

Newsletter

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*This issue is dedicated
to the memory of
Nestor Romanuja
and
Robert Lavery*

Continuing Competency

The requirement of 100 hours of continuing competency over a five-year reporting period has caused some concern amongst members.

Some individuals feel that the amount is excessive; some feel the amount is inadequate. Continuing Education is a requirement of the Health Professions Act, but it should be viewed as something individuals want to do, not what they have to do.

Continuing Education exposes individuals to new procedures and techniques, refreshes old procedures and techniques, and provides for expansion of knowledge in a variety of areas.

There is a requirement for every Regulated Member to obtain a **minimum of ten (10) hours** of continuing competency **per** calendar year. This must be reported with the application for renewal of a Practice Permit as it is a requirement for Registration.

Aside from the courses that are presented at the annual general meeting, individuals can obtain Continuing Education through various methods. Post-graduate institutions such as NAIT, SAIT, the University of Alberta, and the University of Calgary, all have continuing education courses which can apply towards your required hours.

The College has twelve categories of Continuing Competency as follows:

1. Professional Development courses;
2. Advanced Study (Post-graduate institution);
3. Convention and Conferences;
4. Initial Presentations;
5. Course Development for Initial Presentations;
6. Development of Self-Study Educational Courses;
7. Self-Study Educational Courses;
8. Study Clubs;
9. Observation of Dental Surgical Procedures;
10. Publications;
11. Personal Development Courses; and
12. Other Courses.

Please refer to the College of Alberta Denturists Continuing Competency Rules handbook for a description of these categories and for the maximum hours allowable in a five-year reporting period for each category.

The College will endeavor to make available continuing competency courses at the Annual General Meeting of Members; however, it is your responsibility to ensure you obtain your required hours whether it is by attending those courses provided by the College, or seeking other sources.

Registration News

Registrations removed in Good Standing

The following are individuals who have requested that their names be removed in Good Standing, from the College's register:

Mr. Leander Fehr
Mr. Thomas Hamaguchi
Ms. Tracy Herman
Mr. Christos Markou
Ms. Janet Paradis
Ms. Suzy Shigeta

The College wishes these individuals all the best in their future endeavors.

New Registrants

The College welcomes the following new Regulated Members:

Mr. Thomas Sulek
Mr. Gulya Vandor

Registrations Cancelled

The following are individuals who had their registrations cancelled due to noncompliance with the requirement of registration, and or the payment of fees, and or non-compliance with the requirement of completion of Continuing Competency (Current to April 17, 2003):

Ms. Jacqueline Branch
Mr. Peter Braun
Mr. Ronald Chrenek
Ms. Anne Christiansen
Mr. William Cochrane
Mr. Ronald Johnson
Mr. Horst Krajewski
Mr. Thomas Kuczaj
Ms. Karen Larson
Ms. Laura Shoemaker
Mr. Donald Tower
Mr. Kam Wong

Deceased

The College regrets to announce the passing of the following:

Mr. Robert Lavery
Mr. Nestor Romanufa

College of Alberta Denturists

Council & Committees

President

Steven Sailer

Vice-President

Patrick Felt

John Burnham

Paul Kennedy

Jody Nelson

Registration Committee

Chair: Geoffrey Haiden

Dennis Baird

Darron Ward

Examination Committee

Chair: Michael Thomas

Shelley McCartney

Chris Duncan

Kevin Rapske

Peter Vettori

Michael Weiss

Member Services

Committee

Chair: Travis Dalquist

Michael Brennan

Gary Shigeta

Complaint Review

Committee

Paul Crombie

Karen Smith

Professional Services

Committee

Chair: Tony Forster

Graham Haraldson

Troy Thompson

Staff

Registrar

Charles Gulley

Office Manager

Lorrie Rees

Receptionist

Dayna Lawrence

College Committee Information

In addition to the committees outlined, there are "panels" or "sub-committees", which the College implements when needed. For example, there currently is a Legislation Liaison Committee, which is dealing with the issues relating to other professions draft regulations and respond to the

government regarding issues that arise from the draft regulations. There is the requirement in the Health Professions Act for placement of Public Members on specific committees. These public members are appointed by the Government and must comprise a minimum of 25% of the voting members of the

committee. As of yet, no appointments have been made to the College of Alberta Denturists; the government has a two-year transition period for the appointments to occur. If any regulated member is interested in sitting on a College committee, please contact the College office for additional information.

In Memoriam

It is with deep regret that the College of Alberta Denturists announces the passing of two long standing Alberta Denturist Society and College of Alberta Denturists members.

NESTOR ROMANUFA
June 4, 1939 – March 14, 2003

It is with sadness the College of Alberta Denturists announces the passing of a friend and colleague, Mr. Nestor Romanufa of Sherwood Park, Alberta. Ness is survived by his wife Barbara and his daughters Kim and Keri. Ness graduated from NAIT in May 1966. He was in the first graduating class of Dental Mechanics; one of the original eight students governed by the new Dental Mechanics legislation. After serving his apprenticeship, Ness bought his first business – Canadian Denture Clinic. In 1972, he opened Sherwood Park Denture Clinic, where he practiced until his passing. He was respected as an

astute businessman, valued as a member of his community and had a very devoted clientele. He anticipated going to the office everyday with enthusiasm. Ness was one of the fortunate; he loved his work with a passion that never diminished throughout his career.

Ness's first priority in his life was Barb, Kim and Keri. Classmates, colleagues and friends who knew Ness over the span of many years understood and admired this. He was a long standing member of the Alberta Denturist Society and the College of Alberta Denturists. In the formative years of the profession, Ness served a term on the

executive of the Society. He's remembered by classmates as being a great organizer, a leader by nature, always up to a challenge and just a fun person to be around.

Friends, both colleagues and from within his community, remember Ness as a man of boundless dynamic energy... a person who played as hard as he worked. He was fun loving, a friend to many and gone far too soon. Ness lived every day to the fullest and his passing has left a void in many lives. Thanks for the memories. You will be missed.

Good-bye Ness.

Prepared by Robert Edwards

ROBERT (BOB) S. LAVERY
December 2, 1946-December 13, 2002

Bob was born in Glasgow, Scotland December 2, 1946. He moved to Canada with his family and was raised in Toronto, Ontario. Bob trained as a dental technician and then a Denturist in 1967. Early in his career, Bob worked for Ben Sweet. Bob married his wife Maureen in 1969 and in 1974, they moved to Ravenhurst, Ontario where Bob opened his own denture clinic. The family (Bob, Maureen, and their two children, Scott and

Colleen) moved to Alberta in 1981.

Bob owned and operated The Airdrie Denture Clinic from 1987 to 1996. He was also associated with Forest Lawn Denture Clinic, McLeod Denture Clinic, Chandler Denture Clinic and the Sun-ridge Denture Clinic. Bob was a long standing member of the Alberta Denturist Society and the College of Alberta Denturists.

At the time of his death, Bob was associated with M.G. Denture Clinic in Lacombe, Alberta. Bob was 56 years old. Bob's funeral was held December 21st, 2002 in Calgary, Alberta.

Bob will be sadly missed by all those who knew him and who had the privilege of working with him.

Prepared by David Bladon

Member Services Information

Atlantic Blue Cross Claims

Atlantic Blue Cross has split the professional and laboratory fees in their system for Denturists in Alberta.

They have also asked that ALL Denturists be as accurate and consistent as possible by indicating both the professional

and laboratory fees on the same line of the claim when submitting the claims to Atlantic Blue Cross.

Those Denturists who submit only the total suggested fee will experience problems with the processing of their claims. The total fee will be reduced to the

professional fee and if the laboratory fee is not provided, only the professional fee will be used in the determination of the eligible amount.

Veteran Affairs

Veteran Affairs Canada (VAC) has made the following changes to the VAC Dental Care Program:

1. Centralization of the dental services program's pre-determination unit at Head Office, in Charlottetown, Prince Edward Island. Pre-determination requests as well as dental related services information must be forwarded to the National Dental Unit.

2. Denturists will be paid at 95% of the 2003 provincial fee guide. For 2004, denturists will be paid at 90% of the 2004 provincial fee guide.

3. The program for denture-related services is intended to provide basic, necessary prosthetic services. Only standard or centric dentures will normally be covered. VAC will not cover equilibrated or

precision dentures.

4. Fee and Frequency Limit Changes for Dentures:

New dollar and frequency limits outlined below apply to denture and denture-related services and must not be exceeded.

a. Dentures only - \$2000 maximum every 7 calendar years.

b. Denture frequency – standard dentures (one upper and one lower) every 7 calendar years.

c. Denture-related basic services, such as repairs - \$500 maximum every 7 calendar years. This is a new, separate, and additional dollar limit. Pre-determination is not normally required unless frequencies have been exceeded.

d. Reline frequency- 1 per arch every 3 calendar years. For basic

relines, pre-determination is not required.

e. A limited range of basic services such as repairs and minor adjustments may be provided without pre-determination. For those claims that do not require pre-determination or have been previously pre-determined, please continue to submit these to your local Blue Cross office.

Veterans Affairs Canada,
National Dental Unit
National Operations Division
P.O. Box 7700
Charlottetown, PEI
C1A 8M9

Toll Free: 1-800-565-9670

Annual General Meeting of Members/ Convention

The 2003 Annual Meeting of Members/Convention will be held in Edmonton, Alberta at the Fantasyland Hotel, June 18-21, 2003. A block of Superior Guestrooms have been made available at a convention rate of \$99.00 plus 5% Alberta Hotel Tax and 7% G.S.T. for all convention registrants.

BLOCK OF ROOMS HELD ONLY UNTIL MAY 18, 2003.
CALL TOLL-FREE: 1-800-737-3783

Wednesday, June 18

11:45 a.m.	College of Alberta Denturists 1 st Annual Golf Tournament Cougar Creek Golf Resort
5:30 p.m.	Dinner
8:00 p.m.	Hospitality Suite

Thursday, June 19

8:00 a.m.-9:00 a.m.	Registration Continental Breakfast Buffet
9:00 a.m.-12:00 p.m.	Concurrent Educational Seminars
12:00 p.m.-1:00 p.m.	Lunch/ Registration
1:00 p.m.-4:00 p.m.	Concurrent Educational Seminars
6:00 p.m.	Choice of Schank's, The Wild West Shooting Gallery, and FastTrack Performance Karts
8:00 p.m.	Hospitality Suite
8:00 a.m.-4:00 p.m.	Company Displays

Friday, June 20

8:00 a.m.-9:00 a.m.	Registration Continental Breakfast Buffet
9:00 a.m.-12:00 p.m.	Concurrent Educational Seminars
12:00 p.m.-1:00 p.m.	Lunch/ Registration
1:00 p.m.-4:00 p.m.	Concurrent Educational Seminars
6:30 p.m.	Jubilation's Dinner Theatre
8:00 p.m.	Hospitality Suite
8:00 a.m.-4:00 p.m.	Company Displays

Saturday, June 21

8:00 a.m.-9:00 a.m.	Continental Breakfast Buffet
9:00 a.m.-4:00 p.m.	Annual Meeting

Changes under the Health Professions Act: What You Need to Know

Beginning in 1961, the profession of Denturism in Alberta was regulated under the Dental Mechanics Act. With the coming into force of the Denturists Regulation under the Health Professions Act (“HPA”) on September 1, 2002 an entirely new framework replaces the previous legislation. Additionally, on that same date the College of Alberta Denturists (the “College”) was created and replaced the Board of Examiners which had been established by the Dental Mechanics Act.

The extensive changes under the HPA affect not only regulatory bodies but also the individuals, including Denturists, providing healthcare services. This article will review some of the more significant aspects of the HPA and how the changes it contains will affect the profession of Denturism.

What is the HPA?

The HPA is “omnibus” legislation that will regulate all of the approximately 30 health-care professions in Alberta. The HPA is intended to eventually replace all “free standing” health profession Acts in Alberta. For example, after the HPA is fully implemented the Medical Profession Act and the Dental Disciplines Act (to name just a few examples) will no longer

exist. Of course, as of September 1, 2002 the Dental Mechanics Act (and the Regulation under it) were repealed and replaced with the HPA Denturists Regulation. It should also be noted that the Dental Profession Act was repealed on January 1, 2002 and the Dentists Regulation under the HPA came into force on that same date.

The HPA is also intended to “standardize” the processes of the committee structures, administration and the terminology used for all healthcare regulatory bodies. For example, all regulatory bodies will have to use the term “College” as part of their name (as is the case with the College of Alberta Denturists).

How will the unique aspects of Denturism be protected under the HPA?

Even though the Alberta Government wants to standardize certain aspects of regulating health professions, the HPA also reflects the fact that each profession has unique clinical, technical and administrative aspects. Consequently, each profession has its own Regulation under the HPA (for example, the Denturists Regulation mentioned above). Each Regulation deals with, among other things:

- Evaluating education, training, experience and competence required for initial registration and annual practice permits
- Assessing the education, competence and knowledge of applicants for registration from places other than Alberta
- Establishing categories of members and, if applicable, specifying conditions or limitations on practice areas for particular members
- Authorizing and setting out how titles (such as “Denturist”) can be used by members of a profession.

Will the HPA affect the “scope of practice” of Denturists?

As a starting point, it is very important to understand that professions will no longer have exclusive scopes of practice under the HPA. Rather, given that the practice areas of professions often overlap, the HPA recognizes that members of different professions may be qualified and competent to provide similar healthcare services to the public. Accordingly, the Schedules to the HPA contain descriptions of the general activities which members of each profession can perform. The Denturist Schedule is Schedule 8 of the HPA. Section 3 of Schedule 8 states:

3. In their practice, denturists do one or more of the following:

(a) assess, diagnose and treat persons missing some or all of their natural teeth,

(b) design, construct, repair, alter and fit any complete or partial denture for the purpose of restoring and maintaining function and appearance, and

(c) provide restricted activities authorized by the regulations.

In addition to profession-specific Schedules, the HPA (through the Government Organization Act) also creates a list of Restricted Activities which, generally speaking, are activities of a serious and/or invasive nature directly affecting patients which should only be performed by competent and qualified health-care providers. Each profession's Regulation must state which Restricted Activities can be performed by members of the profession. After considerable consultation with Government and Stakeholders, Section 14 of the Denturists Regulation under the HPA sets out the following Restricted Activities authorization for members of the Denturist profession:

"14. Regulated members may perform any or all of the following restricted activities in the practice of denturism:

(a) prescribe and fit

(i) a removable partial or complete denture, and

(ii) a fixed or removable implant supported prosthesis that replaces 2 or more teeth;

(b) perform an invasive procedure on body tissue below the mucous membrane or in or below the surface of teeth if the procedure does not alter natural dentition;

(c) insert and remove instruments, devices and fingers into an artificial opening of the mouth;

(d) reduce a dislocation of a temporomandibular joint for the purposes of reducing a subluxation of the temporomandibular joint;

(e) order any form of ionizing radiation in medical radiography."

Importantly, Section 15 of the Denturists Regulation also relates to the performance of Restricted Activities. Section 15 states:

"15. Despite section 14, regulated members must restrict themselves in performing restricted activities to those activities that they are competent to perform and that are appropriate to the member's area of practice and the procedure being performed."

It should be remembered that if a particular activity is not referenced in the Restricted Activity list then it can be performed by

any person, including a member of the public. For information purposes, an excerpt from the Government Organization Act which sets out the complete list of Restricted Activities is attached to this article.

Will everyone who wants to practice as a Denturist in Alberta have to be registered with the College of Alberta Denturists?

Yes. Under the HPA, a person must apply for registration with the College if he or she is qualified to practice Denturism and intends to provide Denturist healthcare services to the public. As well, only a regulated member of the College of Alberta Denturists can use the title "Denturist". Significantly, under the HPA, the College can obtain a court injunction prohibiting a non-denturist from using that title.

What are the ways a person can be registered with the College and is there anything that a person has to do to maintain his registration?

Consistent with the HPA, the Denturists Regulation sets out three ways that an individual can become a regulated member of the College. Those can be briefly summarized as follows:

- **General Registration.** An applicant must have obtained a diploma in Denturism from a program approved by Council, have successfully completed a

post-diploma internship approved by Council and have successfully passed a theoretical examination and practical examination approved by Council. Furthermore, the combined length of the educational program and internship must be at least four years.

- **Substantially Equivalent Jurisdiction.** An applicant can be registered with the College if he is also currently registered and in good standing as a Denturist in another jurisdiction which is recognized by the Council as having registration requirements that are substantially equivalent to those of Alberta.

- **Alternative Qualifications.** An applicant can be registered with the College if he does not meet the “general requirements” or “equivalent jurisdiction” requirements but whose qualifications have been determined by the College’s Registration Committee to be substantially equivalent to the above mentioned entrance requirements.

Additionally, the HPA clearly establishes that in order to maintain registration as a regulated member of the College an individual will have to pay for and obtain an Annual Practice Permit each year from the College and will also have to satisfy the College’s continuing competency requirements (which were formerly known as “continuing education” when the

Board of Examiners administered the profession).

Will the discipline process for unskilled practice or unprofessional conduct be different under the HPA?

The previous system for receiving and reviewing complaints under the Dental Mechanics Act has changed dramatically. If an allegation of professional misconduct about a Denturist is received by the College, greater discretion is given to the College in terms of dealing with the complaint. Under the HPA, the complaint does not automatically have to proceed to a preliminary investigation (which was usually the case under the Dental Mechanics Act) and, if warranted, proceed to a formal hearing.

Instead, the College may request an expert to review the allegations and provide a report to the College. As well, the matter can be referred to Alternative Complaint Resolution (sometimes described as mediation) to see if it can be resolved by the agreement of all parties instead of proceeding with a formal hearing. Of course, the HPA also makes it very clear that if a complaint is frivolous, vexatious or is not supported by evidence it can be dismissed. If a matter is serious (or the parties cannot agree on a resolution after mediation) then after an investigation a formal hearing could still occur. A

hearing can result in orders, fines and costs being made against a regulated member if appropriate. Also, if a hearing does take place, it will be before a Hearing Tribunal (comprised of Denturists and one or more public members) as opposed to the Board of Examiners under the Dental Mechanics Act.

In summary, the implementation of the HPA for Denturism represents a giant step forward for your profession. In addition to turning your profession into a truly self-governing one, the HPA makes it very clear that denturism stands on equal footing with all other healthcare professions in the province.

Health Services Restricted Activities

Definitions

1 In this Schedule,

(a) “activity of daily living” means an activity that individuals normally perform on their own behalf to maintain their health and well-being, and includes

(i) routine and invasive self-care activities, including but not restricted to the removal of slivers and the cleaning of wounds, and

(ii) specifically taught procedures, which generally result in predictable and stable responses, including but not restricted to catheterization, maintenance of drainage tubes and administration of drugs by injection;

(b) “compound” means to mix together 2 or more ingredients of which at least one is a drug for the purposes of dispensing a drug or drugs;

(c) “dispense” means

(i) except in section 2(1) (h) and (r), to provide a drug pursuant to a prescription, but does not include administration of a drug to a person;

(ii) in section 2(1) (r), the objective verification of corrective lenses to the prescription;

(d) “drug” means drug as defined in the Pharmaceutical Profession Act;

(e) “health service” means a service provided to people

(i) to protect, promote or maintain their health,

(ii) to prevent illness,

(iii) to diagnose, treat or rehabilitate them, or

(iv) to take care of the health needs of the ill, disabled, injured or dying;

(f) “Minister” means the Minister responsible for the Health Professions Act;

(g) “restricted activity” means an activity named as a restricted activity in section 2;

(h) “sell” includes

(i) distribute, trade or barter for money or other valuable consideration,

(ii) distributing and giving away without expectation or hope of compensation or reward,

(iii) keeping for sale, and

(iv) offering for sale;

(i) “surrogate” means a person authorized by an individual or by the individual’s guardian, if the guardian is authorized to give such authorization, to assist the individual in carrying on an activity of daily living.

Restricted activities

2(1) The following, carried out in relation to or as part of providing a health service, are restricted activities:

(a) to cut a body tissue, to administer anything by an invasive procedure on body tissue or to perform surgical or other invasive procedures on body tissue

(i) below the dermis or the mucous membrane or in or below the surface of the cornea;

(ii) in or below the surface of teeth, including scaling of teeth;

(b) to insert or remove instruments, devices, fingers or hands

(i) beyond the cartilaginous portion of the ear canal,

(ii) beyond the point in the nasal passages where they normally narrow,

(iii) beyond the pharynx,

(iv) beyond the opening of the urethra,

(v) beyond the labia majora,

(vi) beyond the anal verge, or

(vii) into an artificial opening into the body;

(b.1) to insert into the ear canal

(i) under pressure, liquid, air or gas;

(ii) a substance that subsequently solidifies;

(c) to set or reset a fracture of a bone;

(d) to reduce a dislocation of joint except for a partial dislocation of the joints of the fingers and toes;

(e) to use a deliberate, brief, fast thrust to move the joints of the spine beyond the normal range but within the anatomical range of motion, which generally results in an audible click or pop;

(f) to prescribe a Schedule 1 drug within the meaning of the Pharmaceutical Profession Act;

(g) to dispense, compound, provide for selling or sell a Schedule 1 drug or Schedule 2 drug within the meaning of the

Pharmaceutical Profession Act;

(h) to prescribe, dispense, compound or administer a vaccine or parenteral nutrition;

(i) to prescribe, compound or administer blood or blood products;

(j) to prescribe or administer diagnostic imaging contrast agents;

(k) to prescribe or administer anesthetic gases, including nitrous oxide, for the purposes of anesthesia or sedation;

(l) to prescribe or administer radiopharmaceuticals, radio-labeled substances, radioactive gases or radioaerosols;

(m) to order or apply any form of ionizing radiation in

(i) medical radiography,

(ii) nuclear medicine, or

(iii) radiation therapy;

(n) to order or apply non-ionizing radiation in

(i) lithotripsy,

(ii) magnetic resonance imaging, or

(iii) ultrasound imaging, including any application of ultrasound to a fetus;

(o) to prescribe or fit

(i) an orthodontic or periodontal appliance,

(ii) a fixed or removable partial or complete denture, or

(iii) an implant supported prosthesis;

(p) to perform a psychosocial intervention with an expectation of treating a substantial disorder of thought, mood, perception, orientation or memory that grossly impairs

(i) judgment,

(ii) behavior,

(iii) capacity to recognize reality, or

(iv) ability to meet the ordinary demands of life;

(q) to manage labor or deliver a baby;

(r) to prescribe or dispense corrective lenses.

(2) Despite subsection (1), the following are not restricted activities:

(a) activities of daily living, whether performed by the individual or by a surrogate on the individual's behalf,

(b) giving information and providing advice with the intent of enhancing personal development, providing emotional support or promoting spiritual growth of individuals, couples, families and

groups, and

(c) drawing venous blood.

Regulations

3 On consulting with the Health Professions Advisory Board under the Health Professions Act, the Minister may make regulations authorizing a person or a category of persons other than a regulated member or category of regulated members under the Health Professions Act, to perform one or more restricted activities subject to any conditions included in the regulations.

By Blair Maxston, Legal Counsel to the College of Alberta Denturists

Information from the College

College of Alberta Denturists and Alberta Denturist Society Logos

The College of Alberta Denturists Logo is owned by and is solely for the use of the College and cannot be utilized by any third party, including Regulated Members of the College.

In addition, as the Alberta Denturist Society (ADS), has been dissolved, the use of the ADS logo and the name Alberta Denturist Society must no longer be used in any form.

Those individuals, who are utilizing the College and or ADS logo and or have reference to being a member of the ADS, must remove this from the mediums in which they appear.

Professional Conduct Complaints under the HPA

An individual can submit a written and signed complaint to the College regarding a Regulated Member or a Former Member (within 2 years of no longer being registered as a Regulated Member).

Upon receipt of a complaint, the Complaints Director has a specified number of “actions” which can be utilized to address any complaint. These actions are as follows:

- a. encourage communication between the parties;
- b. with consent from both parties, attempt to resolve the complaint;
- c. refer the complaint to an Alternative Complaints

Resolution process;

d. request an expert to assess and provide a written report on the subject-matter of the complaint;

e. conduct or appoint an investigator to conduct an investigation.

f. if the complaint is trivial or vexatious, dismiss the complaint;

g. if there is insufficient or no evidence of unprofessional conduct, dismiss the complaint; and

h. make a direction concerning assessing the mental capacity of the Regulated Member.

If a complaint is dismissed, either initially or after an investigation, the complainant can appeal that

decision to the College’s Complaint Review Committee and that Committee in turn decides whether to uphold the dismissal or forward the complaint to a hearing.

Additionally, complaints which have undergone a formal investigation can be forwarded to the College’s Hearings Director to schedule a hearing before a College Hearing Tribunal.

If a complaint does proceed to a hearing, and the Regulated Member is found to have committed unprofessional conduct, the Hearing Tribunal can order that the Regulated Member pay all or a portion of the costs associated with the hearing and earlier steps.

Bullet Proofing Your Denturist Practice with Good Record Keeping Skills

A reasonable competent standard of providing care for the denturist's patient requires good record keeping. Proper record keeping takes time but complete records can save you from a great deal of personal anguish, worry and expense if your denturist practice standards are ever questioned. As of June 1992, the Supreme Court of Canada in the case of *McInerney vs. Mac Donald* confirmed that the patient is entitled upon request to examine and copy all information in his or her medical file. There are key elements of patient records that must be recorded in order to bullet proof your practice.

Ten Golden Elements for Record Keeping for the Denturist:

1. Maintain legible notes including the patient's name, address, primary care physician and dentist.
2. Document reasonable

information about every examination, assessment, consultation, treatment plan, referral, and amount charged reasonable information about a procedure that was commenced but not completed including the reason for non-completion.

3. Maintain a copy of every written consent as well as consent forms to authorize treatment or decline recommended care.

4. Maintain a health history and dental history including updates of illnesses, medications, drug sensitivities, food sensitivities and latex allergies.

5. Maintain treatment records of every procedure performed including who, when, what, where and why.

6. Document choice of treatment recommendations made to patient and treatment administered.

7. Maintain a financial record.

8. Maintain a detailed record of dates of treatment as well as broken appointments.

9. Maintain a record of telephone calls and advice provided to patient.

10. Document the try-in appointment and post-care instructions provided to patient.

Today is the day to sit down and review whether or not your records will provide an adequate defense in the event that your practice standards are questioned. For further information or to assist you with proper record keeping, Evie Jesin may be reached at (416) 636-7007 or by email: ejesin@rogers.com

By Evie Jesin, RRDH(Ontario), B.Sc. Professor, Centre for Health Sciences, George Brown College, Toronto, Ontario.

Practice Permit Renewal for 2004

Please be advised that your Practice Permit Renewal for 2004 will be **due on or before November 01, 2003.**

This is the date indicated in the College's By-laws in Article 4.2, which states the following:

Article 4.2, Practice Permit Renewal Application

A completed application form for a Practice Permit renewal as prescribed by Council, along with the required Practice Permit Fee(s), pursuant to Article 3.13, must be sent to the College by November 1st of each year.

With the transition from the Board of Examiners to the College of

Alberta Denturists in the fall of 2002, the Council of the College of Alberta Denturists provided Regulated Members with an extension for remittance of the required form and payment of fees related to the renewal of their 2003 Practice Permits to December 21, 2003.

Continuing Competency Courses Available

Courses by Evie Jesin

1. Normal and Abnormal – What is Your Denturist Assessment
2. Periodontal Medicine for the Denturist
3. Medical Emergencies Occurring in the Denturist Office
4. Exploring the Oral Cavity, Review of Extra-Oral and Intra-Oral Examination, Denturist Considerations for Clients with Xerostomia
5. Revisiting No Records = No Defense for Denturists
6. Ethics, Jurisprudence and Record Keeping for the Denturist
7. Psychology for the Denturist

8. Periodontology for the Denturist

For more information, Evie Jesin may be reached at (416)636-7007 or by email: ejesin@rogers.com

Evie Jesin RRDH (ON), B. Sc. is available to provide courses to practicing Denturists on an individual basis, for small seminars or conventions. In addition, a few courses are available through a home-study component and are therefore suitable for distance education. Ms. Jesin has been involved in teaching denturists at George Brown College since 1976 and is a founding member and professor of the International Denturist Education Centre of George

Brown College of Alberta Denturists. She has worked with Denturists who require remedial education and provides consultation to Denturists in many theory and clinical areas. She has assisted denturists throughout Canada, the United States, and the United Kingdom in developing proper record keeping forms, infection control protocols, updates in oral pathology, periodontics, ethics and issues. Many of the courses have been recognized by jurisdictions and meet continuing education requirements or fulfill the requirements for remedial activities as required by regulatory boards.

Courses from Banff Academy for Business

Dealing With theirate Customer

An unavoidable part of customer relations is dealing with customers who are angry or upset. Sometimes employees react to these difficult situations by becoming defensive, or even rude. This interactive one-day work-shop teaches communication techniques that will help employees feel more confident and more comfortable when under pressure. Difficulties are solved more easily when employees join with customers to fight the problem, instead of each other.

Successful problem solving allows employees to feel a real sense of accomplishment and professionalism.

Emotions are complicated, but this workshop will help attendees to identify techniques that lead to solutions, and to internalize responses they can use when finding themselves caught up in a confrontation with a customer.

Fee: \$229.00 plus GST per attendee (includes course, manuals, continental breakfast and refreshments)

\$199.00 plus GST for 3 or more attendees from the same company

Dates: Calgary

Monday, May 26, 2003

Edmonton

Wednesday, May 28, 2003

The Banff Academy of Business
Suite 908, 1333-8th Street SW
Calgary, Alberta T2R 1M6
Toll Free: 1-877-334-4454
Fax: (403)229-4435
www.banffacademy.com

NAIT Courses

HC100 PRECEPTOR TRAINING HOME STUDY & ONE-DAY WORKSHOP

The Level One Preceptor Program includes a five-module, independent study, text-based learning package.

It takes 50 hours to complete the five modules. The second phase of Level One Preceptor Training is an 8-hour interactive workshop where the information in the modules is reviewed and given a practical context. The course is generic; that is, it can be used for any allied health group. Specific examples in the manual include references to a variety of health disciplines, while the break-out scenarios in the workshop are usually discipline-specific in their focus.

Fee: \$350.00

Course upon request

IDE60 FACEBOW & THE PARTIALLY OR FULLY EDENTULOUS PATIENT

8 hours, Fee: \$255.35

IDE61 ORAL OBSERVATION WITH PERIODONTAL SCREENING & RECORDING

16 hours, Fee: \$380.35

HC200 DENTAL APSEPSIS

6 months, Fee: \$225.00

HSC103 ANATOMY & PHYSIOLOGY

6 months, Fee: \$495.00

The following courses are available for Denturists by a single subject; some restrictions may apply:

1. Dental Science (55 hours)
2. Oral Health (64 hours)
3. Emergencies & Pharmacology (34 hours)

4. Nutrition in Dentistry (26 hours)

The above courses (1-4) will be for 6 months, Fee: \$225.00.

Please contact Nait for further information.



Dental Health Sciences
Room E101
11762-106 Street NW
Edmonton, Alberta
T5G 2R1

Phone: (780)471-8761
Fax: (780)491-3149
Email: dental @nait.ab.ca

College of Alberta Denturists

Order of Merit Award

Call for Nominations 2003

Deadline for Submission:	May 23, 2003
Purpose of Award:	To recognize past and present Denturists for their outstanding contribution to our profession.
Method of Application:	By Nomination
Frequency of Award:	Awarded annually

Notices

Clinic for Sale

Due to retirement, a well established (15 years) denture clinic is for sale in the heart of the Vancouver Centre area. Office offers low overhead, very good ventilation and excellent office layout. Good patient base, high quality clientele. Beautiful views of the mountains and ocean. Serious inquiries welcome. Please phone Faye Alexander at (604)875-6677.

Clinic for Sale

Well established clinic in the heart of Surrey, B.C. This 650 sq. ft. level entry office is close to all amenities. Shopping mall, Skytrain, Hospital, etc. For further information, please call (604)582-2722.

Clinic for Sale

Port Coquitlam is a growing community in the Tri Cities of Vancouver. The clinic has been open for 12 years now, is located in the heart of the city with plenty of parking, and is easily accessible. Any inquiries please call (604)944-4910 and ask for Michael Duncan, R.D.

Clinic for Sale

Business is for sale as Denturist is getting married and moving out of province. The clinic is located in the same building as a dentist who refers patients to the denture clinic, as well as a nursing home that calls only on Blomidon Denture Clinic. In

approximately a three hour span, there is only this Denturist and one more. The building is rented so only the practice is for sale. Please contact Michelle Simpson for more information at (902)681-0449.

Clinic for Sale

This part-time clinic located in Rocky Mountain House is for sale. Please call (403)844-2407, Friday or Saturday, or (403)276-2837 Monday through Thursday after 6:00 p.m.

Clinic for Sale/Lease

Denturist looking to either lease or sell existing rural practice. Please call (403)823-2840 for more information.

Clinic for Sale

Well established denture clinic for sale in rural central Alberta. There is a great patient base and opportunity for future growth. Practice is located in shopping mall with low overhead. Owner retiring to pursue other interests. Serious inquiries only please. Call (403)843-2836 in the evenings.

Clinic for Sale

Well established denturist practice available due to retirement. The purchase includes the office, operatory, laboratory and building containing living quarters and second story rental. Last three years have produced a six digit

income, in addition to eleven weeks vacation last year. The practice is located in some of the best hunting, fishing, and winter sports area in Montana. Current owner willing to stay on for a smooth transition if needed. If interested, please contact C.J. Conlan at 406-782-2900 for more details.

Employment Opportunity

Licensed Denturist or Dental Technician Wanted. Part time or full time position to begin immediately. Apply at Schaefer Denture Clinics or Schaefer Dental Lab at:
10054-112 Street
Edmonton, Alberta
T5K 1L9
Phone (780)488-7777
Fax (780)454-2874.

Employment Opportunities

Progressive Southern Alberta denture clinic seeking licensed Denturist, student Denturist, or lab technician for immediate full time position. Previous denture clinic experience an asset. To apply, please forward resume to: Gerard A. Mercier, DD,F.C.A.D. High River Denture Clinic
Box 5099
High River, Alberta
T1V 1M3
Fax: (403)652-2555
Email: gmercier@telusplanet.net

Employment Opportunity

Student Denturist Required
Apply at:
Schmitz Denture Centre
Edmonton, Alberta
Fax: (780)425-6673

Employment Opportunity

Great Business Opportunity for certified Denturist. Many options to explore. Lease clinic, associateship, competitive salary. Clinic established since 1984. We are looking for a long term commitment. Please call Mike at (403)782-6255.

Employment Opportunity

Denturist student wanted in Calgary. Student must be sociable and eager to learn. Potential for ownership. Please direct all inquiries to the College of Alberta Denturists at 1-800-260-2742 or (780)429-2330.

Employment Opportunity

Required for the Summer of 2003 or immediately, a part or full time licensed Denturist and/or lab technician for a community 30 minutes from Edmonton. To forward your resume or for more information, please contact the College of Alberta Denturists at (780)429-2330 or 1-800-260-2742.

Equipment Needed

Denturist opening clinic and requires the following pieces of equipment: handpiece (NSK), Pumice splash pan, flask clamps, and mounting rings for hand articulator. Also, if anyone has any extra equipment, please call Misty at (780)594-3636.

Equipment for Sale

Older dental equipment for sale. Items include:
Hydraulic J Chair \$500.00,
Ceiling Mount Dental Light \$400.00, Cox Rear Delivery System (with Cabinet) \$1500.00, NSK lab motor/handpiece (Volvere GX) \$700.00, Triad II curing chamber \$300.00
All Prices are OBO. Please call Bruce at (403)349-4431 or (403)460-9373.

Equipment for Sale

One blue Dental Chair with mounted light, \$800.00. Please call Ken Moore at (403)247-2021 if you are interested.

Equipment for Sale

Equipment and supplies from closed clinic. Dental chair and/or lights, desktop suction units, model grinders, sundries, etc. For a detailed list, please call (403)526-0020.

Equipment for Sale

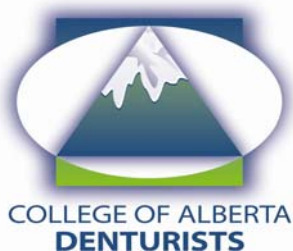
Old dental chair together with a rear delivery dental cabinet system for only \$500.00 or best offer. Our clinic is renovating and needs more space, so must sell. If interested, please call Dr. Lawrence Lai at (403)803-6386.

Equipment for Sale

Denturist Equipment for sale. The equipment was used for less than 6 years. There are approximately 22 items all together including the following: Lang Aquapress, Buffalo Dental Model Trimmer, L&R Ultrasonic Cleaner, Ten-case Acrylizer, Two Articulators, Two lathes: Red Wing 26 and Red Wing 26A. Please contact Hanna Hess at (403)240-4680 or email at hannahess@shaw.ca.

Equipment for Sale

Items include:
3 medium size rubber bowls (value at \$30.00 each), 1 Modular semi-adjustable articulator (value at \$600.00), 1 spring-bow (value at \$150.00), simple articulator (value at \$200.00), 2 bunsen burners, 1 single clamp to reline denture (value at \$150.00), 1 upper and 1 lower denture clasps with its own clamp (value at \$200.00). \$300.00 for all items together. Ask for Claudia at (403)374-1259.



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