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*This issue is dedicated
to the memory of
Harry L. Falkenberg
and
Cliff H. Parsons*

To Chart or Not to Chart – There is no question!

Sorry, the days of recipe cards for patient charts are gone.

The dental-legal requirements of appropriate charting are here and they will only be getting more stringent as time progresses.

In my job as the Complaints Director, I have had the opportunity to review numerous patient charts throughout the year. There is a variety of charts that are in use including: recipe cards, minimal information charts, charts that the Alberta Denturist Society created about ten years ago, current charts accessed from dental supply companies, filing/charting companies, and computer charting.

Question: Which is best?

Answer: The one that will be used and completed fully and has the current minimum requirements of acceptable charting!

Question: What does a chart need?

Answer: As a guideline and not to indicate a minimum or exhaustive list, a patient chart should have:

1. Area for patient contact information, date of birth, emergency contact person and numbers, dental insurance information, etc.;
2. Area for patient medical history;
3. Area for patient dental history;
4. Areas for updates of medical and dental histories;

5. Personal Information Protection Act consent form (could be a separate form or part of chart);
6. Area for recording intra-oral and extra-oral examination findings;
7. Area for recording updates and or dates to the intra-oral and extra-oral examination findings;
8. Area for recording current dental condition(s);
9. Area for recording patient chief complaint/ requirements;
10. Area for recording treatment plan(s) and fee(s);
11. Area for recording accepted treatment plan and fee(s) and consent to treatment;
12. Area for recording prognosis;
13. Area for recording dated treatment procedures which have been provided;
14. Area for recording financial matters. This should be a separate accounting type ledger;
15. Area for retaining copies of referral letters, letters received, radiographs, etc.;
16. Area for recording dates and information regarding follow-up correspondence such as recalls;
17. Area in the charting for Providers signature where applicable;
18. Area with Date and Signature blanks for the patient to fill in as related to Medical History, Dental History, etc. Additionally, you

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**College of Alberta
Denturists**

Council & Committees

President

Patrick Felt

Vice-President

Jody Nelson

John Burnham

Wade Klimpke

Steve Sailer

Hal Quilliam

Dr. Garnet Cummings

Registration Committee

Chair: Darron Ward

Dennis Baird

Geoffrey Haiden

Examination Committee

Chair: Michael Thomas

Chris Duncan

Misty Norton

Kevin Rapske

Merryl Schultz

Michael Weiss

Member Services

Committee

Chair: Travis Dalquist

Michael Brennan

Douglas Lee

Professional Services

Committee

Chair: Blaine Cassios

Gerard Mercier

Troy Thompson

Staff

Registrar

Charles Gulley

Office Manager

Lorrie Rees

Reception

Dayna Lawrence

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should also have the patient update the form with any changes on a yearly or even 6 month basis (if applicable), and the patient should sign and date any updates that are done.

Question: Is this all necessary?

Answer: Yes.

Question: Why?

Answer: To put it simply; no record, no defense. If a patient files a complaint with the College of Alberta Denturists or begins civil litigation, your patient chart will almost always be the difference between your statements being defensible and not being defensible.

We all know that patients tend not to remember everything that you have said and or told them, and in times of duress, patients sometimes “revise” what has been said, done and the related dates. Your charting, accuracy of charting and completeness of charting, will provide for a “record” of what had transpired between the parties.

In this day and age it is more important than ever before, to provide all patients with all viable treatment options, full disclosure of the fees, treatment prognosis, consequences of not completing treatment, follow-up procedures and post-treatment needs. Providing patients with personalized, written information and directives and maintaining a copy in the patient chart will make for a very strong argument if a need ever arises.

In closing, all practitioners should review their charting procedures and ensure that they are up to minimum standards. How do you determine this? I would suggest that if you have been practicing for a few years, it would be worthy of your time to take a dental record keeping course which additionally, would apply to your required continuing competency requirements.

This article is provided for information purposes only. Legal advice from your own lawyer should be obtained regarding particular issues or concerns.

*By Mr. F. Charles Gulley, DD, F.C.A.D.,
Registrar and Complaints Director for the
College of Alberta Denturists*

Dr. Tim McGaw – Oral Pathology Course Links

For those who attended Dr. McGaw’s courses at the 2004 Convention and Educational Symposium, you were advised that he has a website which can be accessed to provide links related to Oral Pathology, Case Scenarios, etc.

The link is: **<http://dent.ualberta.ca/webmcgaw/index.htm>**

Notice of Hearing Tribunal Orders

Pursuant to the Judgments of Tribunals and resulting Orders, the College is publishing the outcomes of two Hearing Tribunal Hearings as directed in those Orders.

1. Regulated Member: Name not to be disclosed.

On April 16, 2004, a Hearing Tribunal heard the matters related to a complaint which had been forwarded to the Hearings Director for commencement of a hearing.

Findings:

1. Regulated Member is guilty of unprofessional conduct contrary to Section 1(1)(pp)(xii) of the Health Professions Act of Alberta.

Orders:

1. The findings of the Hearing Tribunal shall be published in the normal manner by the College of Alberta Denturists, without mention of the name of the Regulated Member affected.
2. The Regulated Member will not be the subject of any further sanctions by this Hearing Tribunal.

2. Regulated Member: Ms. Nancy Stratton

On May 7, 2004, a Hearing Tribunal heard the matters related to a complaint which had been forwarded to the Hearings Director for commencement of a hearing.

Findings and Orders:

1. Ms. Nancy Stratton is guilty of unprofessional conduct contrary to Section 1(1)(pp)(ii) and (xii) of the Health Professions Act of Alberta. (Charge 1)
2. Ms. Nancy Stratton is guilty of unprofessional conduct contrary to the College of Alberta Denturists By-Laws, Section 3.12.1. (Charge 2)
3. Ms. Nancy Stratton is guilty of unprofessional conduct contrary to the College of Alberta Denturists By-Laws Section 3.13. (Charge 3)
4. Ms. Nancy Stratton is guilty of unprofessional conduct contrary to Section 38(1) of the Health Professions Act of Alberta and the College of Alberta Denturists By-Laws Section 4.2. (Charge 4)
5. Ms. Nancy Stratton is guilty of unprofessional conduct contrary to the College of Alberta

Denturists Regulations Section 11(1)(d) by failing to submit forms as required by the College of Alberta Denturists Continuing Competency Rules, Section 6.1. (Charge 5)

6. Ms. Nancy Stratton is guilty of unprofessional conduct contrary to Section 1(1)(pp)(vii)(B) of the Health Professions Act. (Charge 6)
7. Ms. Nancy Stratton is guilty of unprofessional conduct by failing to respond to a patient's request for information on or about February 01, 2003 through September 31, 2003 and any such dates that may be relevant. (Charge 7)
8. Ms. Nancy Stratton is ordered to pay the total costs of these proceedings to a maximum of two thousand (\$2000.00) dollars.
9. Ms. Nancy Stratton is ordered to pay a fine in the amount of one thousand (\$1000.00) dollars for her conviction of Charge 1.
10. Ms. Nancy Stratton is ordered to pay a fine in the amount of one thousand (\$1000.00) dollars for her conviction of Charge 7.

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11. The College of Alberta Denturists shall publish the outcome of these proceedings, including the name of Ms. Nancy Stratton, in the College's newsletter in the first issue following receipt of these findings and orders.
12. Ms. Nancy Stratton shall successfully complete, at her cost, the courses as recommended by Council for the College of Alberta Denturists, within one year of receipt of this order.
13. The Complaints Director of the College of Alberta Denturists shall exercise discretion in accepting equivalency for the courses recommended, if in his/her view, Ms. Nancy Stratton has made a good faith effort to acquire the designated courses.
14. The Complaints Director of the College of Alberta Denturists shall exercise discretion in the granting of extensions of the time permitted to complete the required courses if, in his/her view, Ms. Nancy Stratton is making a good faith effort to complete the required courses within the specified time period.
15. Pursuant to Section 82(1)(i) of the Health Professions Act of Alberta, Ms. Nancy Stratton is ordered to repay the amount of six hundred (\$600.00) dollars to Ms. C. Meirr.
16. Ms. Nancy Stratton shall not be eligible for reinstatement to the College of Alberta Denturists until all previous conditions of this Judgment are met.
17. In the event Ms. Nancy Stratton is re-instated by the College of Alberta Denturists, she shall not be allowed to be a preceptor for the purpose of mentoring an intern for the period of five (5) years following her re-instatement.

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. Marc DeBellefeuille
 Mr. Oscar Kers
 Ms. Michelle Nelson
 Mr. Robert Richardson
 Ms. Laura Shoemaker

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

New Registrants

The College welcomes the following new Regulated Members:

Ms. Kimberley Ankermann	Mr. Douglas Evans
Mr. Michael Hansen	Ms. Tina Kowalski
Ms. Trisha Luyendyk	Ms. Diane Plasse

Registrations Cancelled

The following are individuals who had their registrations cancelled due to non-compliance 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 December 01, 2004):

Mr. Dale Graber
 Ms. Nancy Stratton

Deceased

The College regrets to announce the passing of the following:

Mr. Harry Falkenberg
 Mr. Clifford Parsons

Titles and Initials

It has been indicated on numerous occasions that members are unsure of what they can call themselves and what initials they can place after their names.

Schedule 8 of the Health Professions Act is the Schedule for the Profession of Denturists. In this Schedule is a section entitled "Use of Titles" which states:

A regulated member of the College of Alberta Denturists may, as authorized by the regulations, use any of the following titles:

(a) dentist

The Denturist Regulation in Section 13 states:

Subject to an order made under Part 4 of the Act, a ratified settlement or an order made under Section 25, all regulated

members may use the title "denturist" and "registered denturist".

Titles used may only apply to the related provision of services of the Regulated Member. Part 7 of the Health Professions Act, protects titles and provides indication as to who may call themselves a regulated member, college, doctor, etc.

The Denturist Association of Canada has registered the Certification Mark of DD which is used to indicate the provision of denturist services. The College of Alberta Denturists recognizes the use of DD for the Regulated Members of the College. There is some confusion with the use of these initials; "dd" "d.d." and "D.D." are also seen, but only DD is a registered and accepted initial.

The Canadian Academy of Denturism has registered the

Certification Mark of F.C.A.D. which is used to indicate a fellow of the Academy. The College of Alberta Denturists recognizes the use of **F.C.A.D.** for those Regulated Members of the College who have been admitted as a Fellow of the Canadian Academy of Denturism.

Individuals who have a baccalaureate or master degree and have provided the College with evidence of that degree may also use the initials related to the granted degree. However, if an individual has a doctorate degree, they cannot indicate they are a doctor in relation to their provision of denturist services.

Therefore, Regulated Members of the College of Alberta Denturists may use the title of "denturist" or "registered denturist" and may use the initials of "DD" and if applicable, "F.C.A.D."

Available from the Queen's Printer

The Health Professions Act (HPA) is available for purchase from the Queen's Printer or can be downloaded in text format from:

http://www.qp.gov.ab.ca/documents/Acts/H07.cfm?frm_isbn=077972917X

The Denturist Profession Regulations are also available from the Queen's Printer or can be downloaded in text format from:

http://www.qp.gov.ab.ca/documents/Regs/2002_186.cfm?frm_isbn=0779713281

Queen's Printer
Main Floor, Park Plaza
10611 – 98 Avenue
Edmonton, Alberta
T5K 2P7
Phone: (780)427-4952
Fax: (780)452-0668
Website: www.qp.gov.ab.ca

Comments Requested from the Regulated Members

The following documents have initial approval by the Council of the College of Alberta Denturists; however, as per the Health Professions Act, Regulated Members are to review and provide comments on these documents.

The Council is requesting Regulated Members review and provide type-written comments regarding the Standards of Practice and Code of Ethics for the College of Alberta Denturists, on or before January 14, 2005.

College of Alberta Denturists

STANDARDS OF PRACTICE

The practice of denturism means:

- The provision of professional services, including the restricted activities, which are permitted under the Health Professions Act and the Denturist Regulation, which encompass but is not limited to, diagnosis, pre-treatment, treatment and post treatment of a patient.
- The professional administration of clinical, laboratory, and business practices related to the Profession of Denturism.

Responsibilities

- The needs and well being of the patient are paramount.
- Provide appropriate care of your patients, treating them with respect and do not exploit them for personal gain or advantage.
- Practice the profession of Denturism competently and without impairment.
- Practice within your competence and limitations; where necessary, refer for additional opinions and services.
- Support and provide for the advancement of the Profession.
- Exhibit knowledge of the Health Professions Act, the Denturist Regulation under that Act, and the Bylaws of the College of Alberta Denturists.

Ethics

- Practice the profession with respect to the guidelines and confines of the Code of Ethics.

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Principles of Business

- Apply the principles of general business including but not limited to, accounting, record keeping, and proprietary and corporate implications on your practice, applicable tax laws, employment and management requirements, insurance requirements, and licensure.

Communication

- Apply a knowledge and ability to communicate in both written and oral forms with patients, peers, other professionals, staff, and the general public.

Bio-Sciences

- Demonstrate a working knowledge of the advanced principles of head, neck, and oral anatomy, human physiology, gnathology, gerontology, psychology, periodontology, pathology, implantology, and microbiology.

Dental Prosthetic Services

- Have knowledge and ability to describe the theoretical basis of prosthetic care.
- Demonstrate a working knowledge of both the clinical and laboratory requirements in the provision of removable dental prosthesis, including both patient and practitioner removable prosthesis. This includes proper documentation, diagnosis, treatment planning, and selection of appropriate dental materials.

Dissolution of Patient-Practitioner Relationship

- Without limiting a practitioner's right to refuse to provide professional services to a patient for legitimate reasons, a practitioner is obligated to inform the patient of a personal circumstance or belief, which would influence treatment.
- Upon initiation of treatment, a practitioner must continue to provide treatment until services are no longer required or desired by the patient or until another practitioner has taken responsibility for the patient, or if you have provided the patient with reasonable notification that you are dissolving the relationship.

Self Analysis

- Demonstrate skills required in self-evaluation, problem solving, and constructive criticism.
- Demonstrate an understanding that self-regulation of the profession is a privilege, and that each practitioner has a continual responsibility to merit this privilege.

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Patient Management

- Provide professional services to all patients regardless of age, gender, cultural or ethnic origin, physical or mental disabilities, political affiliation, medical condition, religion, sexual orientation, or socio-economic status. This does not supersede justifiable dismissal of a patient.
- Respect the patient's right to confidentiality within the law.
- Provide and manage referral of patients to required and appropriate health care providers.
- Maintain proper and complete patient records.
- Document all interactions with patients and other care providers.

Treatment Planning

- Demonstrate the ability to provide different treatment plans for a patient.
- Demonstrate the ability to estimate success, explain advantages and disadvantages of different treatments.
- Attempt to ensure that the patient's wishes and desires are incorporated into a suitable treatment plan.

Denturists Providing Internship

A Denturist, who has an Intern working under his or her supervision, shall:

- Complete any documentation required or requested by the College.
- Ensure that the Intern has a satisfactory work experience; this includes an opportunity to participate in the full range of work, use of materials and techniques, including those as outlined in the guidelines prepared by the College, with respect to Internship.
- Comply with all College requirements regarding Internships, including allowing visitations by the College or its appointee, for the purpose of reviewing the standard of work experience being provided.

Denturists providing Intern Supervision are reminded that it is a privilege to have an Intern, not a right. Further, it is required that an Intern be under the supervision of the preceptor for the duration of the Internship, and that the supervision be consistent with the guidelines of the Denturist Regulation regarding Internship.

Sterilization

- Demonstrate aseptic techniques and environmental controls to ensure adequate hygienic environment, including the understanding and implementation of Universal Precautions is required.

Continuing Education

- All Denturists must expand their knowledge of the profession with the use of approved Continuing Education Courses.

College of Alberta Denturists

Code of Ethics

PREAMBLE:

The practice of Denturism is a relationship between the Denturist, the Patient and Society in which the Denturist treats Patients to improve and maintain their oral health. The Denturist acknowledges the inherent need for collaboration between the Denturist, the Patient and other Professionals where appropriate to obtain and maintain optimum oral health.

The Code of Ethics defines acceptable behavior, promotes professional standards and educates the Public about the profession's aspirations, ethical values and standards. Additionally, it also provides the benchmark for members to use for self evaluation. Members of the College must adhere to the Code of Ethics in relationships with the Public, Patients, Colleagues and with members of other Professions.

Ethical Denturists Will:

1. Have as their first consideration the well-being of their patients above their own.
2. Uphold the honor and dignity of the profession by maintaining integrity and ethical behavior.
3. Practice in a safe, aseptic and professional environment.
4. Charge fair and reasonable fees to Patients for the treatment provided.
5. Understand and adhere to the requirements of the Health Professions Act, the Denturist Regulation and the By-laws of the College of Alberta Denturists.
6. Where appropriate, inform the College when a physical or mental condition has affected, or may affect over time, their ability to practice safely or competently.
7. Where appropriate, inform the College when another Denturist has committed Professional misconduct.
8. Recognize their scope of practice and work within their abilities.
9. Aspire to exceed the Continuing Competency requirements of the Health Professions Act, the Denturist Regulation and the College's Continuing Competency rules.
10. Ensure that their conduct is above reproach and that they will not take physical, emotional or financial advantage of their Patients.
11. When dealing with another Practitioner's Patient in an emergency situation, attend to that emergency only and then refer the Patient back to the original Practitioner who should be informed of the conditions found and the treatment given.

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12. Not abandon their Patients or refuse to render or provide for the emergency care of their Patients.
 13. Secure Patents and Copyrights if they and the remuneration derived from them are not used by any person to unduly restrict research or unreasonably deprive the public of the benefits of the Patented or Copyrighted material.
 14. Share the knowledge of their discoveries and research to all on a reasonable basis when these discoveries are useful in safeguarding or promoting the health of the public.
 15. Not accept any unethical benefit, either directly or indirectly, from any person or entity for the referral of a patient.
 16. Not hold out to the public as exclusive any agent, method or technique employed by them.
 17. Maintain the honor and dignity of the profession when promoting themselves in the public media.
 18. Keep accurate records of all clinical findings, diagnosis, treatment, prognosis and referrals.
 19. Recognize the Patient's right to seek a second opinion.
 20. Ensure that the Patient's right to medical and personal confidentiality is respected except as required by law.
 21. Inform the Patients of alternative treatments that may be available to them.
 22. Support the advancement of the profession through local, provincial and national associations and organizations.
 23. Not pass judgment on the work of other Practitioners unless they have full knowledge of the case history and records of the Patient.
 23. Respect the rights, dignity and diversity of all people.
 24. Faithfully adhere to the College of Alberta Denturists Code of Ethics Principles Document.
-

Denturists as Professionals: The Legal Framework and Ethical Obligations

Even though the media is filled with references to professional carpet cleaners, professional roofers and even professional athletes (to give just a few examples), the word *professional* has a distinct legal meaning and there are very definite criteria that must exist before a person is a professional in the eyes of the law. Significantly, the law also imposes special obligations and duties on persons who have the legal status of a professional. Of course, since the *Health Professions Act* (“HPA”) now governs the profession of Denturism those obligations and duties apply to Denturists.

Elements of a Profession

The term *professional* usually refers to a distinct group whose members possess special skills or knowledge in an advanced area of learning. Historically, medicine, law and dentistry were commonly referred to as professions. Today, particular fields are designated as professions by statute. In Alberta, the *Regulated Accounting Profession Act*, the *Legal Profession Act* and certainly the HPA are examples of the kinds of legislation which create professions.

From a general prospective, there are five elements which create and distinguish a profession and its members from other jobs or careers.

➤ *Required Education* – Usually, potential members of a profession must successfully complete a prescribed course of study at an accredited institution. As well, under the HPA persons can attempt to become regulated members of a College by establishing that they have substantially equivalent education and qualifications or that they are registered as a member of the profession in a recognized outside jurisdiction.

➤ *Registration* – To practice as a member of a profession, an individual must be registered with the appropriate governing body and maintain a license issued by that body. The College of Alberta Denturists, the Alberta Dental Association and College and the Law Society of Alberta (to name only a few) are examples of professional regulatory bodies in Alberta. In addition, maintaining registration can involve everything from payment of yearly fees to satisfying continuing competency requirements.

➤ *Right to Title* – Only those individuals who have satisfied the educational and registration requirements of a profession can represent themselves to the public as members of that profession. This is normally referred to as “right to title” and means that, for example,

only a member of the College of Physicians and Surgeons can call himself or herself a medical doctor. Similarly, no one other than a regulated member in good standing of the College of Alberta Denturists can represent himself or herself to the public as a Denturist or use that title.

➤ *Exclusivity* – Historically, members of a profession were often granted the exclusive right to practice in a particular field. For example, only a doctor could practice medicine. Under the HPA, the “exclusive scope of practice” model has been replaced with the concept of “restricted activities”. Schedule 7.1 to the *Government Organization Act* – and not the HPA itself – contains a list of restricted activities that are deemed to be the most serious, significant and, if not carried out by a qualified professional, potentially harmful health care services. Under the HPA and, more specifically, each profession’s Regulation, the members of a profession can be given the right to perform the restricted activities that fall within their professional duties.

It should be remembered that any degree of exclusivity (and the resulting creation of a

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monopoly or quasi-monopoly) has the effect of limiting the number of people who can practice the profession which in turn allows its members to charge certain fees for their services.

➤ *Self-Regulation* – One of the most important differences between a profession and other jobs or careers is self-regulation (also referred to as “self-governance”). By creating legislation to regulate a particular field, the government gives the profession authority over its members’ conduct in their professional capabilities. At the same time, a governing or regulatory body is responsible for establishing and maintaining appropriate ethical, technical and, in the case of health care professions, clinical standards. Cumulatively, this legislated authority empowers regulatory bodies (such as the College of Alberta Denturists) to carry out the primary purpose of self-regulation: ensuring protection of the public.

Ethical Obligations of Professionals

Because professionals possess special skills and knowledge and because members of the public place their trust and confidence in those persons, the law imposes high ethical and moral duties on professionals in terms of how

they serve their clients and patients. This is particularly true in the health care field where patients seek professional advice and treatment for the most important commodity of all: personal health and well-being. Significantly, the College of Alberta Denturists has created a Code of Ethics and Standards of Practice which governs Denturists.

In addition, professionals have an implied obligation and responsibility to ensure that their skills consistently meet a high level of competence. Professionals must also continually update their knowledge and must be aware of new developments in their field. Simply put, in the eyes of the law a professional must never stop learning. This is reflected in the continuing competency program which the College of Alberta Denturists is required to administer under the HPA.

From a broader perspective, it should always be remembered that the ethical and moral duties of professionals are extensive and encompass a wide variety of areas. For example, commentators in the health law field have stated that professionals have an obligation to disclose their mistakes to their patients – even if the patient is unaware of the mistake – as part of the duties of faith, honesty and candor arising from the trust and confidence that patients place in them. As well, it is clear that members of a profession have a

duty to act courteously and professionally in dealing with members of other professions. Similarly, professionals also have a clear duty to respond in a timely manner to any communications from their regulatory body.

Self-Regulation and Ensuring Public Protection

Not surprisingly, creating professions and instituting self-regulation is designed to ensure that members of a profession practice safely, competently and ethically. In short, the overriding paramount principle of self-regulation is public protection.

In order to achieve that objective, regulatory bodies establish and update the minimum requirements for entrance into a profession. In addition to establishing standards of practice and codes of ethics, these entities also have the authority to create continuing competency and peer review processes to ensure that members of a profession continue to practice competently and safely throughout their careers.

Additionally, as part of self-governance, most professional legislation (including the HPA) gives a profession jurisdiction over certain aspects of their members’ activities. This can involve the creation of different entities within a governing body (such as registration committees,

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continuing education committees and peer review committees) but the most significant part of any self-governing profession is likely to be the creation of a professional discipline process. In most cases, this process gives a committee the power to review instances of unskilled practice or professional misconduct which may have been committed by members of a profession (unskilled practice usually relates to technical incompetence while professional misconduct usually refers to unethical or immoral behaviour). The HPA collectively refers to that

behaviour as “unprofessional conduct”.

In the most serious circumstances, that can result in a hearing before a regulatory body’s discipline committee (referred to as “hearing tribunals” under the HPA). A discipline hearing involves entering evidence and can include calling witnesses who answer questions regarding the facts giving rise to the “charges” against the member. If a professional is found to have committed some type of unprofessional conduct, that individual can be subject to a number of orders, including reprimands, restrictions on practice, suspension of license or

the requirement to undergo counseling to name just a few.

In summary, being a member of a profession has a distinct legal meaning. If someone is a member of a legally recognized profession then that person’s professional activities can be the subject matter of discipline proceedings if they constitute what can commonly be referred to as either unskilled practice or unprofessional misconduct. At a minimum, being professional beings with it increased obligations to practice ethically, morally and competently.

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

The Use of the Alberta Denturist Society Logo

There are still some individuals who are using the old Alberta Denturist Society (ADS) Logo in their advertising, yellow page advertisement, letterhead, business cards and envelopes.

As you all know, the ADS ceased to exist upon proclamation of the

Denturist Regulation under the Health Professions Act on September 1st, 2002. Further, at that time, all members were to cease using the ADS logo immediately.

You are reminded that you must not use the ADS logo in any way,

shape or form. Further, the College will no longer accept “reasons” for the continued use of this logo.

Additionally, please be advised that you also cannot use the College of Alberta Denturists logo in any way, shape or form.

In Memoriam

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

CLIFFORD H. PARSONS

Cliff Parsons, a long time Alberta Denturist Society member, passed away in Calgary, Alberta on December 28, 2003 at the age of 77.

He began his career in the denturist profession in 1940 when he was 14 years old by delivering dentures on a bicycle – even through the harsh Winnipeg winters. At the age of 17, he joined the navy and following the end of the war returned to work at a denture clinic. By 1962, Cliff had a briefcase full of subpoenas as denturism was illegal in Manitoba. He decided to pack up his family and move to Calgary where he could practice as a denturist as it had been legal to do so in Alberta since 1961.

Cliff began work at Hillhurst Denture Clinic in Calgary and immediately received a student denturist certificate. Alberta had yet to develop an exam for denturism students as the existing denturists had a license due to the “grandfather clause”. A student certificate did not satisfy Cliff and he insisted they develop an exam for him to take to receive his license. He became the first denturist in Alberta to write and pass a licensing exam in 1964.

Cliff continued to work at

Hillhurst Denture Clinic until he bought Associated Denture Clinic in 1969. He continued to practice until he retired in 1999 at the age of 73.

Cliff’s family remembers him as a denturist whose prime concern was his patients. He was never out to make a buck, he was only worried about making his patients happy and they loved

him. Cliff had a memory like an elephant. He knew every patients teeth without even looking at the name and he remembered everything they ever told him concerning their family, etc. He was always willing to share his expertise.

He had a devotion to and a passion for denturism that was insurmountable.



Ed Thompson, R. W. Mitchell and Cliff Parsons in 1964 when Cliff received his certificate after passing the Alberta exams.

In Memoriam

HARRY FALKENBERG

Harry Falkenberg passed away March 27, 2004 at the age of 91.

One of his first jobs in the dental field was as an apprentice at Dominion Dental Laboratory. He eventually opened up his own commercial laboratory, Falkenberg Dental Laboratory in Calgary which became the largest in western Canada. Harry sold the lab to Shaw Dental Laboratory from Winnipeg in 1947. Three years later, Harry and Cliff Whitehead opened the Associated Dental Laboratory in Calgary and were the first to put their name in newspaper and telephone book advertising and was the first legitimate laboratory working for the public.

In 1953, Harry left Associated Dental Laboratory and moved to Edmonton where he opened a commercial laboratory on the south side. He then moved to Lethbridge and opened the Associated Dental Laboratory with Walter Dietrich but soon moved back to Calgary where he met Clarence Phipps. Together they opened Hillhurst Dental Plate and Repair Laboratory in 1954. J. D. McGhie joined the two men in opening a second office in downtown Calgary – Amalgamated Dental Laboratory.

In 1958, Falkenberg bought out Hillhurst Laboratory and ran it on his own until he sold it in 1969.

On December 16, 1961, the Certified Dental Mechanics Act was passed by the Alberta Legislature and Harry, along with twenty-six others, became the first to receive certificates of proficiency as dental mechanics. Harry was presented with certificate number 10. He was a member of The Alberta Certified

Dental Mechanics Society and served as first vice-president in 1965 and director in 1968.

In addition to Harry being a Denturist, he also did facial restorations and nose and hand prostheses for cancer victims. This work was very much appreciated by his patients.

Harry had a successful career as a Denturist and will be missed by many.



Harry Falkenberg, being presented with his certificate of proficiency on December 16, 1961 by James P. White and Charles Johnston.

Report from the Panel on Association Activities for the College

The Council of the College of Alberta Denturists has received correspondence from the Director of Health Workforce for the Government of Alberta, regarding our College role and our request to have the authority for membership in a practitioner based National Association; we have approval to obtain such membership.

The Director further indicated that a College can engage in Association type activities which will enhance the professional capacity of its Members. For example, the College may wish to provide services such as educational programs or practice consultations, since these activities will contribute to Members' competency and quality of care provided. While these are not considered to be a College Regulatory function, they are

considered within a College's legislated role.

Following this direction, the College of Alberta Denturists initiated discussion with the Denturist Association of Canada (DAC), to pursue the issue of membership within the DAC.

The current DAC By-laws do not permit for Regulatory Bodies to have membership in the Denturist Association of Canada. Our proposal to them was for the constituting of a Subcommittee of the College, to become the Membership arm to the DAC; this was not acceptable to the DAC. The DAC has indicated that it continues to be an Association of Associations and that it would not be appropriate for a Subcommittee of a Regulatory Body to be a member

and the voice for Alberta Practitioners'.

As such, the College cannot secure membership with the DAC and further, the DAC has no interest in allowing for Alberta Practitioners to individually join the DAC.

The Panel is now focusing its efforts on what other activities that can be provided to the membership which are not considered to be a Regulatory function.

Additional information will be provided to the Members when available.

*Submitted by
Mr. Steven Sailer, DD
Panel Chairperson*

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Information from the Membership Services Committee

Alberta Human Resources and Employment

Alberta Works-Learners Medical Benefits

Effective August 1, 2004, approximately 14,000 households with Learners who receive funding to attend full time training through Human Resources and Employment, will be eligible for basic health coverage.

The dental coverage (Schedule B) will be available to learners, their spouse or co-habiting partner and their dependent children who are

18 or 19 years old and attending high school. As is the current practice these cards must be presented when obtaining dental services.

Once the funding is approved a Health Benefit Card (HBC) will be mailed to the learner. The Learners HBC will include the Recipient's full name and file number; Dependents full name (spouse and children, including 18 and 19 year-olds still attending high school) and the

Group and Section numbers.

The exceptions will be those persons covered by the Government of Canada and in the case of persons with private insurance, then that plan must be billed first.

For further information, please contact the Alberta Dental Service Corporation at (780)426-7526 or 1-800-232-1997.

Update Regarding Seniors Dental Coverage

The Membership Services Committee of the College of Alberta Denturists recently sent a letter to Stan Woloshyn, Minister for Alberta Seniors, regarding the government's news release which indicated an increase in dental coverage for seniors.

The Committee has received a response from the Minister,

which indicates the following:

“The increased coverage for dental and optical needs will be effective April 2005. The coverage will be a progressive, co-pay benefit with benefits based on income. Maximum benefits will be targeted to low-income seniors. The new coverage will help many seniors

who are not eligible for current dental and optical assistance provided through the Special Needs Assistance for Seniors (SNAFS) Program.”

You will be advised forthwith of any further details on the “new” program.

Veterans Affairs Canada

Veterans Affairs Canada (VAC) centralized the pre-determination functions of its Dental Services Program on January 1, 2003 as was communicated to dental providers in December 2002. VAC Dental Policy was revised at that time, introducing some benefit and processing changes. This provider bulletin outlines and clarifies these changes.

Pre-Determination Requests

Effective January 1, 2004, pre-determination requests, treatment plans which either singly or together exceed the annual \$600 basic limit, denture claims over frequency/ dollar limits, and supporting x-rays, information and rationales must be forwarded to:

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

New Toll-Free Numbers – Effective January 5, 2004, for provider inquiries please call between 8:30 a.m. and 4:30 p.m. local time zones:

English: 1-866-811-6060
French: 1-866-812-5050

Pre-determination requests submitted without appropriate x-rays and supporting information will be returned to the provider.

Claims Not Requiring Pre-Determination

Claims which do not require pre-determination, as well as claims which have been pre-determined and assigned a registration number, **must be submitted directly to your local Blue Cross office for payment. VAC does not process any provider payments, therefore any questions regarding your payments should be directed to your local Blue Cross office.**

Provider Payment

Effective January 1, 2004, to be equitable to providers and clients across the country, fees paid to dentists and denturists will be **90% of their current year Provincial Association Fee Guide**. Specialists will continue to be paid 100% of their current guide, or 115% of the current year GP guide where no current specialist fee guide exists.

Program Clarification

The Dental Services Program is designed to cover a range of basic dental services to meet the clients' essential needs.

Standard or centric dentures and related services are covered under separate frequency and dollar limits. Services that fall within frequency and dollar limits do not require pre-determination. All other treatments, including those which exceed program limits, must be pre-determined.

Fee and Frequency Limits

Basic Dental Program

- \$600 per calendar year for basic diagnostic and restorative services is covered without a requirement for pre-determination. Any treatment over the annual dollar limit must be pre-determined by VAC.
- Implants, equilibrated or any dentures other than standard, are excluded benefits.

Dentures

Basic services, such as standard dentures, repairs and minor adjustments may be provided without pre-determination within frequency and dollar limits. The new dollar and frequency limits established January 1, 2003 must continue to be followed as outlined below:

- Dentures - \$2,000 maximum, every 7 calendar years.
- Denture frequency – standard dentures (one upper and one lower) every 7 calendar years
- Basic services, such as repairs, relines - \$500 maximum, every 7 calendar years
- Relines/ rebases – 1 per arch every 3 calendar years

For further information or any questions please contact the National Provider Relations Toll-Free line at 1-800-842-4400.

Computer Maintenance 101

If you use a computer or if you are thinking of using a computer, there are a few very important issues you need to consider in order to keep your computer working the way you want it to...

Firewalls

One of those fancy computer buzzwords you often hear, but what are they? Well, here's an easy explanation: Having a connection to the internet is like leaving your front door wide open, allowing anybody to walk into your home. The most common forms of intrusion are automated programs written by bad people. These programs search the internet for unprotected computers and attempt to get personal information or activate harmful viruses. A firewall acts as a security guard, standing at your open front door, allowing only those with authorization to enter.

You may have heard the terms "software firewall" and "router". Either a software firewall or certain routers can protect your computer from outside threats. Software firewalls can be appropriate for single, personal machines. However, they can also be quite difficult to configure and often end up harassing the user with frequent prompts that are not always easily understood. They have also been known to slow your

computer down and conflict with other applications. A router is a less-complicated piece of external hardware that can serve the same purpose of protecting your computer from unwanted intrusions. The router stands separate from your computer and no software installation is required.

Recommendation: *Linksys Router... and call us for advice on how to properly hook it up (sometimes additional steps are required with some internet providers like Telus)*

Antivirus Software

Routers and firewalls may protect against outside intruders,

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but it does not protect against the viruses that you unknowingly bring in to your computer yourself – through e-mails, disks, or things that you download off the internet. For this, you need virus detection software. Be sure that you configure your antivirus software to automatically check and install updates. You should do a full system scan once per week.

Recommendation: *Norton Antivirus or McAfee VirusScan*

Backups

Of course, the best method of security for your computer is to keep regular backups of your valuable data. This way, no matter what tragedy occurs, you can always restore your important information. Most new computers have the ability to write to a CD and this often is the most affordable and secure way to store your backup data. You should backup your data every day and always have a relatively recent backup stored off site. If your office burns down you don't want your backup CD's to all burn too! The frequency that you take a CD with backup data home is dependent on your level of risk tolerance – i.e. how many days worth of data do you want to re-enter if you have to revert to a backup?

Recommendation: *CD burner, DVD burner, Zip Drive or External Hard drive and store backups off site!*

Windows Update

One very often neglected but crucial part of having a smooth running computer is to regularly update your Windows operating system with the free updates provided by Microsoft. If you have an internet connection,

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simply press your “Start” button and then find and press the Windows Update icon. Choose Express install and Microsoft will check what updates you need.

Recommendation: Run Windows Update and accept strongly recommended/ critical updates

Prevention of Pop-Up Windows

Even a basic router will prevent some types of pop-up windows. However, if you find you are still plagued with windows opening without your request, then we recommend you download the free Google Tool Bar, which has many features including a decent pop-up blocker. If you still have problems, then you can consider downloading and running another free program called “Ad-

Aware”. This program attempts to detect and uninstall pop-up launchers that you may have inadvertently downloaded.

Recommendation: Google Tool Bar from <http://toolbar.google.com/> and Ad-Aware from <http://download.cnet.com/downloads/o-10106-108-63806.html>.

E-Mail Precautions

Avoid unsolicited e-mails with attachments. Ensure that your AntiVirus program is configured to automatically detect viruses in e-mail attachments. It is also a good idea *not* to preview your emails in MS Outlook or Express. That is, do not have the content of the e-mail automatically displayed to you when the e-mail is selected. To find instructions on how to turn this feature off, go to the Help Menu and search for “preview pane”.

Surf Carefully

Do not use your business computer to download entertainment music or videos. When surfing the internet, browse only topics and websites of a reputable nature.

You’ve blocked all outside intruders, you’ve protected yourself against viruses that you unknowingly let in, and you can gracefully recover from any problems that cause you to lose your data. So our final recommendation is to use a “newer” well-built computer from a reputable company...but that is another article in itself.

Dean Fenwick is the principal architect for DOM (Denturist Office Manager) – complete practice management software produced by Specialized Office Systems. Call 1-800-495-8771.

2004 Convention and Educational Symposium

The Professional Services Committee would like to thank on behalf of the College and the Convention Attendees, the following for their support:

Ash Temple	J. Morita USA	Specialty Tooth Supply
Aurum Crest Dental Laboratories	Lab Depot Ltd.	Straumann Canada Ltd
Central Dental Ltd.	Mid-Continental Dental Supply	Sure Cast Dental Lab
DenPlus Inc.	Morgex	Vident
Dental-U Inc.	National Leasing Group Inc.	Westan Distributors
Dentsply Canada Ltd.	Nobel Biocare Canada Inc.	Zimmer Dental
Hendrickson Gower, Massing, Olivieri	Peter Scott	
Henry Schein Arcona Inc.	Quikcard Solutions Inc.	
Heraeus Kulzer Jelenco	Shaw Laboratories (Edmonton)	
Ivoclar Vivadent Inc.	Specialized Office Svstems	

Continuing Competency

Continuing Competency Hours for 2004

Those Regulated Members, who have not obtained the minimum **ten (10) hours** of continuing competency in 2004, are reminded that they have until **December 31, 2004** to submit an Annual Continuing Competency Reporting Form and enclose substantiating documentation for courses successfully completed in 2004.

Failure to complete the minimum number of hours **will** result in delay of the issuance of a Practice Permit for 2005 which will make it **illegal** to provide any Denturist services and further, can result in suspension and or cancellation of the individual's registration.

If you require an additional reporting form, please contact the College office.

Biennial Denturist Educational Get-Away*

A biennial winter "educational" get-away is set for February 13-19, 2005 in Mayan Riviera in Mexico. Courses presented may be eligible for accreditation by the College of Alberta Denturists.

The particulars are as follows:

- Resort: Bahia Principe Akumal, a 5 star all-inclusive resort on the Mayan Riviera. (View at www.beachdestinations.com, select Mexico, then Riviera Maya, and scroll to Bahia Principe Akumal).
- Cost: \$2200.00 plus taxes of \$170.00 per person for the resort package (subject to change). Book now by calling Robyn or Levisa at Uniglobe Priority Travel, 1-800-663-4291.
- Courses currently scheduled include Implantology, Valplast flexible partial dentures and the Enigma Denture System.
- Cost of Education Sessions: \$150.00 per person. Register with Christy Wood.
- Call Christy Wood to have your name on the email list for full information package.
- Subject to availability, pricing is subject to change, continuing education hours are subject to College approval

For further information contact either Gerald Eckland at (250)847-5752 or Christy Wood at (250)964-7188.

** This is not a College of Alberta Denturists function and the College is not responsible for any matters related to this function.*

Notices

Denture Clinic for Sale

Central Calgary location, 9 years old. Deal with “established” customers who are interested in more than “standard dentures”. Office is computerized with “DOM” (Denturist Office Manager), has 2 operatories and a large lab. Denturist retiring to pursue other passions. Call (403)816-9427. Only serious inquiries please.

Denture Clinic for Sale in Central Alberta

Well established denture clinic for sale in rural Alberta. Great patient base and opportunity for future growth. Located in busy shopping mall with low overhead. Great relationship with only dentist in town. Owner retiring to pursue other interests. Serious inquiries only please. Asking \$55,000 which includes all equipment and supplies, OBO. Call (403)843-2836 evenings.

Clinic For Sale

Due to retirement, 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. Phone Faye Alexander at (604)875-6677.

Clinic for Sale

Full Time Denturist practice in Wainwright, Alberta. Turn key operation, all equipment and client list available. Over 20 years in business. Great opportunity. \$79,777. Contact Chris with Century 21 Realty at (780)875-3700.

Clinic for Sale

Well established denture clinic for sale in downtown Edmonton. Great patient base and opportunity for future growth. The clinic has two operatories with large laboratory area, is on street level with wheelchair accessibility and lots of parking available. Current owner wishes to retire. For all serious inquiries please call Francis at (780)422-3235.

Denture Clinic for Sale in Red Deer

Located in Red Deer’s largest shopping centre this allowing for easy patient access. Large client base and steadily growing working relationship with 6 local dentists and an implant specialist from outside Red Deer as well. Clinic was established in 1994, very high volume practice with excellent growth. Possible associateship or lease opportunity. If interested, call Mike at (403)343-7266.

Denture Clinic for Sale in Calgary, Alberta

Thriving 12 year old practice located outside busy mall and close to U of C. Great visibility and low rent. Two operatories, recently renovated, hardwood floors. Computerized with Denturist Office Manager. Owner moving out of province. Serious inquiries only to horizond@telus.net

Practice for Sale

Practice for sale in Edmonton west end. Four operatories plumbed with N₂O₂. Leaseholds, equipment and some charts. Offers. Call (780)462-4925.

Employment Opportunity

Wanted: Excellent opportunity for licensed Denturist in Calgary practices. Competitive salary, great work environment and hours. Interested parties should contact the College of Alberta Denturists office at 1-800-260-2742

Employment Opportunity

Regulated Denturist required for busy Calgary denture clinic. Owner seeking semi-retirement for health reasons. Option to purchase. Forward resume to:

Bill Nelson
10817 West Valley Road SW
Calgary, Alberta
T3B 5T2
Or fax to: (403)288-9584

Employment Opportunity

Calgary Denture Clinic is seeking licensed Denturist/ student Denturist. Interested parties should contact the College of Alberta Denturists at 1-800-260-2742.

Employment Opportunity

At High River Denture Clinic for Intern Denturist, Lab Technician or Licensed Denturist. Full or Part Time position. Previous lab experience an asset. Must be accurate/ dependable. Highly motivated with good communication skills. Who can coordinate a wide range of lab procedures. Submit resume with cover letter to:

High River Denture Clinic
Gerard Mercier
Box 5099
High River, Alberta
T1V 1M3
Fax: (403)652-2555

We thank all those who apply and advise that only those selected for further consideration will be contacted.

Employment Wanted

Licensed Denturist looking for new opportunity in Edmonton or surrounding area call (780)459-1077.

Employment Opportunity

Wanted: Licensed Denturist. Competitive remuneration, flexible hours, option for partnership. Call the College of Alberta Denturists for more information.

Equipment for Sale

Tooth cabinets, Articulators, Deflask Unit, Buffalo Torches, Teeth, Assorted Odds and Ends. Call Medicine Hat Denture Clinic at (403)526-0020.

Equipment for Sale

From the estate of Bob Lavery: 2 Red Wing Lathes, one high boy, one low boy. No chucks. Offers. Please contact Dave Bladon at (403)291-2434.

Equipment Wanted

Dental Lab equipment, as well as dental chairs required by denture clinic. Please fax your sale items with asking price to (403)516-0508.

Lost and Found

Pair of reading glasses found at convention in Panorama. For more information please contact the College of Alberta Denturists office at 1-800-260-2742.

Announcement

Congratulations to Chantel and Lief Erickson on the birth of their daughter, Noelle, on November 28, 2004.

**Notice of the
2005 Annual General Meeting of Members
Convention and Educational Symposium**

June 1-4, 2005

at
Panorama Resort, British Columbia

Look for your convention package to arrive in the Spring!



The Council and Staff

Of the

College of Alberta Denturists

Extend our

Best wishes for the Holidays and the Coming Year



**COLLEGE OF ALBERTA
DENTURISTS**

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