



alberta dental
association & college

Guide for Operating a Dental Practice in Alberta

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Introduction

This document is provided by the Alberta Dental Association and College to Alberta dentists as a membership service to assist dentists who are operating or setting up a dental practice. The document addresses the owner dentist(s) responsibilities as they relate to the Alberta Dental Association and College when operating or establishing a dental practice. The document does not include responsibilities related to building codes and inspections that may be required by other municipal or provincial laws and regulations.

Government legislation and Alberta Dental Association and College Standards of Practice that dentists must be aware of when operating a dental practice include:

Government legislation

1. Adult Guardianship and Trusteeship Act
2. Dentists Profession Regulation
3. Dental Surgical Facility Accreditation Regulation
4. Environmental Protection and Enhancement Act - Disclosure of Information Regulation
5. Government Organization Act
6. Health Information Act
7. Health Information Act Health Information Regulation
8. Health Information Act Alberta Electronic Health Record Regulation
9. Health Professions Act
10. Personal Information Protection Act (Alberta)
11. Radiation Protection Act
12. Radiation Protection Regulation

Alberta Dental Association and College Standards of Practice

1. Code of Ethics
2. Dental Facilities Accreditation
3. Facial Esthetic Therapies and Adjunctive Procedures
4. Infection Prevention and Control Standards and Risk Management for Dentistry
5. Informed Consent
6. Patient Records
7. Privacy and Management of Patient Health Information
8. Sexual Abuse and Sexual Misconduct
9. Use of Sedation in Non-Hospital Dental Practice

The document will provide information on several areas that dentists are responsible for when establishing or operating a dental office. The document is targeted at new dental practices but the same responsibilities apply to existing dental practices as well.

Documents and reference materials can be found on the members' website.

<https://www.dentalhealthalberta.ca/>

A. Member Registration

Registration information, application and other required forms to register with the Alberta Dental Association and College can be found online at: <https://www.dentalhealthalberta.ca/becoming-a-dentist/>

Sections 104-115 of the *Health Professions Act* make it clear that only a registered member or a professional corporation may engage in the practice of dentistry. All of the provisions of the Act, the Regulations, and the By-laws that are applicable to an individual registered member apply with equal force and with all necessary modifications to a professional corporation. The Act does not permit there to be different rules depending on whether or not a dentist practices individually or as a professional corporation.

B. Infection Prevention and Control

Dentists and Dental Health Care Personnel have dealt with the concepts and principles of infection prevention and control since early in the history of the profession. Dentists in Alberta have a professional duty to cause no harm to their patients, and to provide a safe working environment for the other dental health care personnel in their dental practice. This section provides information that will assist Alberta dentists to implement an effective Infection Prevention and Control Program compliant with the Alberta Dental Association and College Infection Prevention and Control Standards and Risk Management for Dentistry.

1. Infection Prevention and Control Standards and Risk Management for Dentistry

The ultimate responsibility in all areas of Infection Prevention and Control rests with the owner dentist(s). The owner dentist(s) and dentists working at the dental practice must:

- ensure that Infection Prevention and Control Standards are implemented;
- ensure that the dental health care personnel employed by the dentist are aware and comply with the documentation required for Infection Prevention and Control and Occupational Health and Safety; and
- review all policies annually to ensure that policies are up-to-date with all Alberta Dental Association and College Standards.

2. Reprocessing Area Design and Layout

The Suggested Reprocessing Area Design and Layout will be helpful to assist with the design and layout of the practices reprocessing area.

3. Guide for the Production of an Office Specific Infection Prevention and Control Office Manual

The Infection Prevention and Control Standards and Risk Management for Dentistry requires each dental office to have written office specific Infection Prevention and Control policies and procedures. In order to assist the membership, the Alberta Dental Association and College has developed an Infection Prevention and Control Office Manual that can be used as a template for policies and procedures. Members considering using the Infection Prevention and Control Office Manual must review this manual in detail to ensure that the content is appropriate for the circumstances of the particular dental office and make any necessary changes to the template. The examples in this manual are not the only ways to do the various procedures. The examples, however, indicate the amount of detail required and are provided as a template to help dental offices customize the required information for their own use. Members must ensure that any changes made for their Infection Prevention and Control Office Manual are consistent with the Alberta Dental Association and College Infection Prevention and Control Standards and Risk Management for Dentistry document.

4. Infection Prevention and Control - Sterilization Record

Documentation is essential to demonstrate that the desired result has been achieved. A sample Sterilization Record Log sheet/template can be found on the member website.

5. Alberta Dental Association and College Reprocessing - Learning Modules

The 3 videos are critical to train existing and new dental health care personnel. The modules must be viewed by all dental health care personnel involved in the reprocessing of dental instruments. Proper training and attention to detail is critical to the reprocessing dental devices. All training activities should be documented.

6. Guide for Bloodborne Pathogen Injury Management Protocol

This protocol is specific to dental health care workers and has been developed in consultation with Alberta Health Services Zone Medical Officers of Health.

It is the responsibility of the dentist to advise their staff members to report all workplace sustained injuries to the dentist or their employer to effect proper management. As employers, dentists in the province of Alberta have a legal and ethical obligation to correctly manage occupational injuries which may occur in the workplace.

7. Alberta Dental Association and College - Practice Visits

The Alberta Dental Association and College contacts offices to arrange practice visits.

The purpose of the practice visit is to support dentists in their efforts to improve their competency. Practice visits are supportive in a preventive, educational and pro-active manner. It is part of the Continuing Competency Program of the *Health Professions Act*.

Practice Visits are not part of the Disciplinary Process, but are part of the Continuing Competence component of the *Health Professions Act*. As part of the Continuing Competence Program, the visitation process is intended to assist members in maintaining appropriate professional standards.

The Practice Visit consists of an in-office visit by an Alberta Dental Association and College Practice Visitation Consultant. The Practice Visit includes all aspects of Infection Prevention and Control and if applicable Sedation.

The Practice Visit will take place in the dentist's office, at a scheduled time convenient to the dentist, the designated Infection Prevention and Control officer and the Alberta Dental Association and College Practice Visitation Consultant.

C. Radiation Health and Safety Program for Dental Facilities, X-Ray Equipment, Cone Beam CT and Dental Lasers

Dental x-ray equipment and facilities as well as dental lasers are governed by the Alberta Radiation Protection Act and Regulation. These documents specify that owners and staff have certain obligations to ensure the health and safety of themselves, their patients and the public. These obligations include registering the radiation emitting equipment and dental lasers, compliance verification/inspection by an approved agency, developing a code of practice, ensuring the installation and operation of equipment and associated facilities comply with particular standards, implementing quality assurance for x-ray emitting and film processing equipment, and preventative maintenance and dosimetry monitoring. The Alberta Dental Association and College is the Program Administrator, as permitted by the legislation and regulations set by government.

1. Standards

Alberta Radiation Protection Act and the Radiation Protection Regulation

This is the provincial legislation which specifies the requirements to be met. The Act and Regulation are available on the ADA&C's website and on the Alberta Queen's Printer website <http://www.qp.alberta.ca/>

Health Canada Safety Code 30 - Radiation Protection in Dentistry Recommended Safety Procedures for the Use of Dental X-ray Equipment

www.hc-sc.gc.ca/ewh-semt/pubs/radiation/99ehd-dhm177/index-eng.php

This Safety Code is referenced in the *Alberta Radiation Protection Regulation* and sets out the requirements for the safe use of radiation emitting equipment in dental facilities. Authorized Radiation Protection Agencies use this Safety Code as a basis for their Compliance Verification Reports.

Health Canada Safety Code 35 - Safety Procedures for the Installation, Use and Control of X-ray Equipment in Large Medical Radiological Facilities

http://www.hc-sc.gc.ca/ewh-semt/pubs/radiation/safety-code_35-securite/index-eng.php

This Safety Code is referenced in the *Alberta Radiation Protection Regulation* and sets out the requirements for the safe use of radiation emitting equipment in dental facilities. Authorized Radiation Protection Agencies use this Safety Code as a basis for their Compliance Verification Reports for Cone Beam CT machines.

Government of Canada Radiation Emitting Devices Act and Radiation Emitting Devices Regulations

These documents deal with the design, construction and function of radiation emitting equipment and are generally used by manufacturers and Authorized Radiation Protection Agencies when doing compliance verifications. The part of the Radiation Emitting Regulations applicable to dental x-ray equipment is reprinted as Appendix VII in Safety Code 30.

Canadian Standards Association CAN/CSA - Z386-14 Safe Use of Lasers in Health Care Facilities

The Alberta Dental Association and College has adopted the use of this standard. Information is provided on Page 8 and Appendix 6 of the Guide for the Radiation Health and Safety Program.

2. Guide for the Radiation Health and Safety Program

This Guide has been developed by the Alberta Dental Association and College to assist dental facilities with the requirements for registration and compliance verification of radiation equipment, the development of a Code of Practice and a Quality Assurance Program. The term 'dental facility' rather than dental office is used throughout this Guide, as it is the terminology utilized within the standards.

3. Registration of X-ray Equipment and Dental Lasers

Owners of dental x-ray equipment and dental lasers must arrange the compliance verification/inspection and must ensure the final report is received by the Alberta Dental Association and College along with the completed registration application. Failure to comply with the *Alberta Radiation Protection Act*, and the *Radiation Protection Regulation* can result in additional fees associated with late registration or non-disclosed equipment.

Alberta Radiation Protection Act – Section 10 (2)

“No person shall install or operate designated radiation equipment unless a registration certificate has been issued by the Director for that equipment in accordance with the regulations.”

Alberta Radiation Protection Regulation - Part 2, Section 9:

“Prior to the installation or operation of designated radiation equipment, its owner shall obtain a valid registration certificate for the installation or operation, as the case may be, of that specific equipment.”

Alberta Radiation Protection Regulation – Part 2, Section 13

“13.1(1) A person shall, within 30 days after selling, leasing, transferring, lending, assembling or installing designated radiation equipment, provide the following information to the Director:

- (a) that person's name and address,*
- (b) the name and address of the person to whom the designated radiation equipment was sold, leased, transferred or lent or for whom the designated radiation equipment was assembled or installed,*
- (c) the manufacturer, model, serial number and, if available, date of manufacture of the designated radiation equipment, and*
- (d) the date on which the ownership or possession of the designated radiation equipment changed or on which the designated radiation equipment was assembled or installed.*

(2) A person who sells or transfers designated radiation equipment shall inform the person to whom it is sold or transferred of the requirement to obtain a valid registration certificate prior to installation or operation of the designated radiation equipment.

(3) Within 30 days after designated radiation equipment has been removed from service, the owner shall

- (a) provide, as applicable in the circumstances, the Director with*
 - (i) the date on which the designated radiation equipment was removed from service,*

- (ii) the date on which the designated radiation equipment was placed in storage, and*
- (iii) the date on which the designated radiation equipment was destroyed or disposed of, and*
- (b) return the registration certificate for the designated radiation equipment to the Director.”*

Registration is required in the following situations:

- Installation of equipment in a new or existing dental facility regardless of how the equipment was obtained (purchased, leased, gift) or how old the equipment is (new or resale).
- Relocation of equipment within the facility or to another facility.
- Modification of the characteristics of the radiation emitted from the equipment or the protective properties of the facility. Note that shielding calculations are based in part on the occupancy of adjacent rooms. If a facility is redesigned and the walls are not altered but the occupancy changes (such as a storage room becomes a waiting room), registration and compliance verification of the equipment is still required.
- Full compliance inspection verification every 5 (five) years after the original registration of the facility and its equipment.
- Annual confirmation of facility registration, including evidence of dosimetry service and management of quality assurance and preventative maintenance.

Information provided on the Alberta Dental Association and College website for:

- Application for Registration
- Registration Process Flow Charts
- Authorized Radiation Protection Agencies
- Compliance Verification Checklist for Dental X-ray Equipment
- Compliance Verification Checklist for Cone Beam CT Equipment
- Compliance Verification Checklist for Class 3b and 4 Lasers
- Laser Warning Sign Information and Specifications
- Personal Dosimetry Services
- Multi Badge Policy Statement

4. Cone Beam CT Standards

The Guide for the Radiation Health and Safety Program, Section D: Dental Cone Beam CT outlines the roles and responsibilities for ordering, acquiring, interpreting and reporting for using cone beam CT equipment. Section F: Education Requirements specifies the requirements for dentists to order, acquire, interpret and report on using cone beam CT equipment.

5. Personal Dosimetry Services

Safety Code 30 and the Radiation Protection Regulation of Alberta indicates that radiation workers must wear personal dosimeters. A facility policy on dosimetry must be incorporated into the Code of Practice.

Personal dosimetry monitoring: All operators of X-ray equipment, together with personnel who routinely participate in radiological procedures must wear personnel dosimeters. It is recommended that dentists also wear personnel dosimeters.

It is the Radiation Program policy that each dosimeter badge registered within a facility remains at that one facility and is not used or transferred by any means to another facility. If a dentist owns more than one facility, each facility must register, utilize and monitor its own dosimeter badges. A dentist and/or their staff cannot use the badge(s) for multiple facilities.

6. Radiation Fees

Facility Fee

This program is run on a cost recovery basis. The Council reviews this program annually and determines the cost of the program for the upcoming year. New facilities will receive an invoice once registered. All facilities will receive an invoice every two years.

Late Registration Fee per piece of radiation emitting equipment

Facilities that do not register a newly acquired piece of radiation emitting equipment within 15 days of installation or allow already registered equipment to expire without the required compliance inspection will be required to pay a late fee.

Non – Disclosure Fee per piece of radiation emitting equipment

Facilities owning and operating any radiation emitting equipment, who do not voluntarily register their facility or equipment, and are found by the Alberta Dental Association and College, will be required to pay a non-disclosure fee.

Note: see the Alberta Dental Association and College members' website for a current listing of radiation fees.

D. Sedation

This section relates to the standard of practice for administration of sedation and applies to all regulated members administering sedation.

For administration of minimal and moderate sedation please refer to the current standards available on member's website.

For administration of deep sedation and general anaesthesia sedation please refer to the current standards available on the member's website.

1. Registration

Regulated members (General Practitioner [dentist], Endodontist, Oral and Maxillofacial Surgeon, Orthodontist and Dentofacial Orthopedist, Pediatric Dentist, Periodontist, Oral Medicine and Pathology and Oral and Maxillofacial Radiologist) must register annually for sedation.

Authorized dentists must be approved to administer minimal and moderate sedation, and/or deep sedation and general anesthesia by the Alberta Dental Association and College.

An authorized dentist must hold a current Alberta Dental Association and College sedation permit for moderate sedation and/or deep sedation or general anaesthesia sedation; permits must be displayed in a public place.

2. Standard of Practice

- a) **Minimal and Moderate Sedation** – refer to member's website for standard of practice.
- b) **Deep Sedation and General Anaesthesia** – refer to member's website for standard of practice.

3. Reportable Incident (Unforeseen Event)

In the event of a Reportable Incident (Unforeseen Event), a report must be made via telephone (780-432-1012) to the ADA&C within **one business day** of a Reportable Incident (Unforeseen Event) or becoming aware of a Reportable Incident (Unforeseen Event). The Reportable Incident Form (Unforeseen Event Form) can be found on the member's website.

Within Two Weeks of a Reportable Incident (Unforeseen Event) the following must be submitted to the Alberta Dental Association and College via courier or fax (780-433-4864)

- The Reportable Incident (Unforeseen Event) Form must be signed by the dentist who performed the sedation,
- A copy of the patient's clinical record, and
- A summary by the dentist describing the incident, action taken, possible risk factors and outcome.

E. Emergency Kit for Every Dental Office

The Emergency Kit for Every Dental Office provides information on the necessary emergency equipment and drugs required by all general practitioners and the additional requirements for those providing sedation.

F. Occupational Health and Safety

In Alberta, the legislated requirements for workplace health and safety are outlined in the *Occupational Health and Safety Act, Regulation and Code*. The *Occupational Health and Safety Act* authorizes the government to make workplace health and safety regulations and codes. The *Occupational Health and Safety Regulation* details the government policy and administrative matters. The *Occupational Health and Safety Code* outlines the technical safety standards that employers and workers must follow.

The *Alberta Occupational Health and Safety Act, Regulation and Code* set out the legal requirements that employers and workers must meet to protect the health and safety of workers. Employers must be knowledgeable of their responsibilities for workplace health and safety as detailed in the *Occupational Health and Safety Act, Regulation and Code*. For many health and safety topics, employers (including dentists) must develop and maintain written procedures, plans and codes of practice.

1. The Dentist's Guide to Occupational Health and Safety Responsibilities

The *Dentist's Guide to Occupational Health and Safety Responsibilities* highlights best practices for the assessment and control of hazards in dentistry. It is available on the Alberta Dental Association and College Members' website.

The *Dentist's Guide to Occupational Health and Safety Responsibilities* has been developed by the Alberta Dental Association and College through consultation with and funding by Alberta Workplace Innovation and Continuous Improvement and Work Safe Alberta. The Dentist's Guide utilizes information from the five Alberta Occupational Health and Safety best practice resource handbooks (see reference next page) published for the healthcare industry in Alberta. The Dentist's Guide is provided by the Alberta Dental Association and College to Alberta dentists as a membership service to assist dental offices to be compliant with the Government of Alberta's Occupational Health and Safety legislation.

2. Video - Occupational Health and Safety Responsibilities

Best Practices for the Assessment and Control of Hazards in Dentistry

The Control of Hazards in Dentistry video complements *The Dentist's Guide to Occupational Health and Safety Responsibilities*. It is available on the Alberta Dental Association and College Members' website.

This video reviews the hazard assessment process, from identification of hazards, identifying control strategies, and additional documentation required to meet Occupational Health and Safety requirements.

3. Handbook of Occupational Hazards and Controls for Dental Workers Government of Alberta

As part of the Alberta Healthcare Initiative, a series of Best Practice documents were produced by the government of Alberta Workplace Health and Safety to better acquaint healthcare workers with workplace hazards and appropriate control measures. Five best practice documents have been produced; each developed with the input of a multidisciplinary stakeholder group.

The *Handbook of Occupational Hazards and Controls for Dental Workers* was developed using the five best practice documents in an effort to focus the hazard assessment and control information to a specific healthcare profession. The Handbook can be found online at:

<https://open.alberta.ca/publications/handbook-of-occupational-hazards-and-controls-for-dental-workers> and the five best practice documents can be found at <https://ohs-pubstore.labour.alberta.ca/bp010>

4. Preventing Musculoskeletal Injuries

Videos identifying Risk Factors and Demonstrating Exercises to Reduce the Risk of Musculoskeletal Injuries.

Dr. Philip Uche Odiatu, dentist, author, certified personal trainer and speaker at dental events worldwide reviews risk factors for developing musculoskeletal injuries and demonstrates how simple exercises, performed regularly, can reduce injuries.

G. Health Information Act and NetCare Access

Dentist in Alberta are required to comply with the Health Information Act and in order to do so, dentists need to go beyond just protecting the patient's confidentiality. They also need to develop and participate in an ongoing privacy program that addresses accountability, information flow, right of access and security.

1. Legislation, Regulation

- Health Information Act
- Health Information Act – Health Information Regulation
- Health Information Act – Alberta Electronic Health Record Regulation
- Health Information Act – Designation Regulation
- Guidance for Electronic Health Record Systems - Office of the Information and Privacy Commissioner of Alberta
- Privacy Impact Assessment Requirements - Office of the Information and Privacy Commissioner of Alberta
- Chapter 14 Duty to Notify Health Information Act Guideline and Practices Manual

Alberta Health has developed this chapter to assist custodians (dentists) with evaluating if unauthorized access or loss of health information incidents require notification to the Information and Privacy Commissioner, the Minister of Health and the affected individuals. <https://open.alberta.ca/dataset/9780778582922/resource/ef3b89a9-e50b-4b47-86b6-35ab0c7d1ae3>.

2. Standards of Practice - Alberta Dental Association and College

- Informed Consent
- Patient Records
- Privacy and Management of Patient Health Information

3. Alberta's Electronic Health Record Access (currently referred to as Netcare)

Regulated members of the Alberta Dental Association and College are able access Alberta's Electronic Health Record (EHR), currently referred to as, NetCare. Note, the name of EHR may change in the future but the information for accessing the Netcare EHR applies to future iterations.

There is a separate process for dentists to access the Netcare EHR established by Alberta Health and the Office of the Information and Privacy Commissioner of Alberta (OIPC) and is separate from any other privacy impact assessments that may be required by the Health Information Act.

Dentists must complete the prerequisite requirements for obtaining access the Netcare EHR as established under the Alberta Electronic Health Record Regulation. The Alberta NetCare Learning Centre provides more information on the steps required to gain access to the Netcare EHR. These steps include preparing a Provincial Organizational Readiness Assessment (pORA), submitting an expedited Privacy Impact Assessment (PIA) to the Office of the Information and Privacy Commissioner (OIPC), and signing an Information Manager Agreement (IMA) with Alberta Health. You can find more information on the Alberta NetCare Learning Centre website:

<http://www.albertanetcare.ca/LearningCentre/access-netcare-ehr.htm>.

Note the expedited Privacy Impact Assessment (PIA) for accessing the NetCare EHR does not eliminate the responsibility under the Health Information Act for the submission of other Privacy Impact Assessments (PIAs) to the OIPC when a custodian (dentist) changes the way health information is collected, used, disclosed, secured or destroyed.

Dentists should be mindful that access to the NetCare EHR is a responsibility and comes with accountability and consequences if used inappropriately. The Health Information Act has fines and penalties for individuals or organizations that access or use health information inappropriately.

Dentists who wish to seek access to the NetCare EHR should email the eHealth Support Services (eHSS) team with the clinic information at ehhealthNACIsupport@cqi.com to initiate the process. If you wish to contact the eHSS team by phone, you may call the eHSS Contact Centre at 1-855-643-8649. The Contact Centre hours of availability are Monday — Friday, 7:00 am — 7:00 pm.

4. Health Information Act Steps Guides, Templates and Resources

These Guides, templates and resources are provided by the Alberta Dental Association and College to Alberta dentists as a membership service to assist Alberta dentists through a Step by Step approach to put in place the required Information Privacy and Security Program to be compliant with the Government of Alberta's Health Information Act and Regulations and the Alberta Dental Association and College Standard of Practice: Privacy and Management of Patient Health Information. See the Alberta Dental Association and College members' website for additional information and resources.

Step 1 Alberta Dental Association and College Guide for the Health Information Act: Privacy and Management of Patient Health Information

This document provides a detailed explanation of the Alberta *Health Information Act* and how it applies to dentists in Alberta. In addition, the Alberta Dental Association and College has created a series of four Video Modules on the Health Information Act to act as resources with this Guide. The Guide along with the associated Video Modules function as a primary training medium for both custodians (dentist) and staff (affiliates).

Step 2 Guide for Implementing the Requirements of the Health Information Act

The development of practice privacy and security policies for the *Health Information Act* starts here with an outline of the major program areas and the appropriate resources and templates that are included to help address each one. This document provides a summary and explanations of the steps involved in the development and implementation of a practice specific Information Privacy and Security Policies by discussing and providing examples of health information collection and evaluation documents.

Template Guide for Implementing the Requirements of the Health Information Act

The templates can be used to conduct a self-assessment of the current state of the practice privacy program. This type of assessment can be used to determine which areas of the practice require improvement to better comply with Health Information Act provisions regulating the collection, use, disclosure, retention, security and destruction of personal health information.

Three templates are included in the document to assist with a self-assessment of the current state of the practice privacy program:

- i. **Site Privacy and Security Assessment**
Site Privacy and Security Inspection - Sample
- ii. **Health Information Registry**
Health Information Registry Form – Sample
- iii. **Clinic Privacy Assessment**
Privacy Assessment – Sample

Step 3 Guide for Developing Information Privacy and Security Practice Specific Policies

This Guide provides an overview and explanation of the key sections required in Information *Privacy and Security Policies* for a dental practice to be compliant with the Health Information Act.

Template Information Privacy and Security Policies

The customization of the template is an essential part of achieving compliance with the Alberta *Health Information Act*. It is important to ensure that the order in the template is not altered, as there will be the requirement to reference particular sections as one develops Privacy Impact Assessment submissions for the Office of the Information and Privacy Commissioner of Alberta.

Step 4 Guide for Preparing Privacy Impact Assessment Submissions and Obtaining Information Manager Agreements

This guide is designed to assist dentists in preparing mandatory Privacy Impact Assessment submissions and obtaining required Information Manager Agreements.

Custodians (dentists) under the Health Information Act are required to prepare and submit Privacy Impact Assessment(s) to the Office of the Information and Privacy Commissioner of Alberta.

Step 5 Regularly reassess, monitor and update your Privacy Program

H. Practice Management

The Alberta Dental Association and College provides resources to assist Alberta dentists with the management of their practices. The information is provided as general background information on practice management issues and is not intended to replace professional legal or financial advice.

1. Dentists Responsibility to Ensure Compliance with Legislation and Standards

All dentists registered with the Alberta Dental Association and College are responsible to ensure that the dental office that they work in is compliant with the Alberta Government legislation, Government of Canada Legislation, Municipal requirements and Alberta Dental Association and College Standards. This applies to associate dentists, dentist employees and dental practice owners. An associate dentist cannot say “I just work here” or “that is not my problem” if the dental practice is not in compliance with the provincial legislation, federal legislation and/or the Alberta Dental Association and College Standards. For example an associate dentist who works at a dental office that is not compliant with the Alberta Dental Association and College Infection Prevention and Control Standards and Risk Management for Dentistry, is responsible for the deficiencies (along with any other dentists, dentist owner or otherwise, affiliated with the office).

The Alberta Dental Association and College Code of Ethics Article: B2 Contractual Services/Practice Arrangements states that “A dentist, by entering into a contract with an organization or other party involving the practice of dentistry, neither reduces personal professional responsibilities nor transfers any part of those ethical or legal responsibilities to that organization or other party”. Article C1: Support of self-Regulation of the Profession states “The Legislature has granted the dental profession the privilege of self-regulation for the purpose of protecting the public and promoting the public interest. This responsibility is **borne by all dentists**, and governed on their behalf by the Council of the Alberta Dental Association and College and its delegates (officers and committees). A dentist has an obligation to participate in the protection of the public and promotion of the public interest with the Alberta Dental Association and College, thereby increasing the public trust of dentists, and strengthening the profession.”

As noted in these Articles of the Code of Ethics, all Alberta Dentists have the responsibility to ensure that the requirements of provincial legislation, federal legislation and the Standards of the Alberta Dental Association and College are met.

2. Code of Ethics

The Code of Ethics is a set of principles of professional conduct that governs all registered dentists in Alberta (generalists and specialists) and establishes the expectations for dentists in fulfilling duties to their patients, to the public, and to the profession. The Code of Ethics affirms and clarifies principles that are definitive to professional and ethical dental care. For those about to enter the profession, this Code of Ethics identifies the basic moral and ethical commitments of dentists and will serve as a source for education and reflection. For those within the profession, the Code of Ethics provides direction for ethical practice; and, in so doing, it also serves as a basis for self-evaluation. For those outside the profession, the Code of Ethics provides public identification of the profession's ethical expectations of its members. Therefore, the Code of Ethics is also educational. It governs behavior and expresses to the larger community the values and ideals that are espoused by the dental profession by reason of trust, commitment, and governance.

3. Advertising and Promotional Activities

Dentists often inquire about advertising and promotional activities as well as practice names (Trade Names). The Alberta Dental Association Code of Ethics addresses these items in Article B4: Advertising and Promotional Activities.

Article B4: Advertising and Promotional Activities states “No dentist shall engage or be included in advertising or any form of promotional activity including all electronic advertising such as web sites which:

- a) is false, misleading, deceptive, ambiguous or fraudulent,
- b) may create unreasonable expectations in a patient or potential patient about the results that dentists, or the procedures they perform, can achieve,
- c) is incapable of objective verification,
- d) makes claims that the services are superior in quality to other dentists,
- e) expressly claims or implies that a dentist is a specialist, or has specialist training, unless the dentist is registered in a specialty recognized by the Alberta Dental Association and College, or
- f) tends to harm the dignity and honour of the profession.”

Article B4.4: Name of Practice and Trade Names and states that “Since the name under which a dentist conducts his or her practice may be a factor in the selection process of the patient, the use of a trade name or an assumed name that is misleading or which may create unreasonable expectations is prohibited. The use of trade names is considered to be a form of advertising or promotional activity and as a result trade names must comply with all of the provisions in the Code of Ethics of the Alberta Dental Association and College applicable to advertising and promotional activities.”

A dentist shall not adopt or use a trade name for a dental practice unless the Alberta Dental Association and College has approved the trade name. This requirement does not apply to trade names in use prior to the effective date of this provision which shall be established by a resolution of Council of the Alberta Dental Association and College. However, all trade names, whether or not required to be approved by the Alberta Dental Association and College, must comply with all other requirements of the Code of Ethics of the Alberta Dental Association and College. For example, a dentist using a trade name that did not require pre-approval but which is misleading, implies superiority, or implies a non-existent specialty would still be breaching the Code of Ethics of the Alberta Dental Association and College.

For additional information refer to the Guide for Advertising and Promotional Activities for Alberta Dentists provided by the Alberta Dental Association and College to assist Alberta dentists with making sound and ethical advertising and promotional decisions.

4. Practice Management Manual

This publication by the Alberta Dental Association and College is intended to provide general background information on practice management issues and financial arrangements in a dental practice. It does not constitute policy or recommendations of the Alberta Dental Association and College, nor is it intended to provide legal, accounting, or financial advice. Appropriate professionals should be contacted for such services.

5. Establishing an Office Fee Schedule

This document is intended to assist Alberta dentists in establishing a fair fee schedule for the services they provide based on their individual circumstances. The Office Fee Schedule developed by the dentist should be a fee that is fair to both the patient and the dentist.

6. Dental Fee and Expense Survey

Each year, as a member service, the Alberta Dental Association and College completes a dental fee and expense survey to assist Alberta dentists with the management of their practices. This information is useful for human resources and financial planning as well as the determination of fees.

7. Uniform System of Coding & List of Services

The Alberta Dental Association and College as a member service maintains the Uniform System of Coding & List of Services for dentists of Alberta. The Uniform System of Coding & List of Services is a numerical listing of descriptions of procedures performed by dentists in the performance of the practice of dentistry that facilitates the billing of procedures to patients and third party insurers.

8. Guide for Dental Fees for General Dentists and Dental Specialists

The Alberta Dental Association and College as a member service develops fee guides using the Alberta Uniform System of Coding & List of Services. The fees guides are published to serve merely as a guide. No dentist receiving this list is under any obligation to accept the fees itemized. Any dentist who does not use all or any of these fees will in no way suffer in their relationship with the Alberta Dental Association and College or any other body, group or committee affiliated with or under the control of the Alberta Dental Association and College.

Dentists may use these fee guides to assist them in determining their own professional fees.

9. Alberta Dental Seniors Program

Alberta dentists should be aware of the Alberta Dental Assistance Seniors Program (DASP) is based on income and provides low to moderate income seniors with financial assistance for basic dental services that help maintain a reasonable level of health. Seniors with questions or that require additional information can be instructed to call the Alberta Supports Contact Centre toll-free 1-877-644-9992 or 780-644-9992 in Edmonton. Information about the Alberta Dental Assistance Seniors Program (DASP) can be found online at: <https://www.alberta.ca/dental-optical-assistance-seniors.aspx>.

The Alberta Dental Service Corporation (ADSC) administers the Alberta Dental Assistance Seniors Program for the Government of Alberta. Seniors with questions regarding claim payment and procedure code coverage can be instructed to contact ADSC toll-free 1-800-232-1997 or 780-426-7526 in Edmonton. For further details on Alberta Dental Assistance Seniors Program, refer to ADSC website <https://www.adsc.org/>.

10. Alberta Low Income Dental Programs

The Alberta Dental Association and College and the Government of Alberta have a Memorandum of Understanding in place to assist Albertans who qualify for dental services under the various Low Income programs provided by Government of Alberta to access certain dental

services for specific fees. The following programs are included in the Memorandum of Understanding:

- Income Support;
- Assured Income for the Severely Handicapped;
- Alberta Child Health Benefit;
- Alberta Adult Health Benefit programs;
- Children subject to agreements under the Child;
- Youth and Family Enhancement Act; and
- Children assisted under the Family Support for Children with Disabilities Program.

The low income fee schedules are available on the members' website. The Government of Alberta acknowledges that Members are not obligated to accept an Eligible Individual as a patient, but if an Eligible Individual is accepted as a patient, dentists shall only bill as a maximum the fees set out in the low income fee schedules for the dental services and shall not bill or seek additional fees above these maximums (balance bill or extra bill) from an Eligible Individual for the dental services set out in the low income schedules.

The Alberta Dental Service Corporation (ADSC) administers the Low Income Programs for the Government of Alberta. Members with questions regarding the Low Income programs can contact ADSC toll-free 1-800-232-1997 or 780-426-7526 in Edmonton. For further details and fee schedules for the Low Income programs, refer to ADSC website <https://www.adsc.org/>.

11. Non-Insured Health Benefits Program (NIHB)

The NIHB Dental Program is a government of Canada dental program that provides eligible First Nations and Inuit with coverage for a range of medically necessary health benefits when these benefits are not otherwise covered through private or provincial/territorial health insurance plans or social programs.

For information on registering as a provider under the NIHB program see Express Scripts Canada administers the Health Information and Claims Processing Services (HICPS) system on behalf of the NIHB Program.

<https://provider.express-scripts.ca/dental/provider-information>.

12. Interim Federal Health Program (IFHP)

The government of Canada Interim Federal Health Program (IFHP) only reimburses registered dentists that have been authorized to submit a claim for reimbursement. Clients (refugee claimants and resettled refugees) **must not** submit claims on their own behalf as they will not be reimbursed.

IFHP dental coverage provides coverage for emergency care for dental conditions involving pain, infection or trauma. It is not intended to provide on-going regular or routine dental care. Services, post emergency exams and radiographs, are limited to emergency relief of pain or infection only. Routine care is not eligible.

For information on registering as a dentist provider with the IFHP call Medavie Blue Cross at 888-614-1880 or see the website

<https://www.medaviebc.ca/en/health-professionals/federal-administered-program-providers/ifhp-login>.

13. TPP Alberta Program

Alberta Health, in partnership with Alberta Health Services, pharmacists, dentists, veterinarians, registered nurses, podiatrists, Yukon Medical Council and the Council of the College of Physicians and Surgeons of Alberta established the TPP Alberta Program to monitor the use of drugs that have a high addiction potential and are prone to misuse and abuse for non-medical purposes. This process is designed to discourage and document prescription forgeries, control “double doctoring” in which individuals visit two physicians/dentists for the same complaint and thus receive two prescriptions, and to obtain general information about prescribing practices in this province. The College of Physicians and Surgeons of Alberta administers the TPP Alberta Program.

To prescribe any of the TPP monitored medications, it is mandatory that prescribers register with TPP Alberta and use TPP Alberta Prescription Pads <http://www.cpsa.ca/wp-content/uploads/2018/07/TPP-Alberta-Registration-Form.pdf>. TPP Alberta maintains the most current list of monitored medications on the program website at <http://www.cpsa.ca/tpp/tpp-medication-list/>

- Type 1 medications – require a prescriber to register with TPP Alberta and use a secure prescription pad when prescribing these drugs.
- Type 2 medications – are monitored electronically but do not require a prescriber to register or use a secure prescription pad.

Failure to complete the TPP Alberta Prescription Pad may result in rejection of the prescription by the pharmacist with resulting disruption to patient care.

The Alberta Dental Association and College provides the Guide for Pain Management/ Opioids to Alberta dentists as a membership service to assist dentists with decisions related to the prescription of opioid drugs for pain management in dental practice. This document compliments the TPP Alberta Program that monitors the prescription and use of drugs that have a high addiction potential, such as opioids, and are prone to misuse and abuse for non-medical purposes.

14. Professional Corporations

The Alberta Dental Association and College is charged with the responsibility of administering dental professional corporations in Alberta.

Any registered dentist in Alberta can become incorporated. You should seek the advice of your legal counsel on when it would be in your best interests to incorporate. A professional corporation information package can be found online.

Sections 104-115 of the *Health Professions Act* make it clear that only a registered member or a professional corporation may engage in the practice of dentistry. All of the provisions of the Act, the Regulations, and the By-laws that are applicable to an individual registered member apply with equal force and with all necessary modifications to a professional corporation. The Act does not permit there to be different rules depending on whether or not a dentist practices individually or as a professional corporation.

15. Guide for Dental Office Personnel Procedures Template

The Guide for Dental Office Personnel Procedures Template document is provided by the Alberta Dental Association and College to Alberta dentists as a membership service to assist Alberta dentists with developing a customized office personnel procedures document. Alberta dentists are not required to have an office personnel procedures document but may use this guide as a starting point.

I. Dental Waste Management

Protection of human health and the environment is the goal of this Best Waste Management Practices. Dental offices generate waste products that must be properly managed to protect the environment and the public.

1. Best Practice Management Dental Wastes

The Alberta Dental Association and College has produced this guide, available on the Alberta Dental Association and College members' website that provides suggestions for your best practice management in Dental Wastes rather than for the purpose of policy. It is the responsibility of each dentist to minimize the release of substances that could be harmful to the environment and the public.

J. Communications

There is a positive association between the care patients' receive and their provider's ability and willingness to communicate. Effective communication can help build patient trust and increase the value that patients place on the care they receive. Communications should be respectful, open and collaborative, while taking into account the confidential nature of certain matters, refer to the *Standard of Practice: Privacy and Management of Patient Health Information*.

Inclusion is the act of creating environments in which any individual or group is welcomed, respected, supported and valued. An inclusive practice embraces differences and offers respect in words and actions for all people. It provides the support needed for all people to participate fully.

Article C4: Alberta Dental Association and College Official Spokespersons, Code of Ethics:

The President is the primary spokesperson for the Alberta Dental Association and College and the President may delegate communication issues to the Chief Executive Officer to be addressed at their discretion. No other director, employee, contractor or regulated member will speak on behalf of the Alberta Dental Association and College without prior authorization of the President, or the Chief Executive Officer for issues that have been delegated to the Chief Executive Officer by the President.

The Chief Executive Officer is the authorized spokesperson for all matters related to established policies, procedures and approved programs. As delegated by the President, the Chief Executive Officer will serve as a central coordinator for identifying individual regulated members who may be requested to speak publicly on certain topics, based on their professional experience and/or expertise.

The ADA&C provides the *Patient Communication Guide* as a member service to Alberta dentists. This guide outlines simple strategies and tips for improving communication with your patients. It is not enough to improve your own communication skills you must engage your staff as well.

Updates and communications from the ADA&C are available via the Updater Newsletter, mini-Update and e-Advisory emails, and announcements on the Members' Website. It is imperative that members' take responsibility for keeping up-to-date on communications from the ADA&C.

K. Accredited Dental Surgical Facility

This process involves the completion of an application, a questionnaire and an inspection to ensure compliance with the Alberta Dental Association and College Accredited Dental Surgical Facilities Programs which are available to the dental operators of accredited dental surgical facilities. This process is separate from that required by the College of Physicians and Surgeons of Alberta.

Accreditation is mandated by law in Alberta in the Health Professions Act and the Health Care Protection Act and is managed by the Alberta Dental Association and College Dental Facilities Accreditation Committee.

1. Flow Chart of Accreditation Process

The Accredited Dental Surgical Facilities Process Schematic is available on the members' website.

The Alberta Dental Association and College Dental Surgical Facilities Accreditation Policy and Process apply to accredited dental surgical facilities; where dentists provide dental surgical services and to dentists providing services where surgical services, anesthesia, or clinical condition of the patient indicate the service must be carried out in an accredited facility, but does not have to be performed in a general hospital operating room.

When providing insured surgical services, an Accredited Dental Surgical Facility must also be approved by the Minister of Health as a designated facility. Such designation or approval by the Minister is outside the scope of the Alberta Dental Association and College Facilities Accreditation Policy and Process.

2. Accredited Dental Surgical Facilities Application and Accreditation Questionnaire

This Accredited Dental Surgical Facilities Application and Questionnaire must be completed by the Dental Operator and returned to the Alberta Dental Association and College prior to the on-site visit by the inspection team. It must also be completed by a Medical Director where dental surgical services are provided in their Non-Hospital Surgical Facility (NHSF) by Non-Owner Facility Dentists. The information gathered in the response to this Application and Questionnaire is a part of the Information used to determine if the Non-Hospital Surgical Facility (NHSF) and/or Dental Surgical Facility (DSF) meets the Alberta Dental Association and College Standard of Practice.

3. Policy and Procedure Manual Template

The Policy and Procedure Manual Template for an Accredited Dental Surgical Facility has been created by the Alberta Dental Association and College to help in the development of a policy and procedure manual for your accredited dental surgical facility. This template is a guide and does not guarantee that your policy and procedure manual and its content receive approval from the Dental Surgical Facility Accreditation Committee.

4. Reportable Incident (Unforeseen Event)

In the event of a Reportable Incident (Unforeseen Event), a report must be made via telephone (780-432-1012) to the ADA&C within **one business day** of a Reportable Incident (Unforeseen Event) or becoming aware of a Reportable Incident (Unforeseen Event). The Reportable Incident (Unforeseen Event) form can be found on the member's website.

Within Two Weeks of a Reportable Incident (Unforeseen Event) the following must be submitted to the Alberta Dental Association and College via courier or fax (780-433-4864)

- The Reportable Incident (Unforeseen Event) Form must be signed by the dentist who performed the sedation,
- A copy of the patient's clinical record, and
- A summary by the dentist describing the incident, action taken, possible risk factors and outcome.

L. Appendix Operating a Dental Practice in Alberta Checklist

1. Member Registration

- Member Registration with the Alberta Dental Association and College

2. Infection Prevention and Control

- Standards of Practice downloaded and available
- Infection Prevention and Control Office Manual
- Staff training documented – 3 (three) Reprocessing Dental Devices - learning modules viewed
- Sterilization Record
- Reprocessing Room Design and Layout

3. Dental Facilities, X-Ray Equipment and Dental Lasers

- Code of Practice and Quality Assurance Program developed
- Compliance Verification of x-ray equipment and dental lasers
- Registration Certificate of x-ray equipment and dental lasers
- Personal dosimetry services obtained

4. Emergency Kit

- Appropriate emergency kit* obtained ***Note: All dental offices are required an emergency kit.**

5. Sedation

- Registration for minimal and moderate sedation and/or deep sedation and general anesthesia
- Permit received and displayed for moderate sedation in a public place
- Permit received and displayed for deep sedation and general anesthesia in a public place
- Standards of Practice downloaded and available
- Appropriate emergency* kit with appropriate drugs and equipment
***Note: In addition to an emergency kit all dental offices administering sedation must have additional equipment and drugs as per the sedation standards.**

6. Occupational Health and Safety

- The Dentist's Guide to Occupational Health and Safety Responsibilities reviewed
- Handbook of Occupational Hazards and Controls for Dental Workers Government of Alberta
- Office specific Occupational Health and Safety policies and procedures in place
- Staff training documented

7. Health Information Act

- Completed Step 1 Guide for the Health Information Act: Privacy and Management of Patient Health Information and viewed resources and the videos modules.

- Completed Step 2 Guide for Implementing the Requirements of the Health Information Act
- Completed Step 3 Guide for Developing Information Privacy and Security Practice
- Completed Step 4 Guide for Preparing Privacy Impact Assessment Submissions and Obtaining Information Manager Agreements
- Privacy Impact Assessment completed and accepted by the Office of the Information and privacy Commissioner of Alberta
- Step 5 Regular assessment, monitoring and updating of the Privacy Program scheduled
- Understand breach reporting obligations and have reviewed Chapter 14 Duty to Notify Health Information Act Guideline and Practices Manual
- Staff training documented

8. Practice Management

- Read the Alberta Dental Association and College Code of Ethics
- Practice/Trade Name approved
- TPP Alberta Program Registration complete
- TPP Alberta Program prescription pads obtained
- TPP Alberta Program list of medication reviewed
- Reviewed the Survey of Dental Fees, Dental Expense Survey and the Guide for Dental fees for General Dentists and/or Dental Specialists
- Reviewed the Government of Alberta social dental program schedules
- Reviewed the Professional Corporation Information package and obtained the appropriate legal and financial advice

9. Dental Waste Management

- Systems are in place to handle hazardous wastes
- Staff training documented

10. Communications

- Reviewed the Patient Communication Guide

11. Accredited Dental Surgical Facilities (Non-Hospital Surgical Facility [NHSF] or Dental Surgical Facility [DSF])

- Accreditation received from the Dental Facility Accreditation Committee (DFAC)