

**Draft *Managing Conflicts and Ending the Dentist-Patient Relationship* Standard
General Consultation FAQs – February 2026**

1) What is the RCDSOs process for revising draft Standards?

Draft Standards are revised in accordance with the RCDSO's [Standards Review and Development Process](#). This process includes a general (public) consultation, held primarily via an online survey, and re-drafting the draft Standard based on an analysis of consultation feedback.

2) What changes have been made to the revised draft *Managing Conflicts and Ending the Dentist-Patient Relationship* Standard?

Some of the key changes made to the revised draft Standard in response to consultation feedback include:

- **Simplifying and clarifying definitions** for 'a breakdown in the dentist-patient relationship' and 'a conflict' so that they are easier to understand (lines 45-60).
- **Removing requirements that caused confusion about situations where dentists must not end the relationship.** Instead, clarifying guidance related to dismissal decisions has been added (see lines 149-158), and specific situations will be addressed by supporting resources (case scenarios and FAQs).
- **Improving the reasonableness of requirements related to ending the dentist-patient relationship,** for example, by replacing the requirement for dentist to "provide the patient with reasonable assistance in finding a new dentist," with the requirement for dentists to "provide suggestions regarding how the patient can find a new dentist" (lines 162-164 and 179), and by including examples of suggestions in the template dismissal letters (see page 2 of the letters).
- **Clarifying requirements related to active, long-term treatment,** for example, by replacing the requirement for dentists to "offer and/or arrange a transfer or referral to another dentist for stabilizing or ongoing treatment, if appropriate" with the requirement to "notify patients, where applicable, of whether the patient must find another dentist to provide interim care [to maintain their condition until they transition to a new dentist]" (lines 186-188 and 193).

- **Responding to the request for more than one dismissal letter**, by providing two dismissal letter templates – one for ending the dentist-patient relationship due to a breakdown in the relationship, and one for ending the dentist-patient relationship due to changes in the dentist's employment.

3) RCDSO usually consults on a draft Standard once. Why is the RCDSO consulting on this draft Standard a second time?

The RCDSO is conducting a second public consultation to help ensure feedback from the first public consultation has been addressed in the revised draft Standard. Ultimately, we want to ensure that the revised draft is responsive to feedback, and articulates clear and effective guidance for dentists.

4) Why is the consultation period 30 days?

RCDSO's typical consultation period (60 days) is designed to elicit feedback on new draft guidance (e.g., Standards), regulations, and other matters. For consultations on new draft guidance, the RCDSO usually asks several questions to establish if specific sections of the document are clear, reasonable, and comprehensive.

Given that this draft Standard has already gone through a 60-day consultation, and that the purpose of this consultation is to ensure revisions are responsive to feedback, a survey with fewer questions and a shorter consultation period was considered more appropriate.