *Lessens the profession.*

14. List five components that you could include in an advertisement of a dental practice in Saskatchewan.

1. *General Practitioner, Specialist or both.*
2. *Services provided.*
3. *Languages spoken.*
4. *Names of all doctors/dentists in clinic.*
5. *Contact information.*

15. *The Dental Disciplines Act (1997)* requires regulatory Colleges such as the College of Dental Surgeons of Saskatchewan to have a continuing competence program. Briefly describe what the continuing competence requirements are for Saskatchewan dentists and why the government has these requirements in place.

***Under section 17 of the Health Professions act, all regulated members must obtain 60 continuing competence program credits in a 2 year period.***

***\*\*need Sask info here\*\****

- *To be knowledgeable and current.*
- *Continuous learning.*
- *Continuing competence.*