

Summer 2024 

RCDSO CONNECT

Newsletter of the Royal College of Dental Surgeons of Ontario



FEATURE ARTICLE:

**Indigenous Services Canada Non-Insured
Health Benefits (NIHB) Program** - 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 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

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Message from the President & Registrar



Dr. Harinder Sandhu,
Chair and President

Daniel Faulkner,
Registrar & CEO

Dear Colleagues,

The most significant expansion of oral health care in decades has reached new milestones this summer. The Canadian Dental Care Plan (CDCP) is gaining great traction and patients are receiving needed care. This is great news for the oral health of so many people. In early August, Minister of Health Mark Holland announced that 450,000 Canadians have received care so far and 2.3 million Canadians have signed up to the program. Since the claim-by process has launched, over 6,500 additional professionals have begun to participate. There are now 19,000 providers across the country. This represents 75% of all oral health care professionals—70% of all dentists, according to Health Canada. Anecdotally, we are seeing many advertisements and social media posts about dental practices accepting patients on this program. We are very encouraged that dentists have opened their practices to new patients on CDCP.

There is more work to be done on the program. The federal government's development of a pre-authorization process continues with a number of working groups, including clinicians, dedicated to

this work. Services requiring preauthorization will be available starting in November. As in all programs of this size and magnitude, there will be improvements and changes as it evolves.

Early in the summer, the College hosted its first in-person RCDSO's Connect session at Western University. It was an extraordinary evening that focused on access to care and patient/dentist communication. We were joined by several members of the Schulich School of Medicine & Dentistry including Dr. Carlos Quiñonez, Vice Dean and Director, and Dr. Noha Gomaa, Assistant Professor Associate Director for Dentistry Research, who is also the faculty representative on Council. Council members Dr. Erin Walker and Mark Trudell, Vice President of Council, joined us at the event and in our discussions with faculty. We celebrated local access to care innovator, Dr. Wright, founder of the Wright Clinic along with his enthusiastic team. There is much more about this event later in the newsletter. We will have at least one more virtual Connect session in 2024, so please stay tuned.

Council members bring their expertise in strategic thinking, financial planning and policy development

“ Council members have an important role in steering the College toward regulatory excellence in the interest of all Ontarians.”



to help make decisions in the public interest. They have a fiduciary duty and a legal responsibility to act in the best interest of the public. They occupy a position of privilege, trust and confidence. We hope you received the call for Council nominations for the 2024 district election cycle. Council members have an important role in steering the College toward regulatory excellence in the interest of all Ontarians. Applicants must meet competency requirements and new applicants must complete an education module.

Applicants who have not yet undergone competency-based selection will be assessed by the Governance Committee of Council. The Committee has been undergoing training for this task, including work on identifying and addressing bias. The College is accountable to the public and to the profession for keeping the process fair and objective. There will be information about all candidates on our website on November 1st. Voting will be open from November 26th to December 11th.

As your regulator, your views and perspectives are incredibly valuable for the work that we do. We currently have two open consultations: one is on the Implant Dentistry Guideline and the other is in regard to the Advisory on Professional Dentist Patient Relationships. The purpose of these

consultations is to gather your views about the current guideline/advisory to help inform the development of new guidance. Consultations are open until October 14th.

The National Day for Truth and Reconciliation is September 30th. It is an opportunity to explore the rich and diverse culture, voices, experiences, and stories of the First Nations, Inuit, and Metis peoples. The College will be closed that day to observe, learn and reflect.

Looking ahead, the 2nd National Indigenous Oral Health Day will take place October 15th. This day was created to highlight the oral health inequities Indigenous communities face. The College will continue to build relationships with Indigenous system partners and find ways to do our part in supporting access to culturally safe oral health care.

The care you provide every day is at the heart of all that we do. Thank you, as always, for your work in helping Ontarians stay healthy.

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 October 24, 2024.
The meeting will be 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 the Council Highlights from the June 20th Council Meeting](#)

Are you following us on social media?



rcdso_org



rcdso_org

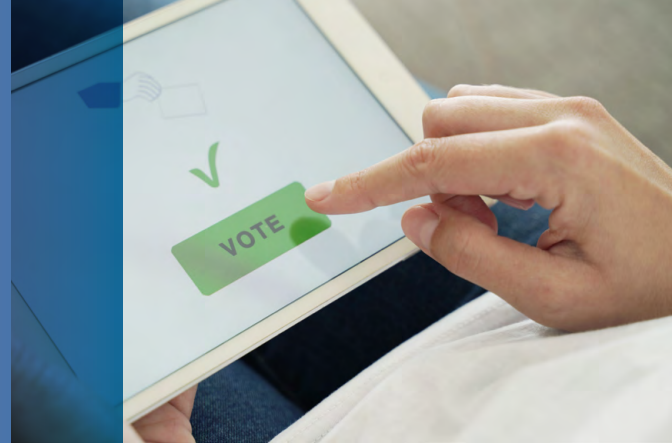


rcdsovideos



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RCDSO Council Election 2024: What you need to know



The success of regulation is due to the contribution of the many individuals who have made a commitment to the public and the profession by volunteering to stand for election at the College.

The deadline for applying to Council has passed, but we encourage you to participate in the election process. Voting for Council elections starts on **Tuesday, November 26th**. Your last day to vote in the 2024 Council elections is **Wednesday, December 11th**. You will receive email notifications from the College and our third-party election platform along the way.

What exactly is the Council at the College?

RCDSO's Council is the College's board of directors, which provides oversight of the College's affairs and governs Ontario's dentistry profession in the public interest.

As members of the College's board of directors, Council members have a fiduciary relationship with the College. By accepting a position as a Council member, they occupy a position of privilege, and all discussions and decisions will influence trust and confidence. Their personal interests, the interests of any dentists who elected them, and the interests of the dentistry profession must be secondary to regulating the profession in the public interest.

Council is composed of 23 to 25 members: 12 elected dentists; two selected (academic) dentists; and nine to 11 public members appointed by the Lieutenant Governor in Council.

Council does not direct operations for the College. It monitors the progress and achievement of strategic goals rather than the plans or tactics to get there.

What is the role of a Council member?

Elected Council members are not accountable to the members in their district but to the statutes and laws governing the College. Council members have a legal responsibility to act in the best interests of the public.

Council members have a fiduciary relationship with the College. The personal interests of Council members and the interests of any constituency that they may be always affiliated with must be put aside to uphold public interest, trust and safety.

All Council members, whether dentists or public members, are equal around the Council table and participate equally in discussion and decision-making. Likewise, they are commonly bound by statutes, conflict of interest responsibilities and a Code of Conduct.

How do Council meetings work?

There are six Council meetings a year, held either virtually or in person in Toronto. These meetings are open to the public and livestreamed on our YouTube channel, with all Council materials posted on the College's website.

The first Council meeting of the next term will be held on January 23rd, 2025.

How does voting work?

Dentists vote based on their electoral district. Voting is done electronically, and the online election is administered by an experienced third-party, Big Pulse. The platform is user-friendly for mobile devices, tablets, laptops and computers.

- › Eligible voters will receive an email from Big Pulse that provides access to an online ballot.

- › Voters vote in the district where their designated register address is on the voter eligibility date (September 20, 2024).

- › Each voter can only vote once. Once a ballot is submitted, the vote may not be changed. Voters will receive an email confirmation from Big Pulse confirming your vote has been received.

- › Each voter requires their own unique email address (cannot be shared with another voter).

- › Big Pulse will report the results of the election to the College.

- › The College Registrar will advise all candidates of the result of the election in their district either by phone or by email.

- › The names of the successful candidates for all districts will be posted on the College's website after the candidates have been advised and the results are final.

Emails from Big Pulse should be delivered to your inbox. Check your junk or spam folders to ensure they are not misplaced. We advise adding Big Pulse as a safe sender in advance by adding **[@bigpulse.com](mailto:bigpulse.com)** to your safe sender list. Please check with your email service provider if you require additional assistance.

We encourage all registrants to vote in this election cycle.

Email **elections@rcdso.org** if you have any questions about our Council election process. You can also scan the QR code to visit our website. Candidate information for all districts will be posted in early November.



RCDSO London Connect



On June 25, 2024, the Royal College of Dental Surgeons of Ontario (RCDSO) proudly hosted its first in-person RCDSO Connect event in London! This milestone event marked a significant step in facilitating open dialogue with our members while providing a unique opportunity to engage directly with dental professionals and the community.

The event was a success, drawing over 100 attendees, including Western University students, faculty, dentists, RCDSO staff and Council members. This diverse group, representing different facets of the oral healthcare community, created a dynamic environment for discussions and exchanges, emphasizing the importance of connecting with the broader dental community.

Key moments of the day included an interactive Q&A session with the College's CEO, Dan Faulkner; insightful presentations by Cathleen O'Sullivan and Elaine Stone on effective patient communication; and thought-provoking conversations on access to care led by Michelle Cabrero Gauley.



"This was a wonderful opportunity to engage with dentists, students, organizations, and the public. The event provided numerous chances for participants to voice their perspectives, and the feedback gathered was invaluable. Our sincere thanks to all who contributed to making this event a success," said Dan Faulkner.

Looking ahead, the RCDSO is pleased to announce that future RCDSO Connect events will be held both in person and online. This will ensure accessibility while continuing to strengthen in-person relationships among the college, its members, and future dental professionals. We can't wait to see you there!

Please mark your calendars for the remaining Virtual RCDSO Connect sessions this year, scheduled for Tuesday, October 29, 2024, and Tuesday, November 26, 2024.



Staff of the Wright Clinic (pictured above) received a certificate of recognition for *outstanding achievements in the promotion of access to oral health care in London, Ontario.*

Be sure to watch for updates and photos from the London event and stay tuned for more details on our upcoming RCDSO Connect events.

Learn about changes to the RCDSO Portal

The RCDSO Portal has an updated look and feel. We recently made changes to the portal to improve your experience and make it easier to find what you are looking for. The portal is where you renew your certificate of registration, apply for sedation authorization and facility permits, update your information on file with the RCDSO, and more.

Over the past two years, we have asked about your experience with the portal through our annual renewal questionnaire. You told us that:

- it took too many steps to access renewal processes
- the layout and navigation were not intuitive
- instructions were difficult to understand.

We heard you!

Earlier this year we embarked on work to improve the portal's design, focusing primarily on the homepage and site navigation.

A new homepage

We've re-designed the portal homepage so that important and relevant notifications are highlighted at the top of the page. If your authorization or facility permit is due for renewal, you'll see it as soon as you log into the site along with the associated due date. Simply click on the notification to access the renewal process.

We've also added a new section with links to relevant news and information posted on our website. These are found at the bottom of the page.

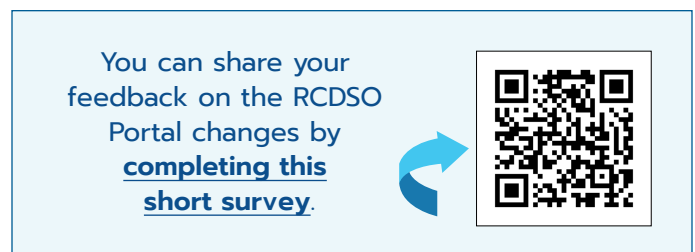
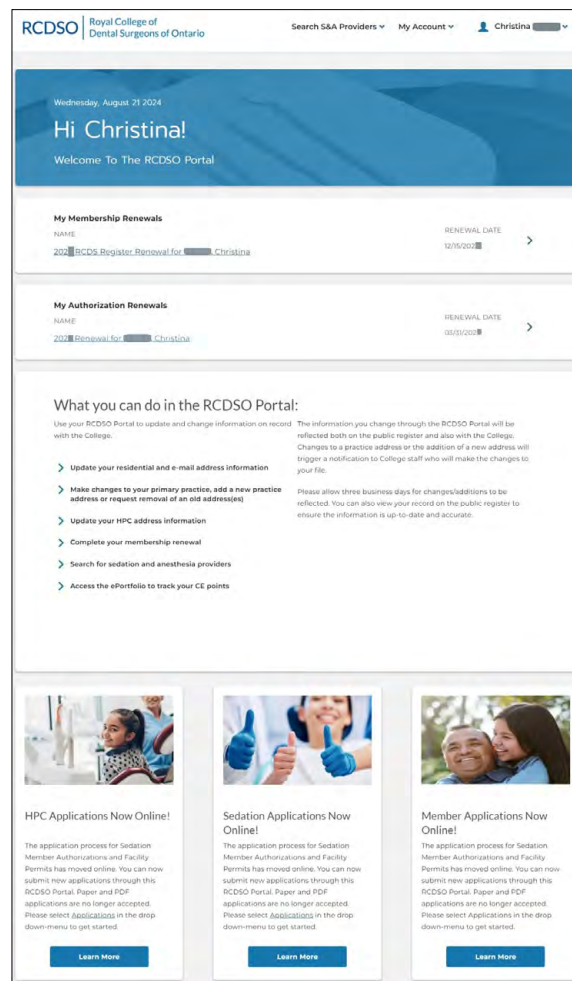
Improved navigation and instructions

We've streamlined the site navigation and adjusted page names to match the associated task/activity. We also reviewed and updated page instructions, such as information on changing mailing and email addresses and completing our renewal processes. This was in response to direct feedback from you through our annual renewal questionnaire.

Next steps

When we launched our redesigned ePortfolio in 2023, we said we wanted to make it easy, then easier. We plan to follow that approach with the portal.

These recent changes to the portal are part of a long-term plan to improve the portal experience to save you time when you interact with the site. Stay tuned for updates on this work.



Indigenous Services Canada Non-Insured Health Benefits (NIHB) Program



The Non-Insured Health Benefits (NIHB) Program provides clients (registered First Nations and recognized Inuit) with coverage for dental services including diagnostic (i.e. exams and x-rays), preventive (i.e. sealants), restorative (i.e. fillings), endodontic (i.e. root canals), periodontal (i.e. scaling), removable prosthodontic (i.e. partial and complete dentures), oral surgery (i.e. extractions), orthodontic (i.e. braces) and adjunctive (i.e. sedation, general anesthesia) services.

THE NIHB PROGRAM HAS EVOLVED OVER THE YEARS!

Reduced predetermination (PD) requirements and extended coverage!

- Removed the predetermination requirement for coverage of standard root canal treatments (except wisdom teeth), mild sedation, surgical tooth extractions, prefabricated posts, standard complete dentures and replacements for partial dentures
- Added coverage for topical antimicrobial and remineralization treatments such as silver diamine fluoride
- Enhanced coverage for sealants/preventive resin restorations to include bicuspid and increase the age limitation to up to 18 years
- Expanded coverage for all-porcelain/ceramic crowns and for crowns on second molars
- Increased service frequency for acrylic partial dentures, from one (1) in eight (8) to 1 (one) in 5 (five) years per arch

EXCITING NEWS!

As an NIHB enrolled dental provider, you gain access to online self-serve functions.

Express Scripts Canada (ESC) manages the NIHB Provider and Client Website (nihb-ssna.express-scripts.ca/en) where providers have the option of creating a web account to access services in order to:

- Submit online predetermination (PD) requests
- Check the status of PD requests
- Verify client eligibility and next available date
- Submit claims for processing up to 365 days from the date of service (also applicable to claims submitted in real-time through Electronic Data Interchange (EDI))
- Submit enrolment documents
- Update contact information
- Access claim statements
- View claims history
- Request update to direct deposit information
- Once approved, view your NIHB provider number

To create a secure web account through Express Scripts Canada, please visit this page:

<https://nihb-ssna.express-scripts.ca/en/provider>
> online enrolment > new NIHB provider > create account.

For any questions related to an NIHB web account or self-service options, enrolment, client and dental service eligibility, billing process, including payment, please contact:

NIHB Call Centre at Express Scripts Canada:
1 888 511-4666

For more information about the NIHB Program and its dental policies, or the status/outcome of specific PD requests, please contact:

NIHB Dental Predetermination Centre:

Dental services:
1 855 618-6291

Orthodontic services:
1 866 227-0943



PLAY A KEY ROLE IN CONTRIBUTING TO IMPROVING THE ORAL HEALTH OF FIRST NATIONS AND INUIT.

By enrolling to the NIHB Program and submitting claims directly to Express Scripts Canada using the NIHB fees, clients do not have to face charges at the point of service, which can be a significant barrier in accessing dental care.

The Importance of Requests for Assistance



Over the past year, you may have noticed an increase in *Requests for Assistance* emails from the coroners offices or police services across Ontario. The College has made significant effort to be a supportive partner in assisting with the search for dental records and charts of deceased individuals.

There are approximately 1,200 unidentified cases per year in Ontario, with about 250 of these identified by dental means. Confirming identification provides comfort and closure for the family and loved ones of a deceased person, and is a valuable service offered by dental professionals.

Autopsies reveal the cause, mechanism and manner of death, knowledge that advances medicine's understanding of the pathogenesis of disease. The Office of the Chief Coroner (OCC) currently performs about 11,000 autopsies per year. Since the regional Coroner's offices have amalgamated to Toronto and OCC launched a graduate-level education training program in forensic pathology, its capacity has significantly increased. The OCC also

maintains a repository of police-submitted dental records and dental charts, which are regularly cross-referenced to help identify cold cases. Occasionally these materials will provide a successful match to help bring cold cases to a close.

Under Ontario's Personal Health Information Protection Act (PHIPA), dental professionals are permitted to disclose personal health information about a deceased or missing individual under certain circumstances. To find out more on how to handle these requests, please refer to our article: [Releasing dental records of deceased or missing individuals \(rcdso.org\)](https://rcdso.org)

The College kindly asks that you review all *Requests for Assistance* emails and respond promptly to the requesting police service or coroner's office, if applicable. This is extremely important and very meaningful for the families of missing persons or victims of crime.



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: Expectation CASTUERA
Date of Birth: September 24, 1949
Requested From: Ottawa Police Service
Contact: Detective J. Pedersen
Contact Email: PedersenJ@ottawapolice.ca

Name: Michel CHARETTE
Date of Birth: December 7, 1946
Requested From: Ottawa Police Service
Contact: Constable Dakota Bashford
Contact Email: BashfordD@OttawaPolice.ca

Name: Taron STEPANYAN
Date of Birth: June 21, 1983
Requested From: Toronto Police Service
Contact: Josh Hartford
Contact Email: Joshua.Hartford@torontopolice.on.ca

Name: Nashid SWAD
Date of Birth: February 12, 1999
Requested From: Toronto Police Service
Contact: Josh Hartford
Contact Email: Joshua.Hartford@torontopolice.on.ca

Name: Veronica TENNANT
Date of Birth: April 18, 1965
Requested From: Toronto Police Service
Contact: Josh Hartford
Contact Email: Joshua.Hartford@torontopolice.on.ca

Name: Wesley LACKEY
Date of Birth: June 6, 1964
Requested From: Toronto Police Service
Contact: Josh Hartford
Contact Email: Joshua.Hartford@torontopolice.on.ca

Name: Cavan John USHER
Date of Birth: August 23, 1985
Requested From: Hamilton Police Service
Contact: Sergeant Kim Walker
Contact Email: kwalker@hamiltonpolice.ca

Name: Meet PATEL
Date of Birth: October 23, 2000
Requested From: Durham Regional Police Service
Contact: Detective Constable Andrew Chrzan
Contact Email: 3447@drps.ca

Name: Michael BRIDGE
Date of Birth: July 8, 1965
Requested From: Ottawa Police Service
Contact: Detective Eric Swanson
Contact Email: SwansonE@ottawapolice.ca

Name: Freddie Lee PILGRIM
Date of Birth: July 26, 1930
Requested From: Regional Supervising Coroner's Office
Contact: Dr. Karen Schiff
Contact Email: karen.schiff@ontario.ca



Get to know our staff: Gillian Slaughter

At the RCDSO, we are fortunate to have a community of talented professionals. In this feature, we would like to introduce you to Gillian Slaughter, Director of the Professional Conduct and Regulatory Affairs (PCRA) department, and her dedicated team.

Gillian's role is central to the College's regulatory mission. Under her leadership, the PCRA department investigates complaints and concerns regarding dentists. In addition, they support three distinct committees, composed of dentist and public Council members, who make determinations about investigations, hold hearings, and ensure dentists comply with committee decisions. With a team of over 50 professionals—including investigators, complaints associates, legal counsel, compliance coordinators, dental consultants and analysts, as well as administrative support—the department works to protect the public and uphold the integrity of the dental profession.

To learn more about our [Complaints and Investigations process](#) you can [visit our website](#). The [RCDSO's Annual Report 2023](#) also highlights the activities and achievements of the committees under PCRA leadership over the past year.

As PCRA Director, Gillian leads her diverse team with a clear focus on simplicity and efficiency. **"The PCRA team is filled with smart and talented people who are working hard to protect the public.**

"They're an inspiring group! I'm focused on supporting them by making their jobs easier; simplifying our processes; and providing resources where they need them."

Gillian shared that one of her team's most significant achievements has been enhancing PCRA's investigative processes. Over the last few years, the department has made significant strides in streamlining investigations; eliminating redundant steps; and concentrating on essential documentation. Another major achievement was changing how committee decisions are written. Decisions clearly articulate key issues and reasons using more accessible language

To help evaluate their work, the team regularly seeks feedback from dentists and complainants or their representatives. Gillian firmly believes that the team's efforts to enhance their investigations and to improve their timelines for completion will better protect the public and serve the profession.

As we continue to spotlight the work within the RCDSO, we hope to reinforce our collective commitment to protecting the public and upholding the integrity of the dental profession. We understand this can be a challenging process for dentists. The outcomes we achieve help to protect the public, but they are also in place to help dentists enhance their practice. Together we aim to support continuous improvement and uphold the highest standards within the profession to ensure the public has safe, equitable and competent oral health care.

■ NEW EPORTFOLIO FEATURES

We've created new features within the ePortfolio platform to make it easier to input and track your CE activities. When tracking the CE activities that qualify for the sedation and CT scanner authorization CE requirements, a dashboard will summarize the points achieved towards the requirement. In addition, knowledge sharing is now a new CE activity to earn points. This includes information on topics like access to care. More information about these updates can be found in the [ePortfolio](#).

■ UPDATE ON THE VERIFICATION PROCESS OF RDTs

Effective June 21, 2024, the CDTO will no longer be issuing a stamp to Registered Dental Technologists (RDTs) to impress on documents. Instead, RDTs must include the following information on any documents that previously required a stamp:

- Their full name as it appears on the CDTO's Public Register.
- Their registration number as it appears on the CDTO's Public Register.
- The full text indicating their title as "Registered Dental Technologist."

What does this mean for dentists?

Before sending a prescription to a dental laboratory, dentists must verify that the laboratory employs an RDT registered with the CDTO in the General Class of Registration. You can verify this by checking the CDTO's Public Register for the dental laboratory's name and address and the RDT name(s)/registration number(s) listed under that place of business.

Dentists may review the updates to [this dispatch article](#) for more information.

■ HEALTH CARE COLLABORATION

Dentists sometimes consult with physicians and other health professionals about their patients' health conditions. The College supports interdisciplinary care and communication between health professionals. We expect dentists to understand the dental implications of their patients' medical conditions. Dentists have the training and knowledge to determine whether a treatment plan modification is required and/or if additional precautions are needed during or after a procedure.

We don't advise that dentists obtain general clearance from physicians for dental treatment. Blanket clearances can sometimes be too broad and may not address specific medical concerns relevant to dental procedures. It is more effective for dentists to request detailed information about a patient's medical history and current health status. If dentists consult with their patients' physician, it is more beneficial to request a patient risk assessment or risk stratification to determine if a procedure can be done safely. If dentists require assistance with altering a patient's medication, dentists should communicate with the prescribing physician. For example, dentists should provide clear information to physicians in regard to anesthesia, the proposed procedure and its risks so that the physician can provide appropriate risk assessment. Dentists should also co-ordinate the dental appointments with their patients' medical treatment, if necessary. If appropriate, after treatment is provided, dentists should inform the patients' physicians about the progress of the patient.

As always, we encourage the provision of collaborative care, informed by each professions' clinical expertise, to provide inter-professional care for the benefit of patients.

Think about your online interactions



Your professional, ethical and legal obligations extend beyond your clinic or office. Inappropriate professional and personal online activity, whether you are using your title or not, could cause harm to patients and reflect poorly on the profession.

The College has created an infographic entitled “[Pause. Think. Post.](#)”, to help you navigate online interactions and avoid inappropriate conduct. It offers practical tips to consider before posting on social media, forums or dental practice websites.

The infographic covers essential guidelines for maintaining professional boundaries with patients, discussing dentistry online, protecting patient privacy and engaging in online marketing and advertising.

This document complements our existing [Professional Use of Social Media practice advisory](#), which outlines key practice parameters and standards for all Ontario dentists to consider.

Visit our [Use of Social Media webpage](#) to view the infographic, see examples of inappropriate online conduct and read the current practice advisory.

For more information on how to stay safe on social media and online privacy, visit the [Office of the Privacy Commissioner of Canada website](#).

RCDSO | Royal College of Dental Surgeons of Ontario

PAUSE. THINK. POST.

Your professional, ethical and legal obligations extend beyond your clinic or office. Inappropriate professional and personal online activity, whether you are using your title or not, could cause harm to patients and reflect poorly on the profession.

Examples of social media platforms

+ discussion forums, including both general and dentistry-specific forums and dental practice websites.

BEFORE YOU POST...

- Avoid posting in haste, anger or frustration.
- Consider implications. Ask yourself “Is this a controversial topic?” “Would my patients feel comfortable reading this post?”
- Be mindful of your language and avoid profanity, slurs, gibb statements or sarcasm, as these could be considered disrespectful and inflammatory.

Read our [practice advisory on Professional Use of Social Media](#) for more information.

Questions? Contact practiceadvisory@rcdso.org

AVOID DISCRIMINATORY CONDUCT

- Refrain from posting content likely to seem unprofessional, unethical or cause offense.
- Disparaging remarks about individuals or discriminatory behaviour toward people is unacceptable. Read the [Ontario Human Rights Code](#) for more information.

DISCUSSING DENTISTRY

- Be a responsible disseminator of information. Share accurate content from reliable sources and be respectful to your peers.
- You should comment only within your area of expertise and ensure all content meets College standards regarding treatment and patient care.

MAINTAIN BOUNDARIES

- If dentists interact with patients or persons closely associated with patients online, they must maintain the boundaries of the patient-dentist relationship outlined in the College’s practice advisory on [Maintaining a professional patient-dentist relationship](#).
- When receiving an online “friend”, “follower” or “connection” request from a patient, it may be best to politely refuse and explain it is beyond the scope of your professional relationship.

PROTECT PRIVACY

- Dentists must not post patient information online, including pictures or videos, without the patient’s explicit consent. Read the [Advice on the Use of Patient Images](#) article for more information.
- Use a dedicated professional email or web link to follow up with patients.

ONLINE MARKETING AND ADVERTISING

- All marketing, advertising and communication must comply with the practice advisory on [Professional Advertising](#).
- Be mindful of the title you use online. Dentists are allowed to advertise and hold themselves out by their registration category only, as described in the College’s [Use of qualifications, titles and designations](#) article.

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If you have any questions, please contact our Practice Advisory service at practiceadvisory@rcdso.org.

Access to Care - Strategic Project Update

As RCDSO continues its work as part of our [2023-25 Strategic Plan](#), we have made significant progress on the Access to Care strategic project. Access to Care is one of six strategic projects currently underway, as the College makes advancing equitable access to oral health care a priority.

Professional expectations, collaboration and engagement are focus areas for 2024. Our key objectives are to:

- › explore the development of two College documents regarding professionalism and accepting patients into oral health practices with the assistance of the working group;
- › engage with the public, profession, and other interested parties in discussions regarding the key foundational concepts and issues that will inform the content of those documents
- › provide guidance on the provision of culturally safe, inclusive, equitable and accessible care that is free from discrimination.

The college has undertaken several outreach activities to help inform this work.

External consultation (January-April 2024)

We invited the profession, the public, and other interested parties to provide feedback on issues related to professionalism and accepting patients into oral health practices. We received 628 responses and a variety of perspectives were shared.

Ontario Dental Association Annual Spring Meeting (ASM) (April 2024)

We had a booth at the ASM so that our staff could speak to attendees about the project and invite them to participate in the consultation.

Alliance for Healthier Communities Conference (June 2024)

We presented a [poster](#) on our work on access to oral health care and equity, diversity, and inclusion. We heard from attendees about the challenges experienced by people in their communities in

accessing oral health care (e.g., affordability issues, issues finding a dentist).

RCDSO Connect (June 2024)

The College hosted its first in-person town hall event in London, Ontario on the Western campus. The event included a dedicated session on Access to Care. Attendees shared examples of what dentists are currently doing to support access to oral health care, solutions on how to increase access to oral health care and challenges dentists and patients are experiencing.

The Working Group

We have formed a working group for this project, which includes Council members, representatives from the faculties of dentistry, and subject matter experts. They met three times over the spring and summer to review and consider the following:

- › Our foundational research, which included:
 - a literature review of the key concepts, issues and/or trends related to access to oral health care, professionalism, and accepting new patients
 - jurisdictional reviews that identified and compared professional expectations or guidance that other regulators/associations have set out regarding professionalism and accepting new patients.
- › Feedback received from our various consultation, engagement, and outreach activities.

The working group will meet this fall to provide direction on the development of the two College documents on professionalism and accepting patients into oral health practices.

Look out for additional consultation, engagement and outreach activities, including an external consultation on the two College documents in early 2025.

Updates on the project's progress can be found on our [Access to Care Initiatives](#) webpage and in our [Council meeting materials](#).

RCDSO and ODA: Understanding Their Unique Roles



In Ontario, the dental profession is supported by both regulatory and professional bodies that serve distinct purposes. To clarify the differences between us at the Royal College of Dental Surgeons of Ontario (RCDSO) and the Ontario Dental Association (ODA), we present the distinct roles and responsibilities each organization holds within the dental profession in Ontario. This comparison highlights our unique functions and objectives, reflecting our specific mandates.

Aspect	RCDSO	ODA
Primary Mission	To protect the public interest by ensuring high standards of dental care and patient safety.	To advocate for its members, promote optimal oral health and support successful professional lives and general well-being.
Professional Involvement	All dentists in Ontario are required to hold an active certificate of registration with the RCDSO.	Voluntary for dentists in Ontario.
Regulatory Authority	Authority is defined in provincial legislation (e.g., Regulated Health Professions Act, Dentistry Act) and associated regulations.	No legislative authority; focuses on advocacy to influence regulation and supports members in compliance.
Public Protection	Ensures the public receives safe, ethical, and high-quality dental care through rigorous inspection and evaluation processes.	Promotes public awareness of the importance of oral health and its connection to overall health. Does not regulate practice standards but supports member compliance.
Proficiency Maintenance	Sets and enforces educational and professional qualifications for dentists.	As a continuing education provider, helps members meet their regulatory CE requirements through educational programs and workshops.
Professional Standards	Develops, maintains, and enforces professional and ethical standards.	Promotes high professional and ethical standards but cannot enforce them.
Accountability	Holds dentists accountable through complaints and investigation processes. Provides a clear process for the public to file complaints.	Promotes a Code of Conduct; supports dentists and patients in voluntarily resolving some disputes through a mediation process; does not handle disciplinary actions.
Transparency	Conducts public Council meetings to ensure transparency in decision-making. Publishes annual reports and strategic plans.	Operates with a Board of Directors that reports to its members through a General Council without public representation.
Advocacy	Advocates for public safety and ethical practice. Engages with interested parties to enhance patient care standards.	Advocates on public policies that affect the practice of dentistry and the oral health of people in Ontario.
Professional Support	Provides regulatory guidance and oversees compliance with expectations.	Offers programs, services, and products to support dentists' professional lives and well-being.
Public Awareness	Focuses on public interest and patient safety through educational campaigns, public notices, and resources on dental care.	Raises public awareness about the importance of oral health and hygiene, public safety, access to care and ethics.
Committees	Statutory committees include the Discipline Committee; Inquiries, Complaints and Reports Committee; Quality Assurance Committee and Registration Committee.	Advisory committees focus on professional development, advocacy and support.

Rainbow Health Ontario is now an official approved sponsor for CE credits



On September 17, 2024, the Quality Assurance Committee approved [Rainbow Health Ontario](#) (RHO) as a sponsor for continuing education (CE) credits in Ontario.

RHO creates opportunities for the healthcare system to better serve 2SLGBTQ communities. Their training helps healthcare providers improve their clinical and cultural competency in caring for 2SLGBTQ service users. RHO's online learning platform offers easy access to these training sessions across the province, with several [core courses](#) available in both French and English. Additionally, RHO provides opportunities for supportive debrief conversations with skilled facilitators to further enhance learning.

Dentists who complete modules through RHO are now eligible to earn CE points and will receive a certificate of completion.



SOME COURSES TO CONSIDER:

- 2SLGBTQ Foundations
- 2SLGBTQ Older Adults and Inclusive Care
- Removing Barriers
- Trauma Informed Care

The approval of RHO as a sponsor aligns with the Quality Assurance program's mandate to ensure the ongoing competence and education of RCDSO registrants. It also marks a significant advancement in promoting Access to Care and Equity, Diversity and Inclusion within the dental community.

Discipline Summaries

The Discipline Reasons re: Dr. Brock Rondeau have now been posted on CanLII.

[Royal College of Dental Surgeons of Ontario v. Rondeau, 2024 ONRCDSO 2](#)

Heard: July 15, 2024, by way of videoconference

Decision Date: July 15, 2024

Release of Written Reasons: August 19, 2024

■ REFERRING CBCT SCANS TO AN ORAL RADIOLOGIST

The prescribing dentist who orders and takes a CBCT scan is required to prepare a written report. The report may be written by the prescribing dentist or by a dentist licenced as an oral radiologist in the province of Ontario. If the prescribing dentist chooses to refer the CBCT scan to an oral radiologist based in another jurisdiction for interpretation, the prescribing dentist is responsible for ensuring that the individual is qualified and licenced as an oral radiologist in their jurisdiction and their reports meet the requirements of the RCDSO Dental CT Scanner Standard.

■ ENSURING THE SAFETY OF THE RCDSO'S COMMUNICATIONS/THE IMPORTANCE OF ENCRYPTED EMAILS

As we prioritize the confidentiality and security of our data and communications at the RCDSO, we will often use encrypted emails to transmit confidential information. Encryption ensures that our messages are only accessible to their intended recipients, thus protecting sensitive information from unauthorized access and potential breaches. By consistently using encryption, not only do we protect and safeguard our personal and professional information, but we also uphold the fundamental trust and integrity of our members and the public put in us. Your efforts in this respect are truly appreciated. Let's continue to work together to make encrypted usage a standard practice across the College.

Thank you for your cooperation and commitment to online safety.

■ NEW MULTILINGUAL COMPLAINTS PROCESS INFORMATION PAMPHLETS

In August, the College launched new Complaints Process Information Pamphlets, available in English, French, Arabic, Chinese (Simplified), Farsi, Hindi, Punjabi, Russian, Spanish, Tagalog, and Urdu.

The languages were selected based on data related to the complaints we receive, translation requests, and data about the most frequently spoken languages in Ontario today. Our language services partner [MCIS Language Solutions](#), were instrumental in translating the pamphlets and supporting the selection of languages. We know that these languages represent Ontario today, and more will be added over time.

Providing multilingual content allows for greater foundational information about the role of the College and will help the public understand what they can expect in our processes.

The pamphlets are available on [our website](#).

■ UNAUTHORIZED DENTAL PRACTITIONERS

The College is committed to safeguarding public health by ensuring that only qualified and registered professionals practice dentistry within the province.

In this regard, we publish a [publicly accessible list](#) of individuals who have been legally prohibited from practicing due to various reasons, such as lack of credentials, disciplinary actions, or other legal issues.

If you are aware of these individuals or anyone else working without being registered with the RCDSO, please contact [Gillian Slaughter](#), Director, Professional Conduct and Regulatory Affairs.

Participate in two new consultations



The College is conducting two public consultations to inform the development of updated requirements and guidance on professional patient-dentist relationships and implant dentistry.

1. Maintaining a Professional Patient-Dentist Relationship

We are seeking your feedback on the current [Maintaining a Professional Patient-Dentist Relationship practice advisory](#) to help shape the development of updated materials.

The current practice advisory sets out requirements and guidance on:

- building and maintaining a professional patient-dentist relationship
- resolving conflicts between patient and dentist
- properly ending the professional patient-dentist relationship.

[The survey](#) will take approximately 15 minutes to complete.

If you are responding on behalf of an organization, you may prefer to [download a PDF of the survey](#) and submit your responses to patient.dentist.relationships@rcdso.org.



DOWNLOAD
a PDF of the survey

You have until 11:59 p.m. on **October 20, 2024** to complete the survey. If you have any questions, please contact patient.dentist.relationships@rcdso.org.

2. Implant Dentistry

We invite you to share your insights on the current [Educational Requirements and Professional Responsibilities for Implant Dentistry guideline](#). Your input will be crucial in shaping the development of new materials.

[The survey](#) will take approximately 10-15 minutes to complete.

If you are responding on behalf of an organization, you may prefer to [download a PDF of the survey](#) and submit your responses to implants@rcdso.org.



DOWNLOAD
a PDF of the survey

You have until 11:59 p.m. on **October 20, 2024** to complete the survey. If you have any questions, please contact implants@rcdso.org.

Thank you for participating!

Please note your feedback is anonymous. Responses submitted by individuals on behalf of organizations will be attributed to the organization and not the individual.

For more information on RCDSO's standards review and development process, [visit our website](#) or reach out to [our Policy team](#)

Ensure your Medical Devices & Products are Canadian Approved



Many of the materials, instruments and equipment used by dentists are regulated by Health Canada, which monitors and evaluates their safety, effectiveness and quality. Under the regulations, medical and dental materials and devices are included in one of four classes of risk. For further information, please click here: [Information-Sheet-Medical-Devices-and-Health-Cana.aspx \(denturists-cdo.com\)](https://www.denturists-cdo.com/Information-Sheet-Medical-Devices-and-Health-Cana.aspx)

Dentists must use materials, instruments and equipment that have been authorized for sale by Health Canada. Additionally, dentists who import dental prostheses from outside Canada must ensure that the offshore laboratory or manufacturer has a Class III licence that covers fabrication of crowns, bridges, dentures etc. Please refer to the following document from the College of Denturists for additional information: [Information-Sheet-Medical-Devices-and-Health-Cana.aspx \(denturists-cdo.com\)](https://www.denturists-cdo.com/Information-Sheet-Medical-Devices-and-Health-Cana.aspx). The information in this document also applies to dentists.

Review these Health Canada websites to determine whether the medical device or product being used has been approved for sale in Canada:

- [About medical devices - Canada.ca](https://www.canada.ca/en/health-canada/services/medical-devices/about-medical-devices.html)
- [Drug and health product review and approval - Canada.ca](https://www.canada.ca/en/health-canada/services/drugs-health-products/drug-products/review-approval.html)

Dentists should not use a product or medical device not included in these websites, unless they have received confirmation from Health Canada of approval for sale in Canada.

The use of non-approved Health Canada products and medical devices may pose risks to patients. Dentists may also be investigated for professional misconduct for not maintaining the standards of practice of the profession.



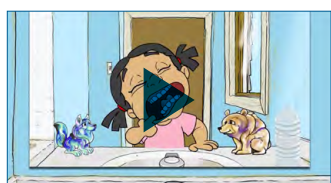
Welcome New Registrants!

Siavash Agha Balaei Khordehchi	Osama Abdelhadi Sandhya Bhalla	Justin Konrad Mitchell Dzaldov	Monica Dewan Shravya Yandra	Syedah Fatimah Shah Neha Arora
Tanvi Chhatwal	Camy Leung	Shuvani Arsiradam	Clara Zhou	Jasmeen Bhatti
Nadia Firouzfar	Imene Meddad	Jason Jacobs	Mark Asham	Sarah Nafal
Faisal Aziz	Mansi Amrutiya	Ragini Raghuvanshi	Sivakumar Subramanian	Marco Antonio Caccavella
Rutav Bhatt	Avleen Sanghra	Maya Mesaros	Ramya Sindhu Baskaran	Dhrupam Dhingra
Cherry Walia	Colleen Westerman	Shirin Hakim Faal Esfahani	Zaheer Ul Qadir	Tess Syriopoulos
Ankit Thaker	Saina Shirazi	Yujian Yang	Alexandra Negotei	Cathrine Mekhil Polis
Ali Mahmood	Navnoor Mann	Mohammed Khan	Hanan Hammoud	Arushi Gupta
Ariana Kraja	Adam Tepperman	Timothy Wong	Fatima Hanif	Ola El Maki
Joshua Ta Hung Liu	Mayesalreem Kamala	Riddhi Inamdar	Jade Schneider	Anthony Nguyen
Nikhil Joshi	Mikaela Kofman	Karim Wanes	Melika Pahlevan Sabbagh	Sebastien Roberge
Shahrooz Momeni	Mudar Azzam	Abir Islam	Husam Medbak	Kendra Ma
Sejal Maradiya	Sarah Lam	Shi-Peng Xiong	Andrew Seto	Samuel Samaroo
Angad Bagga	Mona Adib-Moradi Langroudi	Hima Sobhana Lohi	Tahmid Tashin	Bhupinder Kaur Gill
Alaa Aldeen Ben Talb	Jasreen Ghumman	Yan Lin Chen	Ashley Eugene	Patricia Kim
Omar Saddam	Vishal Saxena	Surbhi Nair	Kiranvir Aulakh	Preeti Khanna
Brandon Worthen	Xiaoxuan Wang	Qian Tu	Anissa Gamble	Raghav Khanna
Yash Shah	Jaroslav Kokolus	Zoha Anjum	John Ackersviller	Sahil Khanna
Mang Shin Ma	Christina Mikhael	Nicole Ng	Jonathan Gillmore	Yakun Gupta
Ahmad Alabdullah Altadmury	Jae Hoon Peter Lee	Akile Ozkan	Hayley Benudiz	Anastasios Kavouris
Hina Zaman	Salah Hashim	Niloufar Ebrahimian	Yunsu Jang	Amanda Tittel
Pallavi Mathur	Mallika Juneja	Abby Lindzon	Derek Andrew	Majid Afrasiabifar
Gurvinder Gill	Deep Thakker	Matthew-Mina Reyad	Tanisha Goel	Marwah Khalaf
Josie Paul	Nahal Kazeroonizadeh	Shanzeh Shahid	Hajir Hamza	Ayesha Khan
Anthony Mikhail	Suraj Chavda	Pourya Aminsalehi	Helia Ghahremani-Tabrizi	Lioubov Karmanova
Victoria Houston	Anni Fan	Nikola Janev	Sarah Shannon	Itee Sharma
Simrandeep Kaur	Russel Gitalis	Michelle Cai	Jyotika Tuli	Mikaela Almeida
Nadeem Rashid	Rana Fahmy	Gurleen Dhaliwal	Tasneem Barakat	Gayathri Pillai
Zijin Zhang	Ambika Agarwal	Aarthi Sankar	Arghavan Omid	Shweta Saddu
Gloria Chang	So Won Park	Maria Inam	Amreet Kaur	Kion Hatam
Kubra Yildirim	Seyed Sina Jafari	Sara Kamali	Marie Syriopoulos	Jae Sung Huh
Priyanka Pandekar	Michael Martico	Samantha Li	Chhavi Sikri	Justin Aoun
Albani Pacheco Pena	Domenic Colantonio	Harry Kapageridis	Rebecca Greene	Elena Voorand
Anas Mustafa	Sam Taheri	Kavita Khanna	Bettina Helbling	Cassandra DiSanto
Christian Samuel	Heather Chen	Karan Jandu	Sabrina Khera	Sarah Lorán
Nabeel Almaa	Cheng Yen Lim	Guntash Sandhu	Yousif Al-Noorachi	Lourd Noel
Santiago Cobos Cobos	Shobana Ravichandran	Ravneet Sandhu	Dina Mostafa	Noha Miah
Fabio Henrique de Sa Leitao Pinheiro	Ledja Rasul	Kishon Jayadharman	Jenna Pasternak	Lina Al-Saadi
Alexandra Yazdani	Manjot Kaur	Alyssa Walter	Mathew Williamson	Andrew Seif
Shivani Shah	Wenxin Miao	Jordan Elwood	Payal Patel	Vivek Patel
Gaganpreet Kaur	Grace Chen	Hamsa Al-Badri	Bradley Bigsby	Nirja Shah
	Neha Sharma	Kyung An Brian Choi	Simran Singh	Kajal Laroia
		Keshma Madala	Pulkit Chandra	Mary Goodwin

Nicholas De Billy	Tarun Sachdeva	Ibrahim Cholakian	Rafia Hina	Renya Rajan Sreelatha
Yin Xiao Liu	Alice Lang	Elaheh Faghihinia	Nicole Shen	Sukhraj Sanghera
Shubleen Sidhu	Perna Dahiya	Pallavi Patel	Amanda Chiu ¹	Saif Haque
Zainab Kesari	Stacy Kan	Amina Omar	Richa Grover	Melissa Marques
Alajiah Bell	Karim Abouelella	Navjot Virk	Marc Yarascavitch ²	Madureira Konofal
Marina Morgan	Mohamed Elbarbary	Kinjal Shah	Farah Parveez	Saloni Agarwal
Tamara Chau	Anjali Asnani	Hassan Khan	Bhoosha Ambani	Sarah Muthanna Atiyah
Romi Amor	Parth Kathiriya	Sherif Aly Mahmoud	Setu Shah	Al-juboori
Rocco Cheuk	Bassam Hameed	Elkordy	Myriam Boulos	Qasim Abbas
Veenu Khubnani	Ziyue Zhu	Gurpreet Singh	Pinal Kumbhani	Kohila Kandasamy
Aurash Cohen	Nikita Gupta	Meet Thakkar	Mithun Ravindranath	Celina Sewlochan
Gabriel Bensimon	Eva Goyal	Kirandeep Kaur	Lovepreet Kaur	Siddharth Sharma
Yu-Hsin Ku	Amees Patwari	Supreet Sahota	Jay Modh	Simranjeet Kaur
Hanieh Rahimi	Simerpreet Kaur Bagga	Manan Patel	Dina Shabee	Nidhi Kantawala
Anuradha Garg	Kartikkumar Donda	Gursimran Kaur	Mirelle Dsilva	Pavithra Palya
Leila Shafiei	Andrew Surya	Vitaliya Bardal	Supriya Goyal	Ramachandraiah
Jaspreet Gill	Cody Bean	Dennis Park	Dalia Nasser	Zeina Naous
Natasha Nanji	Leila Asadian	Riya Talavia	Niravkumar Patel	Yuliya Holovchak
Prabhjot Bhangu	Amirreza	Lara Alnaqar	Damilola Edun	Adam Babul
Saba Khuffash	Sadrmanochehrinaeini	Sepideh Dadgar	Robin Sandhu	Samin Gohari
Alisha Nanji	Kshiti Patel	Shamim Tajik	Gurkan Unsal	Farahnaz Fadavinia
Mina Farag	Tanvi Manchanda	Riyam Taha	Dharampreet Khaira	Darren Rodrigues
Tania Mahendiran	Samir Chugh	Kavita Singh	Afshan Shaukat Khan	Hemina Patel
Sugun Kanwar	Simrat Kaur	Kristina Curcin	Anita Patel	Yingyue Tang
Pawandeep Kaur	Satyavrat Arya	Dotun Adebisi	Shiana	Marina Behman
Ruchira Pai	Christina Boniatian	Kiana Ghasemi	Ahmed Hegazy	
Gurpreet Singh Saini	Prineet Sangha	Akashdeep Kaur	Usamah Mahmood	
Roya Mohammadi	Aya Al Rafea	Amardeep Kaur	Jamie Lou Dhaliwal	
Inderjeet Singh	Nathaly Olivo Corcega	Maria Cespedes Guillermo	Haidar Elmuttalibi	

¹ Holds a General licence, but added Speciality licence (Dental Anaesthesiology) on July 16, 2024.

² Holds a General licence, but added Speciality licence (Ortho) on July 17, 2024.



[View these 4 episodes of "Tooth Tales" from IDAC](#)
(The Indigenous Dental Association of Canada)