

## **Draft *Managing Conflicts and Ending the Dentist Patient Relationship* Standard**

### **List of Topics for FAQs and case scenarios – February 2026**

Some of the topics related to the draft Standard that the RCDSO will more directly address in case scenarios and FAQs are listed below:

#### **Potential conflict scenarios**

- Patient exhibits rude, disruptive, or abusive behaviour;
- Patient is unsatisfied with treatment outcomes and/or demands a refund;
- Patient does not follow treatment recommendations, refuses or dictates treatment;
- Patient files a complaint with the RCDSO or leaves a negative online review;
- Patient asks a lot of questions about their treatment (for example, due to anxiety);
- Patient asks for a second opinion;
- Patient fails to comply with office policies (for example, they don't pay outstanding fees, or consistently miss appointments); and
- Patient ends the dentist-patient relationship.

#### **Other topics**

- Legal requirements related to discontinuing or failing to provide dental services, without reasonable cause;
- Conflicts with the parent(s) of a patient;
- Use of a third-party mediator to resolve a conflict;
- Graduation of a patient (with special health care needs) out of a pediatric dental practice;
- Advice for communication with patients and fostering an effective dentist-patient relationship; and
- Establishing time limits for an offer to provide emergency care after the dentist-patient relationship has ended.