

PROFESSIONAL CONDUCT COMMITTEE SUMMARY REPORT: CASE 26-02

Summary of Investigation and Resolution

The Professional Conduct Committee (PCC) investigated concerns regarding the provision of dental hygiene care during a patient appointment in February 2026.

The complaint raised concerns related to the manner in which care was provided, including allegations of aggressive instrumentation, failure to respect patient requests to modify or discontinue treatment, and deficiencies in communication, informed consent, and trauma-informed, patient-centred care.

During the investigation, the PCC reviewed the complaint materials, the registrant's written response, and relevant clinical information.

The PCC determined that there was insufficient evidence to establish clinical incompetence or a lack of technical skill in the provision of dental hygiene care.

However, the Committee identified practice concerns related to communication, informed consent, and responsiveness to patient distress. In particular, the PCC noted that:

- Informed consent is an ongoing process that must remain responsive to patient feedback throughout treatment;
- Registrants are expected to respond appropriately to verbal and non-verbal indications of patient discomfort or distress; and
- Effective, respectful, and collaborative communication is essential, particularly where a patient has disclosed a history that may impact their care experience.

The PCC also noted that, where accounts of the events differed, there was insufficient independent or corroborating evidence available to make definitive findings of fact regarding all aspects of the complaint.

While the available evidence did not meet the threshold required to establish professional misconduct under *The Dental Disciplines Act*, the PCC determined that the concerns identified warranted a remedial response.

Outcome

The matter was resolved by requiring the registrant to complete continuing education in the areas of: Trauma-Informed Oral Health Care.

Conclusion

The PCC determined that this outcome was appropriate in the circumstances, as it addresses identified practice concerns while recognizing that the evidence did not support a finding of professional misconduct.

The Committee emphasizes that effective communication, ongoing informed consent, and responsiveness to patient needs are essential components of safe and ethical dental hygiene practice.

The PCC notes that maintaining patient trust and providing care that is respectful and responsive to individual needs, including trauma-related considerations, are critical to public confidence in the profession.