



NEWFOUNDLAND & LABRADOR DENTAL BOARD BY-LAW # 6

INSPECTION AND REVIEW OF DENTAL OFFICE

“THE ACT” MEANS THE DENTAL ACT 2008;

“THE BOARD” MEANS THE NEWFOUNDLAND AND LABRADOR DENTAL BOARD;

“THE COMMITTEE” MEANS THE OFFICE INSPECTION/REVIEW COMMITTEE;

“DENTAL OFFICE” MEANS THE PHYSICAL FACILITY IN THE PROVINCE OF NEWFOUNDLAND AND LABRADOR PROVIDING DENTAL SERVICES TO THE PUBLIC THAT IS OWNED, LEASED OR RENTED, IN WHOLE OR IN PART, BY A DENTIST OR PROFESSIONAL DENTAL INCORPORATION LICENSED IN THIS PROVINCE;

“DENTIST” MEANS A DENTIST REGULATED AND LICENSED TO PRACTICE DENTISTRY IN ACCORDANCE WITH THE DENTAL REGULATIONS UNDER THE DENTAL ACT 2008;

“OFFICE INSPECTION & REVIEW PROGRAM” MEANS THE PROGRAM ESTABLISHED BY THIS BY-LAW FOR CONDUCTING OFFICE INSPECTION AND REVIEW OF DENTAL OFFICES;

“OFFICE DOCUMENT REVIEW” MEANS A PRE-VISIT REVIEW OF OFFICE POLICY AND PROCEDURE DOCUMENTS IN ACCORDANCE WITH THIS BY-LAW;

“ON-SITE VISIT” MEANS AN ON-SITE VISIT INSPECTION AND ASSESSMENT OF A DENTIST’S PRACTICE IN ACCORDANCE WITH THIS BY-LAW;

SECTION 1. OFFICE INSPECTION/REVIEW COMMITTEE

- THIS COMMITTEE SHALL CONSIST OF A MINIMUM OF THREE MEMBERS APPOINTED BY THE BOARD, ONE OF WHOM SHALL BE A PUBLIC REPRESENTATIVE.
- EACH MEMBER, NOT INCLUDING THE PUBLIC REPRESENTATIVE, SHALL HAVE AT LEAST FIVE YEARS OF HOLDING A LICENCE IN THIS PROVINCE.
- THE COMMITTEE SHALL MEET BY TELECONFERENCE WHEN NECESSARY AT THE DISCRETION OF THE DIRECTOR OF OFFICE INSPECTIONS.

SECTION 2. DIRECTOR OF OFFICE INSPECTIONS

- THE REGISTRAR, OR HIS REPRESENTATIVE, SHALL BE KNOWN AS THE DIRECTOR AND SHALL APPOINT NECESSARY INSPECTORS.
- SHALL FILE ALL REPORTS WITH THE OFFICE INSPECTION/REVIEW COMMITTEE.
- SHALL PROVIDE INFORMATION ON THE ACTIVITY OF THIS BY-LAW IN THE ANNUAL REPORT.

SECTION 3. INSPECTION AND OFFICE REVIEW

- ALL INSPECTIONS/REVIEW WILL BE RANDOM UNLESS OTHERWISE AGREED BY THE COMMITTEE.
- ALL INSPECTIONS/REVIEW WILL BE PERIODIC PENDING COMMITTEE REVIEW.
- THE PERIODIC CYCLE SHALL OTHERWISE BE NO GREATER THAN EVERY SIX YEARS.
- ALL LICENCEHOLDERS SHALL BE COOPERATIVE PARTICIPANTS.
- INSPECTIONS SHALL INCLUDE EVALUATION FOR FACILITY PERMITS FOR SEDATION/GA AND AUDITS FOR PHARMACY.

SECTION 4. OFFICE SELECTION PROCESS

- THE COMMITTEE SHALL APPROVE THE SELECTION PROCESS.
- ALL NEW DENTAL OFFICES ARE HIGH PRIORITY.
- A DENTAL OFFICE AT THE REQUEST OF THE OWNER DENTIST.
- AN OFFICE WHERE SEDATION/GA IS USED IS ALSO HIGH PRIORITY.
- AN OFFICE WHERE A COMPLAINT HAS COME FROM THE PUBLIC REQUIRES IMMEDIATE ATTENTION.
- OTHERWISE SELECTION SHALL BE RANDOM.
- THE DIRECTOR SHALL BE RESPONSIBLE FOR THE COORDINATION OF SCHEDULING.
- THE DIRECTOR SHALL BE RESPONSIBLE FOR THE SELECTION OF INSPECTORS.

SECTION 5. OFFICE DOCUMENT REVIEW AND ON-SITE VISIT

- ALL MATERIALS CONCERNING THE ON-SITE REVIEW SHALL BE PROVIDED TO THE DENTAL OFFICE.
- ANY QUESTION OR REQUEST TO MODIFY THE DOCUMENTS OR REQUIREMENTS FOR THE ON-SITE VISIT BY THE DENTAL OFFICE SHALL BE COMMUNICATED TO THE DIRECTOR WITHIN 7 DAYS.
- DELIVERY OF MATERIALS FROM THE DIRECTOR SHALL BE BY COURIER OR BY ANOTHER MEANS AND THE ON-SITE VISIT WILL BE DETERMINED FROM THE DAY THE MATERIALS ARE RECEIVED.
- THE INSPECTORS AND THE DIRECTOR SHALL PROVIDE A PRELIMINARY REPORT FOR THE OFFICE INSPECTION/REVIEW COMMITTEE.
- STANDARDS FOR INSPECTORS – SEE APPENDIX A

SECTION 6. PRELIMINARY OFFICE INSPECTION/REVIEW

- THE COMMITTEE SHALL REVIEW THE PRELIMINARY REPORT AND DIRECT THE INSPECTORS/DIRECTOR ON WHAT ACTIONS OR RECOMMENDATIONS ARE TO BE MADE.
- ANY OBVIOUS DEFICIENCIES MUST BE ADDRESSED IN A TIMELY MANNER.
- ANY RECOMMENDATIONS MADE SHOULD BE EVALUATED ON A PRIORITY BASIS.
- THE DIRECTOR SHALL PROVIDE THE COMMITTEE WITH ALL INFORMATION IN A TIMELY MANNER.
- WHEN ALL DEFICIENCIES AND RECOMMENDATIONS ARE ADDRESSED THE DIRECTOR SHALL INFORM THE COMMITTEE WHICH IS RESPONSIBLE FOR THE FINAL REPORT.

SECTION 7. REFERRAL TO THE REGISTRAR

- WHERE IN THE OPINION OF THE COMMITTEE THERE IS REASON TO BELIEVE THAT THE REPORT MAY INDICATE THE POSSIBILITY EXISTS THAT SOME PARTY TO THE INSPECTION/REVIEW MAY BE DESERVING OF SANCTION A REFERRAL MAY BE MADE TO THE REGISTRAR OF THE APPROPRIATE REGULATORY AUTHORITY.

EFFECTIVE MAY 2014

AMENDED: FEBRUARY 4, 2015

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ARTICLE 5 – APPENDIX A

STANDARDS FOR INSPECTORS ENGAGING IN SITE VISITS

Inspectors must be reasonable and ethical in their conduct at sites.

The inspectors should wear appropriate attire. Men shirt and tie; women professional looking clothing. If inspectors wish, operatory clothing may be worn.

In operatories, handling should be done with gloves, with infection controlled standards where possible.

Inspectors are meant to gather information and make initial observations. Make no comments to persons either employees or employers at the site as the committee must review all findings.

The attitude should be respectful at all times but not familial.

Accepting refreshments in an appropriate area is agreeable but no fraternization.

Inspectors should eat lunch or other meals away from the site where possible.

Try to cause the least disruption; it is best if a single source employee can be of assistance.

If you feel an unsatisfactory or incomplete answer is provided, leave and address with employer later.

Stick to the outline and don't introduce any element not provided in the inspection and review criteria.

When evaluating charts before making an observation review several charts of a similar nature to ensure a fair observation is being made.

Do not restrict an observation to a single interpretation. For example, a diagnosis may be provided in another area of the chart or in the clinical notes, look for every possible interpretation to find a result. If uncertain discuss with other inspector.

A dentist in the team should always do the dental chart assessment and review.

Try to make good notes as complete as possible but not in the record until a review is complete. Recommendations are to be made after committee review. Inspectors may highlight areas of concern for them as critical or non-critical.

Please use the Glossary of IPAC terms as much as possible so observations and recommendations are consistent in successfully completing the infection control section of the inspection and review. There are 16 elements in the glossary that generally should appear in virtually every report. There may be either a negative, positive or detailed response to each element. List each element and make brief notes before finalizing the report.

Where the inspection team is a dentist and a dental assistant the dental assistant shall normally do Section 3, The Facility Review and the dentist shall do Section 4. The Dental Record Review.

Both inspectors should consult on joint assessment of their findings before submitting to the committee.

The results of each inspection and review shall remain confidential.

If an office fails to meet the recommendations of the committee within a period set out by the committee the matter will be referred to the Board as a whole.

Failure to follow an Order of the Board is reason to believe a practitioner may be guilty of professional misconduct.

FEBRUARY 4, 2105