

Spring 2024



RCDSO CONNECT

Newsletter of the Royal College of Dental Surgeons of Ontario

FEATURE ARTICLE:

AI and Dentistry - Page 10





MISSION

We act in the public interest and are committed to excellence in regulating the dental profession in Ontario.

VISION

Everyone in Ontario has access to safe, high-quality oral health care.

PURPOSE

The Royal College of Dental Surgeons of Ontario (RCDSO) is one of 26 health regulatory colleges in the province with the responsibility and the legal authority to protect the rights of patients. The RCDSO is a leader in health regulation. We believe that regulation must be open, responsive, accessible, equitable and accountable in order to protect the public interest.

RCDSO CONNECT

In this Issue:

Message from the President & Registrar	3
Current RCDSO Council Members	5
Four Years of the CPMF: Highlights From 2020-2023	6
Understanding the Resolution Program	7
RCDSO Council 101	8
Access to Care Consultation Summary	9
AI and Dentistry	10
Information Spotlight	15
Be Wary of Scams	12
Requests for Assistance	13
Measles is on The Rise – What You Should Know	14
RCDSO Made Its Debut at the ODA Annual Spring Meeting	16
PLP Divestment Update	16
Volunteer with Special Olympics Ontario and Get Continuing Education Points!	17
Fact vs. Fiction: 9 Myths About the RCDSO	18
Discipline Summaries	19
Welcome New Registrants!	20



Access the RCDSO Connect Newsletter Archive for previous issues

Message from the President & Registrar



Dr. Harinder Sandhu,
Chair and President

Daniel Faulkner,
Registrar & CEO

Dear Colleagues,

In June, patient eligibility for the Canada Dental Care Plan (CDCP) expanded to include children under the age of 18 and adults with a valid Disability Tax Credit certificate. Over 2 million Canadian seniors have qualified for the program and began seeing providers in May. The numbers increase daily, but as of writing, over 100,000 seniors have received care. Your participation has an impact, and if you have not signed up, it will become easier on July 8th when dentists can directly bill Sun Life. The CDCP is an expansive affordability program and has the potential to help improve oral health across the country.

RCDSO's May Connect session saw a record number of attendees. Dr. Nancy DiSanto, Quality Assurance Committee Chair and Council member, and Susan Taylor, Director of Quality, provided an engaging and informative session on the new ePortfolio system. They took questions live and in advance and audience participation was high. We will continue to offer sessions regularly.

Gillian Slaughter, Director of Professional Conduct and Regulatory Affairs is participating in the Fireside Chat hosted by Lionel Lenkinski, Executive Director of the Canadian Dental Protective Association (CDPA) on June 19th regarding complaints investigations and the new dispute resolution process. Our first in-person RCDSO Connect will be on June 25th at Western University, where we will discuss patient/dentist communication as well as access to care.

We have posted our fourth annual College Performance Measurement Framework report to the Ministry of Health. For easier reading, we put together an executive summary of the report's highlights.

This year, we have also looked back at our progress over the past four years and provided a summary of those achievements. The task of measuring has helped to prioritize work. We have been able to focus attention on change in many key areas of regulatory significance, including governance, system partnership, and regulatory practice.

“Your input is critical in shaping the profession and deepening the guidance we provide.”



The Council district election cycle begins later this year and the call for nominations will go out in August. The Governance Committee of Council has been exploring governance modernization and best practices regarding the Council election process for 2026. Several key recommendations are being discussed including staggered terms, a single province-district, and a reduction (of 2) in Council membership. There will be more discussion at Council in the coming months.

The College is enhanced with your participation. As we have regularly mentioned, there are many opportunities for registrants and the public to provide feedback. There is currently an open consultation on artificial intelligence (AI) in dentistry. As you'll see in this newsletter and at Council, we have reported on your feedback to our Access to Care consultation. Your answers and comments are helping to shape both a standard of practice and a professionalism guide. There will be further news

and outreach as this work progresses. Your input is critical in shaping the profession and deepening the guidance we provide.

June is Pride Month, and at the College, we celebrate the talent and contributions of 2SLGBTQI+ communities. Across the province, many communities celebrate with parades and festivals—Toronto's is among the largest in the world. We are also observing National Indigenous History Month in Canada. This month is an opportunity to learn and reflect on our work toward inclusivity—of colleagues, of patients, of neighbors, friends and family.

As the summer arrives, please accept our best wishes for a great season and thank you for everything you do for your patients every day.

Sincerely,

Dr. Harinder Sandhu and Daniel Faulkner

COUNCIL MEMBERS:

Executive Committee

Dr. Harinder Sandhu, *Chair and President*
Marc Trudell, *Vice President*
Dr. Nalin Bhargava
Brian Smith
Dr. Erin Walker

Elected Representatives

District #1 Dr. Nalin Bhargava
District #2 Dr. Robyn Somerville
District #3 Dr. Peter Delean
District #4 Dr. Mark Eckler
District #5 Dr. Nancy Di Santo
District #6 Dr. Harinder Sandhu
District #7 Dr. Erin Walker
District #8 Dr. Osama Soliman
District #9 Dr. Antony Liscio
District #10 Dr. Deborah Wilson
District #11 Dr. Amelia Chan
District #12 Dr. Anthony Mair

Appointed By Lieutenant Governor in Council

David Bishop
Ram Chopra
James Colliver
Cristina Cordeiro
Eleonora Fisher
Vivian Hu
Marc Trudell
Brian Smith
Roderick Stableforth
Judith Welikovitch
Nizar Ladak

Academic Appointments

Dr. Daniel Haas
Dr. Noha Gomaa

Next Council meeting

Next Council meeting is September 20, 2024.
The meeting will be held in-person in Toronto and
livestreamed on our YouTube channel.

Questions? Reach out to:

Angie Sherban
Executive Assistant and Council Liaison
phone: 416-934-5627
toll-free: 1-800-565-4591
asherban@rcdso.org

Council Highlights

Council Highlights are emailed out to members and
posted online on the College's website after each
Council meeting. It covers some of the key highlights
of Council business.

- [Read Council highlights from the March 28th meeting](#)
- [Read the Council highlights from the May 9th meeting](#)

Are you following us on social media?



[rcdso_org](#)



[rcdso_org](#)



[rcdsovideos](#)



[rcdso](#)

Four Years of The CPMF: Highlights From 2020-2023

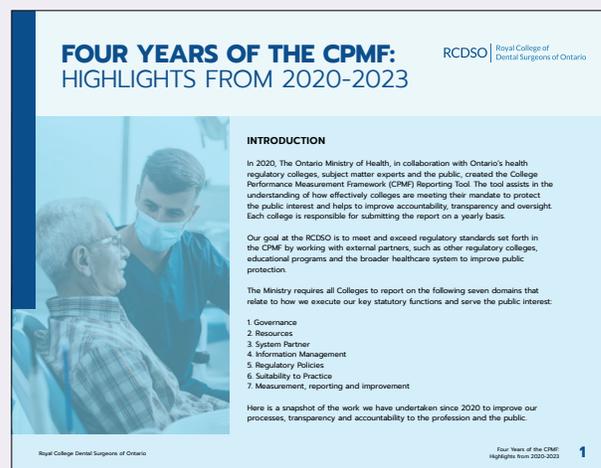
In 2020, The Ontario Ministry of Health, in collaboration with Ontario's health regulatory colleges, subject matter experts and the public, created the College Performance Measurement Framework (CPMF) Reporting Tool. The tool assists in the understanding of how effectively colleges are meeting their mandate to protect public interest and helps to improve accountability, transparency and oversight. Each college is responsible for submitting the report on a yearly basis.

Our goal at the RCDSO is to meet and exceed regulatory standards set forth in the CPMF by working with external partners, such as other regulatory colleges, educational programs and the broader healthcare system to improve public protection.

The Ministry requires all colleges to report on the following seven domains that relate to how we execute our key statutory functions and serve the public interest:

1. Governance
2. Resources
3. System Partner
4. Information Management
5. Regulatory Policies
6. Suitability to Practice
7. Measurement, reporting and improvement

The College has created a report, viewable on our [website](#) to show a snapshot of the work we have undertaken since 2020 to improve our processes, transparency and accountability to the profession and the public.



DOWNLOAD
FOUR YEARS OF THE CPMF:
HIGHLIGHTS FROM 2020-2023



DOWNLOAD
RCDSO's 2023 CPMF Summary



DOWNLOAD
CPMF Reporting Tool

Understanding the Resolution Program

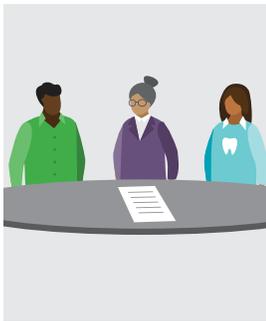


The College can resolve select complaints using a [Resolution Program](#) (RP) as an alternative to the [investigation process](#).

Several factors are assessed when determining whether the risk of a complaint is appropriate for the RP. If a complaint is eligible, it can proceed to the RP only if the patient, the dentist and the College's Registrar agree to the process.

The RP process is designed to protect the public by improving the practice of dentistry. It is not intended to punish or discipline dentists. By taking part in the RP, a dentist is not admitting any wrongdoing.

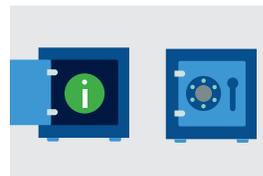
BENEFITS OF USING THE RESOLUTION PROGRAM



- You are involved in the decision-making process. The resolution process can allow the parties to find mutually beneficial resolutions to the concerns and the outcomes can be more varied than in the formal investigation process.



- The complaint is often resolved significantly faster than if the College was required to conduct a formal investigation.



- The outcome of a resolution is confidential and is not posted to the public register.

You can also check the following resources for more information:

- [The Resolution Program: information, videos and FAQs](#)
- [The Resolution Program for dentists](#)
- Videos:
 - [How to prepare for mediation](#)
 - [During and after a mediation meeting](#)



WATCH THIS VIDEO FOR AN OVERVIEW OF THE RESOLUTION PROGRAM PROCESS.

RCDSO Council 101



The next round of RCDSO Council elections takes place this fall. We will share information about the process and relevant deadlines in our September 2024 newsletter and in email communications to the profession.

Before that process gets started, here is a quick overview of the role and responsibilities of the RCDSO Council.

The Council of the College is the governing body for more than 11,000 dentists practising in Ontario. Council members are, as a collective, responsible for making decisions that best serve the public interest, protect patients and improve the quality of oral health care in Ontario.

Council acts as the College's board of directors, meeting six times a year to discuss regulatory policy and debate issues that influence the quality of oral health care in Ontario. Council includes 12 dentists elected by registered dentists in Ontario, between nine and eleven members of the public nominated by the provincial government and dentists appointed by each of the university dental faculties in Ontario – one from the University of Toronto and one from Western University in London, Ontario.

The specific duties of a Council member include:

- › Serving on Council as well as committees they are appointed to.
- › Serving on working groups or task forces as needed.
- › Developing and maintaining knowledge of the regulatory framework of the College.

- › Contributing to Council and committee discussions.
- › Demonstrating independent judgment through their willingness to voice concerns, take an independent stand or support an unpopular or controversial idea.
- › Understanding, respecting and adhering to the rules of order and the Code of Conduct.
- › Publicly supporting the decisions of Council.
- › Declaring any real or perceived conflict of interest and withdrawing from Council or committee participation until the matter has been disposed of.

Council does not:

- › Advocate for services.
- › Oversee operational activities.
- › Interfere with decisions made by committees concerning applicants or registrants.
- › Make decisions that are, first and foremost, in the interest of the profession. The public interest guides Council's decision-making.

[Visit our website](#) to learn more about the RCDSO Council. You can also [review this online module](#) for in-depth information about the roles and responsibilities of Council and committee members.

Access to Care Consultation Summary



As part of the College's 2023-2025 Strategic Plan, we identified Access to Care as a priority project. To gather insights and feedback, we conducted a comprehensive consultation from January 30, 2024, to April 21, 2024. This consultation was designed to engage dentists, the public and other stakeholders on issues related to professionalism and patient acceptance in dental practices.

We collected feedback using an anonymous survey sent to dentists, the public and College stakeholders. The consultation generated significant interest and we received 628 responses. The feedback highlighted divergent views on several topics, including the obligation to treat patients on publicly-funded programs, balance billing practices and the affordability of dental services. Thank you to everyone who took the time to complete the survey.

Many dentists expressed concerns about the financial viability of accepting patients who rely on publicly-funded programs. There was also notable support for the importance of professionalism in dentistry and

equitable access to care. Respondents emphasized the need for fair remuneration, reduced administrative burdens and the importance of government responsibility in ensuring access to oral health care.

The feedback, summarized in a report, will inform the Access to Care Working Group's ongoing efforts to develop new College documents on professionalism and accepting new patients. Project updates are communicated at Council meetings and we post information on [our website](#). Draft documents, when available, will be circulated to the profession, public and stakeholders for further feedback to ensure comprehensive input from all interested parties.



YOU CAN FIND THE REPORT
ON **OUR WEBSITE**.



AI and Dentistry



The emergence of artificial intelligence (AI) in healthcare, particularly in dentistry, provides the profession with a whole host of innovative functions, and its implementation in clinical practice requires due diligence.

While there's an explosion of AI-powered products in the market which can streamline delivery systems and transform the landscape of dentistry in the years to come, remember that AI only imitates human cognitive capabilities and is not a substitute for a practitioner's intelligence or judgement.

Dentists are still responsible for the care they provide to patients, even when that care is augmented by AI.

What makes dentistry well suited to AI advancements?

- Dentistry is unique for data mining (legally accessing data for the advancement of patient care) as the majority of the population visits the dentist annually, and vast numbers of procedures are performed in conjunction with dental imaging.
- AI tools have the potential to empower clinicians to improve decision-making in real time, decreasing errors and omissions in patient care.
- Some areas of dentistry are already experiencing the early adoption of AI, including:
 - radiographic interpretation with auto-charting
 - orthodontic diagnosis and treatment planning



AI can be a useful adjunct in clinical practice, but the responsibility for decision-making and treatment of patients ultimately lies with the dentist.

- endodontics
- early detection and diagnosis of pathologies
- practice management (schedule appointments and create patient records)
- dental laboratories (design and fabrication of appliances)
- dental education

Potential Pitfalls

- AI-generated errors, especially early in treatment, can result in adverse outcomes.
- Over-reliance on AI by dentists with the potential to supersede clinical experience and expertise.
- AI could drive up the cost of the delivery of dental care, effectively widening the gap in access to care.
- Depending on AI data quality in terms of population diversity, certain groups may be at risk

of negative treatment outcomes where AI may contribute to inequities in dental care.

- Patient privacy and confidentiality concerns are ever present with the use of datasets.
- Potential loss of human touch if AI is embedded in all aspects of patient interaction.
- Uncertainty in the risks vs benefits of using AI.

Current Status

AI can be a useful adjunct in clinical practice, but the responsibility for decision-making and treatment of patients ultimately lies with the dentist.

Dentists’ existing professional obligations continue to be in effect (e.g., as set out in Standards, legislation, etc.) The RCDSO is currently working to develop guidance that will support dentists who wish to incorporate AI into their practices.



SHARE YOUR INSIGHTS ON ARTIFICIAL INTELLIGENCE

We want to learn more about your views on the use of artificial intelligence (AI) in dentistry to inform the development of relevant guidance for dentists using AI.

- Please complete our [10-15 minute survey](#) by July 14, 2024.
- You can also [download a PDF list of the survey questions](#).
- If you are representing an organization, you may prefer to send us an email to consultations@rcdso.org with your responses.

Thank you for your continued interest in our work.

Be wary of scams



In February, Sun Life and the Government of Canada became aware of phishing scams related to the launch of the Canadian Dental Care Plan (CDCP). It reinforces the importance of cyber security and protecting yourself and your practice from falling victim to a phishing scam.

Preventing a phishing scam is easier than dealing with one. Take these steps to protect yourself:

- Use strong and unique passphrases and passwords
- Use a password manager
- Enable multi-factor authentication (MFA)
- Regularly back up your important data

The Government of Canada has many helpful resources:

- [Phishing Fact Sheet](#)
- [Phishing: Don't get reeled in](#)
- [The 7 red flags of phishing](#)
- [Spear Phishing: What it is and how to protect yourself](#)

Phishing is not the only cyber scam. Keep informed on all aspects of cyber security to ensure both your practice and your patients are protected. The Government has established an online hub for resources called "[Get Cyber Safe](#)", a national campaign aimed at educating Canadians about cyber security. You can also watch our [RCDSO Connect event from March 2023](#) to learn some helpful cyber security and digital recordkeeping tips from RCDSO Director of IT, Auldwin Armstrong.

If you are concerned about the legitimacy of any CDCP communication, contact Service Canada at 1-833-537-4342.



Requests for Assistance

The following are requests for assistance in obtaining dental records from various police services and coroner's offices from across Ontario. If you have any information, please reach out to the contact listed in each case.

Name: Ugza Marisa CHO
Date of Birth: October 14, 1940
Requested From: Office of the Chief Coroner
Contact: Dr. Karen Schiff
Contact Email: karen.schiff@ontario.ca

Name: Richard ALLIKAS
Date of Birth: July 15, 1959
Requested From: Ottawa Police Service
Contact: Central Investigations Unit
Contact Email: dodgsonk@ottawapolice.ca

Name: Heinz BENTZIEN or Vern BENTZIEN or Bernard BENTZIEN
Date of Birth: Unknown
Requested From: Office of the Chief Coroner
Contact: Dr. Jennifer M. Dmetrichuk
Contact Email: jennifer.dmetrichuk@ontario.ca

Name: Katrina MACINTYRE or MCINTYRE (also went by Ashley MATTICE)
Date of Birth: December 25, 1965
Requested From: Nova Scotia Medical Examiner Service
Contact: Shauna Matheson
Contact Email: Shauna.Matheson@novascotia.ca

Name: Jennifer SULLIVAN
Date of Birth: September 15, 1988
Requested From: Niagara Regional Police Service
Contact: Detective Sergeant Joshua Kalailieff
Contact Email: Joshua.Kalailieff@niagarapolice.ca

Name: Mira GRAY
Date of Birth: June 22, 2006
Requested From: Niagara Regional Police Service
Contact: Detective Constable Sara Mummery
Contact Email: Sara.Mummery@niagarapolice.ca

Name: Shakura Amalia MOORE
Date of Birth: September 5, 1981
Requested From: Toronto Police Service
Contact: Detective Constable Vera Lyn Perdon
Contact Email: VeraLyn.Perdon@torontopolice.on.ca

Name: Valerie MCLARNON
Date of Birth: January 10, 1987
Requested From: Ottawa Police Service
Contact: Detective Constable Donald Duff
Contact Email: duffd@ottawapolice.ca

Name: Francois LAMBERT
Date of Birth: August 3, 1948
Requested From: Ottawa Police Service
Contact: Detective Constable Akiva Geller
Contact Email: GellerA@ottawapolice.ca

Name: Frederic BLAIR
Date of Birth: January 30, 1963
Requested From: Ottawa Police Service
Contact: Detective Laurie-Anne Rocca
Contact Email: roccal@ottawapolice.ca

Measles is on the rise – what you should know



Ontario has recently experienced an increase in cases of measles. Dr. Kieran Moore, the province’s Chief Medical Officer of Health, is urging all healthcare providers, including dentists, to consider measles in their differential diagnoses, particularly in patients who show respiratory symptoms and have returned from recent travel.

Diagnosis

Measles is usually diagnosed based on medical history and physical examination. Serology tests are sometimes used to confirm the diagnosis.

Symptoms

Symptoms typically develop 8 to 12 days after exposure and include:

- High fever
- A maculopapular rash starting on the face and spreading from head to toe
- Cough
- Runny nose
- Conjunctivitis

Early oral signs:

Koplik spots, tiny blue-gray spots on the buccal mucosa, are often present during the prodromal period and are pathognomonic for measles.

Transmission

Measles is highly contagious and can be transmitted by coughing, sneezing or talking. Infectious droplets may stay airborne for about an hour. Transmission can also occur after contacting infected surfaces. Infected individuals are considered contagious from four days before to four days after the rash appears.

Treatment

There is no specific medical treatment for measles. The best way to prevent the disease is to obtain the measles vaccine.

IMPORTANT CONSIDERATIONS FOR DENTAL MANAGEMENT OF PATIENTS WITH MEASLES:

Prevention and Identification:

- The College’s IPAC Standard requires dental offices to have a written policy for managing patients with suspected febrile respiratory infections, rash, and eye infections.
- Patients should be reminded when confirming appointments that if they are ill, they should reschedule. If there is a measles outbreak in your area, ask all patients when confirming appointments or on arrival at the office whether they have had any contact with a person infected with measles.
- Dentists should consider measles in patients presenting with the above signs and symptoms, especially if they have recently traveled or come into contact with a known case of measles.
- A symptomatic patient should either be rescheduled or, in case of emergency, promptly isolated in a room with the door closed and treated using universal precautions.
- A sign should be posted at the office entrance requesting that patients who may be ill identify themselves to the receptionist. The reception area must have 70-90% alcohol-based hand rub and masks available.

- The dentist should advise the patient to isolate themselves until they can be further evaluated by a physician. If the patient is referred for further assessment, the dentist should contact the receiving facility to allow IPAC measures to be implemented to prevent exposures.
- Follow the College's [IPAC standards](#) for disinfecting non-clinical and clinical surfaces for all patients.
- Ensure proper hand hygiene to minimize the spread of the virus.

Reporting:

If measles is suspected, the dentist must contact their local public health unit immediately to report the suspected case. To find your local public health unit, click here: [Public Health Unit Locator \(gov.on.ca\)](#)

For further information,
please visit:
Measles | Public Health Ontario

INFORMATION SPOTLIGHT

■ CHANGES COMING TO THE RCDSO PORTAL

In 2023, we collected feedback through the annual renewal questionnaire on dentists' experiences with the RCDSO Portal. The feedback guided our work to enhance the platform.

College staff are working to implement several upgrades, including a new site design, alerts for relevant renewals on the homepage and improved navigation.

The changes will be ready in late summer. Be sure to check your inboxes in the coming weeks for information about this work. More details will also be available in our September 2024 newsletter.

■ IN CASE YOU MISSED IT – RCDSO CONNECT

On May 9th, 2024, registrants attended a virtual RCDSO Connect event focused on the Quality Assurance Program. Dr. Nancy Di Santo, Chair of the Quality Assurance Committee, and Susan Taylor, Director of Quality, shared the results of our first continuing education (CE) audit using the e-Portfolio and spoke about new opportunities to earn CE

points, refinements coming to the e-Portfolio and Practice Enhancement Tool redevelopment.

You can find more information about our [Quality Assurance Program](#), including FAQs, [on our website](#). A recording of RCDSO Connect [is available on the RCDSO YouTube channel](#). Dentists can earn a Category 3 CE point by watching the recording.

■ RENEW YOUR HPC CERTIFICATE OF AUTHORIZATION

[HPC renewals](#) opened on Monday, June 17th. Renew your certificate by August 31st, 2024 to avoid revocation. If your HPC certificate is revoked, you will be required to apply for a new certificate of authorization at the cost of \$750.00.

■ WANT TO LEARN MORE ABOUT THE CDCP?

The Government of Canada recently increased eligibility for the plan to include children under the age of 18 and individuals who care for someone with a disability. Visit [the Government's website](#) to learn more about the CDCP. Visit the [Sun Life website](#) for information about the enrollment process for oral health care providers. You can also visit our website for a [list of FAQs](#).

RCDSO made its debut at the ODA Annual Spring Meeting



For the first time, RCDSO had a booth at the Ontario Dental Association Annual Spring Meeting (ODA ASM), held on April 18 and 19 at the Metro Toronto Convention Centre.

The ODA ASM, one of the largest dental conferences in North America, attracts dentists, suppliers, vendors and educators. Thousands of visitors attend to learn and network with dental professionals from across the continent.

The RCDSO booth drew over 400 visitors eager to engage with the College. Visitors had the opportunity

to meet with various RCDSO subject-matter experts and the registrar to ask questions and share ideas. This conference was a fantastic opportunity for us to connect with dentists and share valuable information.

Thank you to everyone who visited our booth. Your feedback will help us enhance our resources. If you have questions about your practice you can reach out to our Practice Advisory staff at practiceadvisory@rcdso.org who are always happy to assist. For general inquiries please send us an email at info@rcdso.org.

We hope to see you next year!

PLP Divestment Update

At the June 2024 meeting, Council received an update on the PLP divestment process.

PwC, in consultation with Procurement Review Group, advised Council that allowing for flexibility in the transaction closing date would optimize outcomes for the College and staff as well as the profession.

Although it is possible that a transfer to a new provider could take place at some point during the 2025 year, members' professional liability coverage will continue for the entire 2025 calendar year.

RCDSO is committed to keeping you informed as we further research and develop our plans.

Members of the RCDSO should continue to contact PLP directly, as usual, for assistance with claims or potential claims.

If you would like to view Council deliberations on this topic, they are available on our YouTube channel.

Volunteer with Special Olympics Ontario and get continuing education points!



On March 5th 2024, the Quality Assurance Committee recognized [Special Olympics Ontario](#) (SOO) as an approved sponsor for continuing education (CE) in Ontario! SOO offers programs to athletes from age 2 to 88 years young who have an intellectual disability.

This milestone means that dentists who complete modules through SOO will earn CE points. But it doesn't stop there! The on-site orientation that they complete while volunteering with SOO is also eligible for CE points, and the approaches dentists learn give them a solid foundation to increase their ability to provide more accessible care in their own practices.

Indeed, SOO offers several opportunities for dentists to learn about providing care to people living with disabilities. Check out the [Healthy Athletes](#) initiative, [Partners in Health Training](#), and [Special Smiles](#) volunteer program to learn more.

[Visit our website](#) to learn more about Special Olympics Ontario and other volunteering opportunities.

If you have questions about continuing education, please contact ce@rcdso.org.



Fact vs. Fiction: 9 Myths About the RCDSO

For many dentists, communicating and dealing with the College is stressful. Here are nine commonly held myths, especially about the complaints and investigations process, and accurate information that explains how the process really works.

MYTH

Someone from the College contacted me...

-  Everyone will know
-  Decisions will be made without me
-  I'm going to lose my license

The College...

-  Sides with patients
-  Directs patient care
-  Provides patient care

INFORMATION

The College contacts dentists for various reasons and provides clear explanations of what's required. We welcome questions and are here to guide dentists and the public in any way that we can.

-  The College is limited in what information it can share. Most interactions are confidential. Only certain decisions are made public, like some committee decisions and specific information on the public register.
-  Investigators gather relevant information and ensure dentists can respond to complaints or reports. Dentists can consult with legal counsel at any time, and investigators remain neutral. The Inquiries, Complaints, and Reports Committee (ICRC) reviews investigations and uses a risk framework to make decisions.
-  Most ICRC decisions result in no action or recommendations, and only some outcomes are public. About 20% of ICRC decisions involve the dentist completing specified education or remediation, and only 1% of cases are referred to the Discipline Committee for a hearing.

The College has many responsibilities. We answer questions from dentists and the public and we offer resources.

-  The College remains neutral, gathering information from various parties involved to assess cases. We aim to ensure safe and quality oral healthcare services for the public by setting licensure requirements and developing standards for consistent care.
-  The College does not provide or direct patient care. We support access to care by listing [publicly funded oral health care programs](#), and [low-cost and specialized dental clinics](#) on our website, but do not refer patients or dictate treatment plans.

✔ While the College supports access to care, we do not directly provide patient care. We answer questions and offer resources for dentists and the public with a focus on regulatory and licensure standards.

My practice is being investigated...

- ✘ No stone will be left unturned
- ✘ I have no voice in it
- ✘ No good will come of this

RCDSO receives complaints and reports and investigates the concerns raised.

- ✔ The standard in our governing legislation is that investigations into complaints are “adequate” (not exhaustive) and focus on the specific concerns raised. Report investigations are broader and may include a review of a sample of patient records from a dentist’s practice.
- ✔ Dentists will have the opportunity to make written submissions in all investigations. Information can be shared with the College at any time. Dentists may wish to consult with legal counsel about when and how to provide information.
- ✔ While being investigated can be stressful, it’s an opportunity to reflect and improve. Take time to review the concerns raised about care, conduct, office staffing, or operations. Some dentists reflect on their practice and see opportunities to enhance it during the process. If so, the ICRC considers the effort to address any concerns before deciding what action to take, if any.

Discipline Summaries

[Royal College of Dental Surgeons of Ontario v. Davis, 2023 ONRCDSO 9](#)

Heard: December 4, 2023, by videoconference
Decision Date: December 4, 2023
Release of Written Reasons: March 19, 2024

[Royal College of Dental Surgeons of Ontario v. Yarascavitch, 2023 ONRCDSO 10](#)

Heard: August 21, 2023, by videoconference
Decision Date: August 21, 2023
Release of Written Reasons: March 19, 2024

[Royal College of Dental Surgeons of Ontario v. Bacchus, 2024 ONRCDSO 1](#)

Heard: October 12, 14, 17, 18, November 14, 15, 16, 2022, January 23, March 6, 7, 8, 23, 27, 28, April 3, May 25 and 29, 2023 by way of videoconference
Decision Date: June 6, 2024
Release of Written Reasons: June 6, 2024

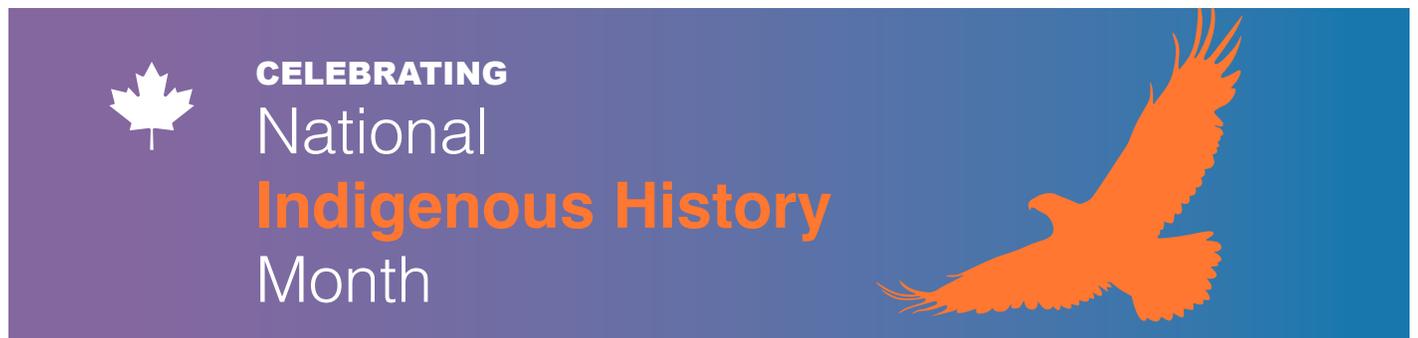
Welcome New Registrants!

Seyedeh Sana Bagha Morady
Omar Elsabbagh
Simranjeet Chhabra
Andrej Boban
Adriano Brescacin
Karan Handa
Jackey Cheng
Jatinder Grewal
Imad Janat
Shamin Memarian
Zalmay Rahmanyar
Yasin Sukarieh
Ankush Vij
Deniz Mirza
Shirwa Hassan

Sarah Assaya
Silney Rocumback
Jeevan Jyot Singh
Karen Davis
Sahel Moghtadernejad
Anisha Singh
Joseph Fortino
Rustom Appoo
Felisha Dutt
Taylor McKerlie
HyoKeun Cho
Sergei Ganichev
Louay Al Hares
Samrah Khan
Kirti Rohra

Hira Sohail
Fatima Zafar
Andrew Daabous
Haytham Elfawal
Aslan Tangestanipour
Sayed Rahman
Nakul Mehrotra
Pardeep Goyal
Jay Desai
Khushbu Sutaria
Aniket Sonavane
Priya Patel
Punam Babariya
Kristin Lee
Mintu Melemuriyil Kumar

Khushboo Sheth
Praveena Nokku
Ok Kyoung Won
Navneet Gill
Varun Dahiya
Elahe Memari
Shivaz Sharma
Silpa Mohan
Manpreet Kaur Garcha
Navdeep Sarwara
Neda Ahmadi Rouzbahani
Preetkamal Sandhu



[View these 4 episodes of "Tooth Tales"](#) from IDAC (The Indigenous Dental Association of Canada) in celebration of National Indigenous Peoples Day.