

## General Consultation: Draft Managing New Patient Requests Standard

## Welcome to our Survey

**The Royal College of Dental Surgeons of Ontario (RCDSO) is seeking feedback on a new draft Standard of Practice that sets out dentists' legal, professional, and ethical obligations when managing new patient requests in both non-emergency and emergency situations.**

**The draft Standard builds on the core principles and duties outlined in RCDSO's Foundations of Professionalism and addresses the following areas:**

- **Providing Information, which outlines dentists' obligations to share information that helps individuals determine whether a dentist and practice are right for them.**
- **Dentist Decision-Making, which sets out dentists' obligations when managing requests from individuals to become a patient or to receive emergency dental care.**

**The draft Standard was developed as part of the Access to Care Strategic Project by a Working Group comprised of members of RCDSO Council, representatives from each Ontario faculty of dentistry, and subject matter experts.**



Royal College of  
Dental Surgeons of Ontario

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#### Survey Information

**The survey takes approximately 15-20 minutes to complete. Respondents who provide detailed written feedback may take longer.**

**Survey responses are saved when you click the 'Next' button and submitted when you click the 'Done' button. You may complete part of the survey and return later to edit your responses or finish the survey if you are using the same device and web browser that you used to start the survey.**

**The deadline to provide feedback is 11:59 pm on June 21, 2026.**

**All responses will be reviewed, and a summary of the feedback will be provided to RCDSO Council after the consultation closes. Your feedback is anonymous. Responses submitted from individuals on behalf of organizations will be attributed to the organization and not the individual.**

**If you would like to download a PDF with the survey question, click [here](#).**

**If you have any questions about the RCDSO's Standards review and development process or this survey, please see RCDSO's [website](#) or email the Policy Team at [accesstocare@rcdso.org](mailto:accesstocare@rcdso.org).**

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## Participant Type

**To ensure that we ask you relevant questions, we have developed different sets of questions for different respondents. Please choose the option that best reflects the perspective you will bring to this survey.**

**\* 1. Are you a:**

- General dentist (including retired)
- Specialist dentist (including retired)
- Dental student
- Patient/Member of the public
- Oral health care professional, other than dentist (e.g., dental hygienist, denturist, dental technician, including retired)
- Non-oral health care professional (e.g., nurse, doctor, pharmacist, etc., including retired)
- Person responding on behalf of an organization
- I prefer not to answer

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## Specialist Type

**\* 2. What is your primary specialty or, if you have retired, what was your primary specialty?**

- Dental Anesthesiology
- Dental Public Health
- Endodontology
- Oral and Maxillofacial Radiology
- Oral and Maxillofacial Surgery
- Oral Medicine and/or Oral Pathology
- Orthodontics and Dentofacial Orthopedics
- Pediatrics
- Periodontics
- Prosthodontics
- Other (please specify)

- I prefer not to answer

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### Dentist Characteristics

**If you have retired, please respond to the first two questions on this page based on your experience when you were practising.**

**\* 3. Describe the general location(s) where you work or practice. Please select all that apply.**

- Extra-large urban area (population of 500,000 or more)
- Large urban area (population between 100,000 and 499,999)
- Medium urban area (population between 30,000 and 99,999)
- Small urban area (population between 1,000 and 29,999)
- Rural and/or remote (population less than 1,000)
- Other (please specify)

- I prefer not to answer

**\* 4. How many years have you been in practice?**

- 0-10 years
- 11-25 years
- 26-35 years
- 36+ years
- I prefer not to answer

**\* 5. Do you currently provide clinical care?**

- Yes
- No
- I prefer not to answer

# RCDSO

# Royal College of Dental Surgeons of Ontario

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Organization

**\* 6. Which organization are you responding on behalf of?**

# RCDSO

Royal College of  
Dental Surgeons of Ontario

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## Survey Overview

**The following questions ask about specific content areas in the draft Standard. These questions are grouped into three sections, and you do not need to have read the draft Standard to respond.**

**Later in the survey, you will have an opportunity to provide feedback on the entire draft Standard, including content that we have not asked about directly.**



10. **Optional:** Please elaborate on your answers above or provide any other feedback on these draft requirements.

For example, if you feel any of the draft requirements are not easy to understand or reasonable, how could they be improved?

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### SECTION 2

**The second section of the draft Standard outlines dentists' obligations for managing requests from individuals to become a patient in non-emergency situations.**

**\* 11. The draft Standard uses the term 'accept' to describe when an individual and dentist have mutually decided to establish a dentist-patient relationship.**

**To what extent do you agree or disagree with the following statement?**

Strongly agree      Somewhat agree      Neither agree nor disagree      Somewhat disagree      Strongly disagree      I don't know

The use of the term 'accept' is easy to understand in the context of the draft Standard

                            

**\* 12. The draft Standard states that in non-emergency situations, dentists are not required to accept every individual requesting to become a patient.**

**To what extent do you agree or disagree that this statement is easy to understand and reasonable?**

Strongly agree      Somewhat agree      Neither agree nor disagree      Somewhat disagree      Strongly disagree      I don't know

This statement is easy to understand

                            

This statement is reasonable

                            

**13. Optional:** Please elaborate on your answers above.



**\* 17. Dentists must ensure that their decision aligns with their legal obligations under the Ontario *Human Rights Code* to provide dental services free from discrimination.**

Note: the draft Standard references an external resource (Ontario Human Rights Commission's [Guide to your rights and responsibilities under the Human Rights Code](#)) to help dentists understand and comply with their legal obligations.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	I don't know
The requirement is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is clear to me how this requirement would be applied in practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The external resource (Ontario Human Rights Commission's <a href="#">Guide to your rights and responsibilities under the Human Rights Code</a> ) referenced in the draft Standard is helpful to support compliance with these existing legal obligations under the Ontario <i>Human Rights Code</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. **Optional:** Please elaborate on your answers above or provide any other feedback on these draft requirements.

For example, how could the draft requirements be improved?

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### SECTION 2 (continued)

The following questions seek your feedback on draft provisions relating to dentists deciding not to accept an individual as a patient. Please indicate the extent to which you agree or disagree with the statements below.

\* 19. **If dentists decide not to accept an individual as a patient, dentists must communicate their rationale for the decision if asked by the individual or by the RCDSO.**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	I don't know
The requirement is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The requirement is reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 20. **If dentists decide not to accept an individual as a patient, dentists are advised, where possible, to provide the individual with suggestions regarding where they can obtain oral health care.**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	I don't know
The advice is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The advice is reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. **Optional:** Please elaborate on your answers above or provide any other feedback on these draft provisions.

For example, if you feel any of the provisions are not easy to understand or reasonable, how could they be improved?

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### SECTION 3

**The third section of the draft Standard outlines dentists' obligations for managing dental emergencies.**

**The following question seeks your feedback on a draft requirement related to managing dental emergencies. To what extent do you agree or disagree that the draft requirement is easy to understand and reasonable?**

**\* 22. When individuals present with a dental emergency, dentists must either provide emergency dental care or direct individuals to where such care can be obtained.**

Note: this draft requirement reflects the RCDSO's existing requirement as set out in the [Professional responsibilities for managing dental emergencies](#) article published in February/March 2015.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	I don't know
The requirement is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The requirement is reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**23. Optional:** Please elaborate on your answers above or provide any other feedback on this draft requirement.

For example, if you feel the draft requirement is not easy to understand or reasonable, how could it be improved?



27. **Optional:** Please elaborate on your answers above or provide any other feedback on these draft requirements.

For example, if you feel any of the requirements are not easy to understand or reasonable, how could they be improved?

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Feedback on the Draft Standard Overall

**The following questions require you to have read the draft Standard. If you indicate that you have not read the draft Standard, you will be advanced to the final section of the survey.**

**If you have not read the draft Standard and would like to, you can review it [here](#).**

\* 28. **Have you read the draft Standard?**

Yes

No

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### Feedback on the Draft Standard Overall

\* 29. **To what extent do you agree or disagree with the following statements about the revised draft Standard?**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	I don't know
The draft Standard is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The draft Standard is reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This draft Standard is comprehensive (it addresses all relevant or important issues)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. **Optional:** Please elaborate on your answers above or provide any additional feedback on the revised draft Standard.

For example, if you feel the draft Standard is not easy to understand, reasonable, or comprehensive, please explain why.

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### Final Feedback

31. **Optional:** Please share with us any feedback you have not already provided related to the draft Standard.

32. **Optional:** If you are interested in engaging in other types of consultation opportunities related to this draft Standard, or are open to being contacted about your feedback, you may leave your email below.

Please note: providing your email does not guarantee you will be contacted. Additionally, while your survey responses will not be attributed to you publicly (e.g., in a consultation feedback summary), by including your email, your responses may not be anonymous.

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## Survey Evaluation

33. **Optional:** Based on your experience completing this survey, do you have any feedback to help improve this survey or future RCDSO surveys?

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## Demographics

**We welcome you to voluntarily share some demographic information about yourself. The RCDSO strives to protect the public interest while using processes that achieve meaningful equity, diversity, inclusion, and accessibility across all of our regulatory programs and projects.**

**Therefore, we are collecting demographic information (e.g., ethnicity, gender identity, presence/absence of disabilities) to help us identify whether our consultation process is inclusive, and whether we are receiving a diversity of perspectives.**

**Please note that any demographic information that you provide through the survey will be anonymous, and your responses will be stored securely. Your demographic information will be aggregated for internal/external reporting purposes and will not be linked to you.**

\* 34. **Would you like to complete these optional demographic questions?**

Yes

No

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### Demographics

\* 35. What is the location of your primary residence?

- Ontario
- Outside of Canada
- Another province or territory in Canada (please specify)

- I prefer not to answer

\* 36. Describe the general area where your primary residence is located?

- Extra-large urban area (population of 500,000 or more)
- Large urban area (population between 100,000 and 499,999)
- Medium urban area (population between 30,000 and 99,999)
- Small urban area (population between 1,000 and 29,999)
- Rural and/or remote (population less than 1,000)
- Other (please specify)

- I prefer not to answer

\* 37. How old are you?

- 19 years old or under
- 20-29 years old
- 30-39 years old
- 40-49 years old
- 50-59 years old
- 60-69 years old
- 70+ years old
- I prefer not to answer

\* 38. What is the highest level of education you have completed?

- Some high school
- High school
- College degree/diploma
- Bachelor's degree
- Master's degree
- Ph.D. or higher
- Dental degree (BDS/DDS/DMD or higher)
- Other professional degree (e.g., law, medicine, engineering)
- Trade school
- Other (please specify)

- I prefer not to answer

\* 39. Please indicate which of the following terms best describes your gender identity. Please select all that apply (options are listed in alphabetical order - click [here](#) for definitions of the following terms):

- Genderqueer
- Man
- Nonbinary
- Questioning
- Two-Spirit
- Woman
- Other (please specify)

- I prefer not to answer

\* 40. Do you identify as trans/transgender or consider yourself to be a part of a trans/transgender community?

- Yes
- No
- Not sure
- I prefer not to answer

\* 41. Please indicate which of the following terms best describe your sexual orientation.

Check as many as apply (options are in alphabetical order).

- Asexual
- Bisexual
- Gay
- Heterosexual
- Lesbian
- Pansexual
- Queer
- Questioning
- Two-Spirit
- Other (please specify)
- I prefer not to answer

\* 42. Do you identify as an Indigenous person? Please select all that apply.

- Yes, First Nations (Status and Non-Status)
- Yes, Métis
- Yes, Inuit
- Yes, an Indigenous person from outside of Canada
- No
- Yes, Other (please specify)

- I prefer not to answer

43. Optional: Please describe your ethnicity in whatever terms are most meaningful to you.

\* 44. Do you speak French?

- Yes, I am fluent.
- Yes, with limited fluency.
- No
- I prefer not to answer

\* 45. What is your faith, religion, and/or spiritual affiliation? Please select all that apply.

- Agnostic
- Atheist
- Buddhist
- Christian
- Hindu
- Indigenous spirituality
- Jewish
- Muslim
- Sikh
- No religion or spiritual affiliation
- Other (please specify)

- I prefer not to answer

\* 46. Do you identify as a person with a disability or disabilities?

- Yes
- No
- Sometimes, depending on the context
- I prefer not to answer

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### Demographics (Disability Type)

\* 47. Describe your disability. Please select all that apply (options are listed in alphabetical order).

- Auditory
- Cognitive (memory, focus, attention, consciousness, etc.)
- Dexterity (related to use of fingers, hands, etc.)
- Developmental
- Fatigue-related
- Flexibility
- Gastrointestinal
- Intellectual (e.g., Learning)
- Invisible
- Mobility (movement, balance, coordination, etc.)
- Mental Health-related
- Pain-related
- Sight
- Speech
- Urinary
- Other (please specify)

- I prefer not to answer

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End of Survey

**Thank you for participating in our survey!**