



Ordre des
hygiénistes dentaires
du Québec

The Professional Inspection Committee of the **Ordre des hygiénistes dentaires du Québec** wishes to inform you ...

Record keepings

In accordance with the Professional Code, every Professional Order adopts a regulation that requires minimal standards with regard to setting up, safekeeping and maintenance of records by a professional practicing his profession.

*The members of the **Ordre des hygiénistes dentaires du Québec** must then comply with the **Regulation respecting the offices and effects of members of the Regulation of the Ordre des hygiénistes dentaires du Québec**.*

The obligations and information regarding the keeping of records are pointed out in Division II of this regulation (SETTING UP, SAFEKEEPING AND MAINTENANCE OF ITEMS REQUIRED IN PROFESSIONAL PRACTICE).

Obligations regarding the keeping of records

A dental hygienist shall, at the place where he practices his profession:

- Maintain, or help maintain, a file for each client;
- Sign or initial any entry made by him and kept on file;
- Maintain all files up to date, or ensure that they are maintained up to date, until such time as he ceases to provide professional services to the person covered by such file;
- Keep each file, or ensure that it is kept, for a period of at least five years from the last date on which service was provided;
- Keep his files, or ensure that they are kept, in a place or piece of furniture that can be locked by a key or other means and to which the public does not have free access;
- At the request of a client to remove a document from his files, place a note signed by the client in the file, or ensure that such note is placed in the file, indicating the nature of the document and the date on which it was removed;
- Keep a copy of the file of a client requesting that his file be transferred to another professional, or ensure that one is kept, placing therein a note signed by the client;
- Sign or initial any entry on a report or document that he places in the file.

Facts or information to be recorded in a file

The use of data processing or other techniques suitable for setting up and maintaining the files, books and registers of a dental hygienist is not excluded, provided that the accuracy and confidentiality of the information contained therein is preserved.

Furthermore, a dental hygienist shall:

Enter the following facts and information in each file, or ensure that they are duly entered:

- 1- The date on which the file is opened and the date of each visit;
- 2- The client's family and first name, address, date of birth and gender;
- 3- The client's medical and dental history;
- 4- The findings, screening processes, examination results, dentist's diagnosis and x-ray reports, where applicable;
- 5- The dentist's diagnosis and the treatment plan determined by the dentist or dental hygienist, as the case may be. Prevention, care or follow-up plan;
- 6- The treatment carried out;
- 7- The date of referral to a health professional, the name of the latter and the reason for the referral;
- 8- Any opinions, advice or specific information given to the client.

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Record keepings (continued)

Accessibility of records and corrections

Ref. Regulation, Code of ethics of the *Ordre des hygiénistes dentaires du Québec*, Duties and obligations towards clients.

A dental hygienist shall:

- Respect the right of his client to examine documents concerning him and to obtain a copy of such documents.
- Respect the right of his client to have corrected, in a document concerning him, any information that is inaccurate, incomplete or ambiguous with regard to the purpose for which it was collected.
- Respect the right of his client to cause to be deleted any information that is outdated or not justified by the purpose of the record, or to prepare written comments and file them in the record.
- Follow-up on a client's request for access or correction in his file with diligence within 20 days of the date of application.
- Provide access to information in a record free of charge.
- Issue a copy of any altered or added information or, as the case may be, an attestation that the information was withdrawn to a client making an application for correction, free of charge.
- Inform the client of the approximate amount payable before proceeding to the transcription, reproduction or forwarding of information. Only a fee not exceeding the cost for transcribing, reproducing or forwarding the information may be charged to the client.

A dental hygienist may:

- Refuse access to such information where its disclosure would be likely to cause serious harm to the client or to a third person.

A dental hygienist who refuses to grant a client's application for access or correction shall:

- Notify the client of such refusal in writing, with reasons and shall inform him of his recourses.
- Hold information as long as required for the client to exhaust the recourses provided for by law.

Professional secrecy

Ref. Regulation, Code of ethics of the *Ordre des hygiénistes dentaires du Québec*, Duties and obligations towards clients.

- A dental hygienist is bound by professional secrecy.
- A dental hygienist may only be released from professional secrecy by the written authorization of his client or where so ordered by law.
- A dental hygienist may communicate information that is protected by professional secrecy in order to prevent an act of violence, including a suicide, where he has reasonable cause to believe that there is an imminent danger of death or serious bodily injury to a person or an identifiable group of persons. The dental hygienist may only communicate such information as is necessary to achieve the purposes for which the information is communicated and only to a person exposed to the danger or that person's representative, and to the persons who can come to that person's aid.

The dental hygienist must then:

- Enter the following particulars in the client's record, in a sealed envelope: reasons supporting the decision to communicate the information, the date, time, and content of the communication, mode of communication, and the name of the person or group of persons exposed to a danger.
- Send the syndic a notice regarding the communication, within five days of the communication, that includes the reasons supporting the decision to communicate the information and the date and time it was communicated.

The mandate to protect the public gives professional orders the obligation to ensure that their members practice their profession with competence. Maintaining records is a professional act that ensures clients are provided quality services.