

NEWFOUNDLAND AND LABRADOR DENTAL BOARD

Protocol for Dental Records

When a Dentist retires or dies or when a practice is sold, the Board recommends the following protocol:

- The Dentist leaving the practice should make his or her patients aware of the change in practice ownership, or pending retirement, and inform them where their dental records can be found by public advertisement or personal letter.
- In circumstances where the dentist of record dies, the estate should make the patients aware of the fact and should advise them where their dental records are being stored or how to access them by public advertisement or personal letter.
- The information provided to patients should point out that copies or originals of the patient's records maybe transferred to any dentist of the patient's choosing. In the case of originals the receiving dentist must agree that the forwarding dentist may retrieve the record if necessary.
- That records must be kept in a systematic manner and shall be retained for a period of at least 10 years after the date of the last entry in the record or until 2 years following the death of the practitioner whichever occurs first.
- That where reasonable, a fee may be charged to whomever requests copies or original records for delivery, photocopying or postage.
- Custodian means a health care provider such as a dentist or in the case of death an executor.
- A custodian shall respond to a request without delay and in any event not more than 60 days after receiving the request.
- A custodian may transfer original dental records or written assurance that the receiving custodian will provide access to the records if needed.