

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 dentists 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 adioaerosols.*
- *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.*