

**Standards of Practice:
Guidelines and Procedures for the
Profession of Dental Technologists**

*College of Dental
Technologists of Alberta*



Standards of Practice

*for
Regulated Dental Technologists
&
Regulated Dental Technicians*

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Standards of Practice - Introduction
Standards of Practice for the Profession of Dental Technologists

Dental Technologists and Technicians fabricate custom made dental appliances after reasonable and thoughtful consideration of valid scientific, technical and laboratory principles are applied.

The College of Dental Technologists of Alberta (CDTA) has created the Standards and Standards Guidelines to assist members in their daily practice of Dental Technology. The Standard, in conjunction with the administration of the Continuing Competency Program, ensures overall compliance with the Standard in accordance to the Health Professions Act.

This document **Standards of Practice: Guidelines and Procedures** is intended to serve three purposes:

1. To state the broad overarching standards of practice for the profession which guide practice, education and research of the registered dental technologist/technician.
2. To specify guidelines and procedures as operation requirements of the registered dental technologist/technician in their daily practice and overall competence.
3. To represent the expected conduct of regulated Technologists and Technicians in Alberta performing their duties in dental laboratory and clinical practices.

The Standards of Practice do not identify which services are to be provided during all delegated assessments, but in conjunction with the Guidelines and Procedures, they represent the scope of services and fabrication procedures of custom made dental appliances by technologists and technicians.

The College of Dental Technologists of Alberta (CDTA) **Code of Ethics** is a part of this Standard and is included to identify the Code as paramount to the professionalism of all registered members.

The specific Policy and Measurable Procedures begin on page 7.

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Introduction

Standards of Practice for the Profession of Dental Technologists

Section 3(1) (c) of the Health Professions Act requires the College of Dental Technologists of Alberta (CDTA) as a regulatory College “to establish, maintain and enforce...standards of practice” (.p.13). There are various types of documents that may be considered to fall within the term “standards of practice” in the Health Profession Act including general professional standards, measurable standards and Clinical Practice Guidelines.

The College of Dental Technologists of Alberta (CDTA) has developed Standards of Practice for the profession to fulfill the requirements of the Alberta Regulation (2004) and the Health Professions Act (2000).

The Health Professions Act grants the College of Dental Technologists of Alberta (CDTA), as a self-regulating profession, the authority to set standards for the education and practice of its members with an obligation to protect and serve the public interest.

The Health Professions Act also states that each health profession must establish practice standards and a code of ethics.

The College of Dental Technologists of Alberta (CDTA) has a mandate to protect the public by ensuring its regulated members are competent to meet the standards of practice set by the College.

Standards of practice are defined as general direction and guidelines regarding professional practice. Standards range from the broad profession based standards to detailed care standards, and specific standards related to education.

Standards of practice are necessary to demonstrate to the public, government and other stakeholders that the profession is dedicated to maintaining public trust and upholding the criteria of its professional practice.

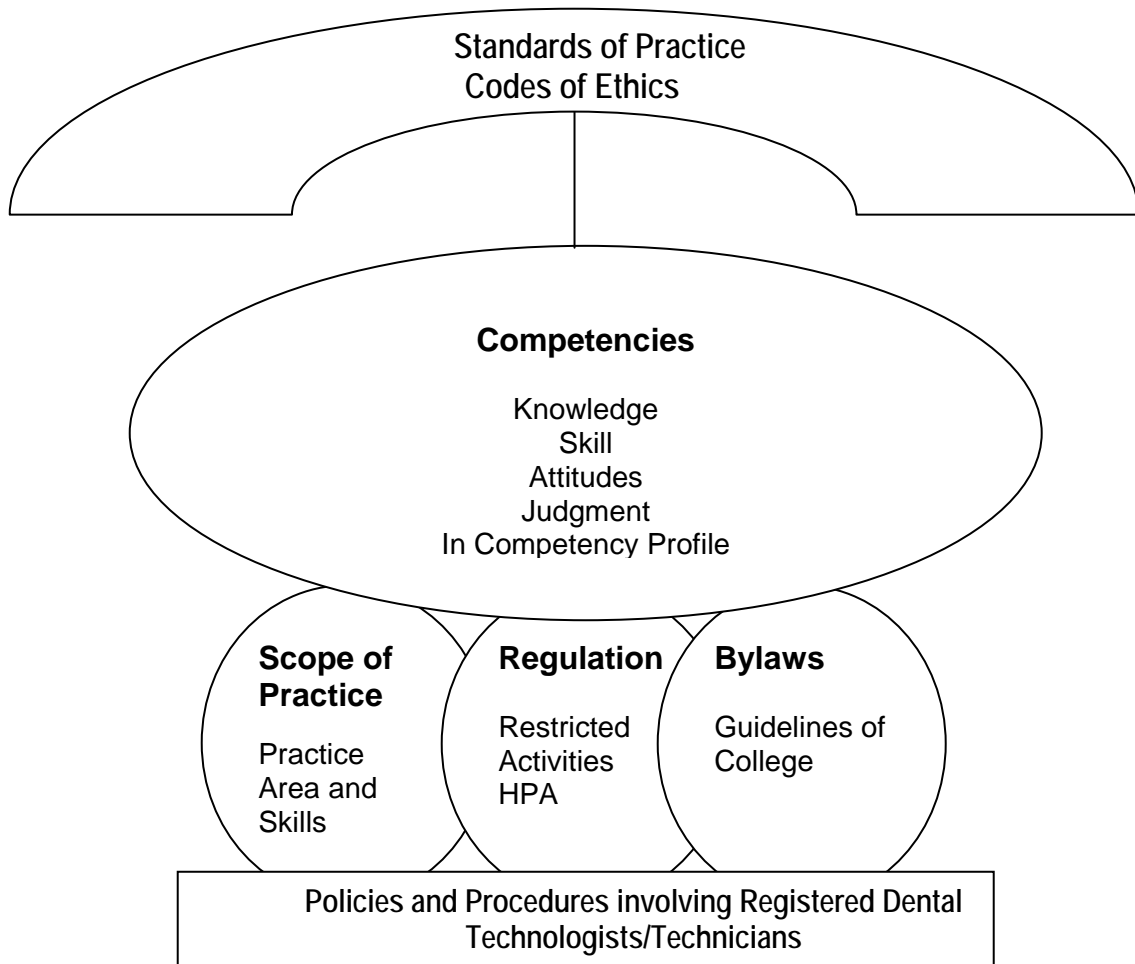
Standards provide direction to practice, education and research. Standards of practice are the criteria for the professional conduct of all regulated dental technologists/technicians in Alberta, regardless of role, specialty or practice setting. The Standards apply to regulated members of the profession.

Standards are different from competency in that standards provide general direction regarding all aspects of professional practice; whereas, competency is the combined knowledge, skills, attitudes and judgments required within the professional role of the practitioner. Standards and competency are inter-related and should be congruent and compatible.

Standards of Practice are usually derived from six characteristics of a profession:

- Accountability for own practice
- Code of Ethics
- Specialized body of knowledge
- Competent application of knowledge
- Self-Regulation
- Service to the public

In summary, the following illustration displays the relationship of professional standards to competencies, scope of practice, code of ethics, regulation, and bylaws, policy and procedure.



Professional Regulatory Responsibilities & General Professional Standards
Standards of Practice for the Profession of Dental Technologists

The Professional Regulated Dental Technologist and Dental Technician has direct responsibility for:

- (a) The fabrication, duplication, alteration and repair of prosthetic and orthodontic devices
- (b) To fit those devices when fitting is incidental to the fabrication, duplication, alteration and repair and
- (c) Provide restricted activities authorized by the regulations
- (d) In all the above, take due cognizance of and ensure compliance to relevant regulation in respect of health and safety and public health
- (e) Where appropriate, apply the processes outlined in this standard and ensure the compliance of other staff taking due account of the Standards of Practice and the implications of the Health Professions Act.

The Dental Technologist/Dental Technician provides quality service that is responsive to patients' needs and expectations.

The Dental Technologist/Dental Technician:

Applies experience, skill, and technical and scientific knowledge in the fabrication, duplication, alteration and repair of prostheses and orthodontic dental devices.

Consistently meets the client requirements in customized service and devices as prescribed by the dentist, denturist and/or other approved health care provider.

Ensures quality and safety by following applicable policies, procedures, legislation, and practice guidelines.

Communicates effectively with prescriber and/or client throughout the provision of services.

Exhibits professionalism in practice.

Continuously evaluates processes and outcomes.

Continually improves delivery of service to client.

Incorporates disease prevention and health promotion in the provision of dental technology.

The Dental Technologist/Dental Technician is accountable and responsible for own dental practice.

The Dental Technologist/Dental Technician:

Demonstrates accountability and responsibility for own actions and behavior.

Practices within the scope of practice and expectations as outlined by the College of Dental technologists of Alberta (CDTA) in accordance with applicable legislation.

Supports the ongoing development and growth of knowledge of the discipline.

Demonstrates leadership within the profession and the field of dental technology.
Knows the parameters of restricted activities and limits own activities to those competent to perform and appropriate to area of practice.

Complies with the guidelines approved by College of Dental Technologists of Alberta (CDTA) on supervision of others performing restricted activities.

The Dental Technologist/Dental Technician practices within the ethical guidelines of the profession.

The Dental Technologist/Dental Technician:

Practices within the applicable legislation, regulations, and bylaws.

Practices within the Professional **Code of Ethics**.

Protects client right to privacy, autonomy, confidentiality and access to information.

Reports unsafe practice and professional misconduct appropriately.

Supports ethical behavior in practice, education and research.

The Dental Technologist/Dental Technician engages in lifelong professional development to improve knowledge and enhance professional competence.

The Dental Technologist/Dental Technician:

Conducts annual self-assessment to identify professional strengths and areas for improvement.

Develops and implements a plan for professional growth.

Documents professional development activities.

Complies with the continued competence requirements established by the College of Dental Technologists of Alberta (CDTA) and meets the requirements for renewal of registration with the College.

The Dental Technologist/Dental Technician uses resources effectively and efficiently in practice.

The Dental Technologist/Dental Technician:

Demonstrates effective use of resources and time management to facilitate delivery of quality services.

Integrates principles of "universal" infection control procedures and safety into the use of materials and equipment.

Completes and maintains accurate records of client prescription, client history and services rendered.

Uses ethical and appropriate accounting and billing practices.

College of Dental Technologists



Standards Guidelines & Procedures for Regulated Dental Technologists & Regulated Dental Technicians

Policy Statement
Guidelines and Procedures for Dental Technologists and Dental Technicians

The primary objective of these standards is to ensure that the provision of service consistently meets or exceeds the client requirements in terms of both facility service and custom made dental appliances supplied, taking into account and compliant with all the requirements of current legislation and codes of practice to ensure public health and safety and that of the facility employees.

It is the policy to ensure that all employees are fully cognizant of the requirements of a Quality Management System and are appropriately trained to ensure its continued effectiveness.

The Standards procedures are enforced and continually monitored and evaluated for its applicability and effectiveness through monitoring and auditing by the College of Dental Technologists of Alberta (CDTA).

INTRODUCTION

Compliance to Standards of Practice and Code of Ethics ensures that Technologists and Technicians in their daily practice have the competency and capability to fabricate custom-made dental appliances.

The Standards and Codes are subject to enforcement under the Health Professions Act for registration purposes. The Designated Regulated Member is responsible for application of the requirements of the Standards and Code.

SCOPE

The Alberta Standards of Practice for the Profession of Dental Technologists aims to enhance client and public satisfaction and safety through the effective application of the standards procedures, including processes for assurance of conformity to the client, public and applicable regulatory member requirements.

REFERENCES DOCUMENTS

The following reference documents are indispensable for the application of this document:

The Health Professions Act, Public Health Act, Health Professions Act Employers Handbook, Dental Technologists Profession Regulation, Capital Health – Public Health Division & Environmental Public Health Services, Alberta Labor Employment Standards for Employees Act, Alberta Occupational Health Safety Act, Alberta Human Rights and Citizenship Commission Act, Workers Compensation Board of Alberta Act,

NORMATIVE REFERENCES

The Dental Technologist or Dental Technician shall ensure that the appropriate and latest edition of the references (including any amendments) is used in the application of this specification.

GENERAL

The quality management system documentation shall include

- documented statements of a quality policy;
- documented procedures required to identify processes;
- documents needed by the organization to ensure the effective planning, operation and control of its processes;
- records required to satisfy local / regulatory requirements and to maintain the integrity of the management system;

Each of the elements 1 to 15 shall be defined in documented procedures.

Where this standard specifies that a requirement, procedure or activity be "documented", it shall, in addition, be implemented and maintained

Standards of Practice for the Profession of Dental Technologists

1.0 Receipt of Prescription & Disinfection

1.1 Receipt of Prescription

The designated regulated member shall ensure that customer requirements are stated, understood and acceptable to the organization including the requirements for delivery including special instructions and the laboratory has the ability to meet the defined requirements.

Evidence of the review shall be evidenced by the person conducting the review.

The evidence of this review shall be in a form suitable for the organization's method of operations.

Amendments to prescriber requirements shall be adequately defined and documented.

A copy of all prescriptions shall be maintained in a manner to preserve patient confidentiality.

1.2 Disinfection

The designated regulated member shall ensure that:

- Personnel unpacking work are provided with adequate protective wear;
- Work that has been in contact with the oral cavity is sterilized prior to issue to fabrication;

Disinfection shall be evidenced and include the identity of the person conducting sterilization.

2.0 Purchasing (Patient Contact Materials)

2.1 Purchasing

The designated regulated member shall ensure Patient Contact Materials are purchased only from vendors who can demonstrate that the material is suitable for use in contact with the human oral cavity and that manufacturing materials satisfy the requirements of the Canadian Medical Device Directive.

2.2 Verification of purchased product

The designated regulated member shall ensure that received materials are inspected prior to issue to production/store in order to ensure their correctness to order requirements.

Material found to be damaged or otherwise non-conforming shall be returned to supplier, scrapped or re-graded for alternative uses.

Evidence of receipt inspection and records of supplier performance shall be maintained.

Standards of Practice for the Profession of Dental Technologists

2.3 Patient Oral Contact Materials

Lot / batch numbers of Patient Contact materials shall be recorded for traceability and product recall purposes.

2.4 Sub-contracted Services

Work shall only be issued to Regulated Technologists or Technicians controlled by licensure in their jurisdiction and able to demonstrate certification to meet the Alberta Standards of Practice for Dental Technologists.

3.0 Fabrication Processes

The designated regulated member shall ensure that production operations are performed under controlled conditions. Controlled conditions shall include, as applicable.

- the availability of Material Safety Data Sheets (MSDS) & Manufacturers Instructions for use;
- the availability of adequate production equipment;
- a basic fabrication plan indicating production methods for each laboratory area;
- availability of the prescription and/or other documentation providing all necessary production information and traceability requirements;
- planned and recorded QC stages;
- inspection of finished product in order to ensure that the prescription requirements have been satisfied and all work has been satisfactorily completed;
- a documented record of all internal and external remake operations (*Remake records shall include the reason for the rework, the technician's identity and all other relevant information*);

3.1 First Aid

The designated regulated member shall ensure that First Aid personnel are trained, hold current certificates and first aid kits are available.

Standards of Practice for the Profession of Dental Technologists

4.0 Competency & Education

The designated regulated member shall ensure that:

- records of training or education, skills and competency are held for each employee;
- regulated members hold a current practice permit from the College of Dental Technologists of Alberta;
- all auxiliary and practicum staff are trained under supervision;
- records of all such training are maintained and reviewed by the Regulated Member in order to assess the effectiveness of training;

5.0 Maintenance & Calibration

The designated regulated member shall ensure that records of all maintenance/repair to equipment essential to the fabrication processes are maintained and that:

- maintenance records are reviewed at the System Review Meeting in order to ensure the continued effectiveness of plant and equipment;
- all equipment with a defined measuring function is calibrated at regular intervals, where applicable, and records of calibration are maintained;

6.0 Facility Environment & Cleanliness

The designated regulated member shall ensure: that a planned cleaning schedule is prepared for the fabricating departments and essential equipment including the disinfection area. The schedule shall indicate frequency of cleaning and evidence of completion.

Extraction facilities in all areas of the laboratory are adequate and satisfy the requirements of regional and statutory regulations.

Materials and waste product that constitute a bio-hazard including "sharps" are disposed in a manner to satisfy the requirements of regional and statutory regulations.

All employees are provided with the necessary equipment, clothing, protective wear and training to ensure safety during all fabrication processes.

Standards of Practice for the Profession of Dental Technologists

7.0 Client Clinical Facilities

In order to provide services, technologists or technicians must maintain, or have access to a dental laboratory facility. The facility shall maintain a prescribed minimum amount of dental technology instrumentation and maintain records dependent on the level of services that are offered.

The designated regulated member shall ensure that:

- methods of "universal" infection control procedures are determined and implemented to sterilize or sanitize all products or instruments used in a clients care;
- only those technologists who can demonstrate current certification to the College of Dental Technologists Alberta Client Care and Asepsis Competency program take part in restricted practice activities;

8.0 Handling, Packaging

The designated regulated member shall establish documented procedures for preserving the conformity of product during the production, storage, packaging and delivery processes.

The designated regulated member shall establish documented procedures for the control of product with a limited shelf-life or requiring special storage conditions. Such special storage conditions shall be controlled and recorded.

9.0 Labeling

Each finished dental appliance shall be clearly identified with adequate information to identify the manufacturing facility, contents of the packaging, dentist, patient and any special handling or storage instructions.

The label shall show the words "CUSTOM MADE MEDICAL DEVICE".

The label may be an integral part of another document, e.g. returned prescription, invoice/delivery note etc.

10.0 Non-conformities

11.0 General

The designated regulated member shall ensure that product which does not conform to production/prescription requirements is identified and controlled to prevent its unintended use or delivery.

11.1 Customer concerns / complaints

Customer concerns/complaints against the facility service or dental appliances supplied shall be recorded. A complaint may be defined as *"a communication from the customer relating to the product or service provided by the laboratory that is detrimental to the product/service provided"*.

Standards of Practice for the Profession of Dental Technologists

11.2 Supplier concerns

All significant concerns relating to vendor supply shall be reviewed and, where applicable, appropriate actions instigated and recorded.

11.3 Consolidation

On a regular basis the non-conformance records shall be consolidated for presentation at the System Review Meeting for discussion and the defining of any appropriate Preventive/Corrective Action.

12.0 Monitoring Processes

All fabrication and working processes (including restricted practice activities) shall be planned and implemented and all monitoring activities recorded, data obtained from vendor concerns, customer complaints, re-makes, process reports, internal and external audits shall be analyzed and reviewed.

The above elements shall be evaluated at System Review Meetings and used to define opportunities for improvement and the development of facility objectives.

13.0 Administrative Processes

13.1 Control of Documents

All documents which form a part of the Standards of Practice are considered to be CONTROLLED. *The designated regulated member shall ensure that* such documents are held on site or are readily accessible as required.

Documents which form an integral part of the quality system are considered CONTROLLED; all such documents shall be approved by the Designated Regulated Member for adequacy prior to their issue and identified by their revision status.

- upon re-issue the revision status shall be amended and previous issue documents removed from the points of use and destroyed;
- where applicable all recipients of amended documents shall indicate receipt of the amendment;

13.2 Control of Records

Records, which provide evidence of conformity to requirements and of the effective operation of the Quality Management System, shall be held either on file or electronically.

The Designated Regulated Member shall be responsible for maintaining a register of such records showing their location, identification and retention period.

Records shall be held for a minimum period of 7 years or as indicated by local statutory regulations.

Standards of Practice for the Profession of Dental Technologists

14.0 Internal Audit

The Designated Regulated Member shall ensure internal audits are conducted at planned intervals to determine whether the quality management system:

- conforms to the requirements of the Alberta Standards of Practice for the Profession of Dental Technologists;
- is effectively implemented and maintained and continues to be effective;

An audit schedule shall be prepared indicating the frequency of the elements of the system to be audited.

The person conducting the internal audit shall be a trained internal auditor or be under the supervision of a trained auditor and independent of the area to be assessed. Results of audits shall be recorded and reviewed at the MRM.

15.0 Internal Review

The Regulated Member shall ensure that Management Review Meetings (MRM) are convened at a minimum of 12 monthly intervals. Typical items on the review standing agenda include:

- Review of previous System Review Meeting notes;
- Results of internal audits;
- Results of third party assessments since last review;
- Analysis of customer complaints, non-conformities and customer satisfaction since last review;
- Performance and continuing acceptability of suppliers/sub-contractors;
- Staff education/training requirements and educational reporting;
- Assessment of the systems effectiveness in achieving the quality/conformity policy statement and any other appropriate quality objectives that meet public health and safety standards;
- Assessment of the need for action that will prevent or minimize the risk of harm or the occurrence of quality problems;
- Assessment of the need for updating the system brought about by new technologies, quality concepts, market strategies and social or environmental conditions;

NOTE: The above list is not to be considered exhaustive.

The review shall include any decisions and actions related to the improvement of the effectiveness of the Standards of Practice Procedures for its processes and improvement of service as indicated by client feedback and resource requirements.

References

Standards of Practice for the Profession of Dental Technologists

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Health Professions Act of Alberta (2000) Government of Alberta: author

Medical Devices Directive Health Canada, Government of Canada: author

Resources

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Alberta Dental Association and College (2004) Standards of Practice Edmonton, Alberta: ADA&C

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Glossary of Terms
Standards of Practice for the Profession of Dental Technologists

Clinical Practice: practice conducted to provide direct observation and treatment of patients

Competency: combined knowledge, skills, attitudes and judgments required to provide professional services

Dispenser: a regulated person who is registered in the practice of Dental Technology under the Health Professions Act

Facilities Practice: practice conducted within an institution established to serve the purpose of dental technology

Institution: a public facility recognized by the public established to serve the purpose of dental technology

Regulated member: a person who is registered as a member under section 33(1) (a) of the Health Professions Act and meets all requirements of the College of Dental Technologists of Alberta (CDTA) Regulation

Restricted Activities: are activities carried out in relation to or as part of providing a health service and may only be provided by authorized individuals. These activities are listed in Schedule 7.1 of the *Government Organization Act*. Individuals may be authorized to perform restricted activities through regulations developed under the *Health Professions Act*. Dental technologists who have completed training approved by Council in dental asepsis and patient-care responsibilities may be authorized to perform the restricted activities of fitting an orthodontic or periodontal appliance, a fixed or removable partial or complete denture, or an implant supported prostheses for the purpose of color matching or determining a preliminary fit. If a dental technologist is authorized to perform a restricted activity, that authorization must be noted on the Register and on the practitioner's practice permit.

Scope of Practice: the parameters around the performance of services requiring appropriate licensure; also referred to as Area of Practice in Health Professions Act (2000)

Self-Regulation: a privilege delegating to a profession the authority to govern its own members in accordance with a professional statute from the Legislature on behalf of the public

Standard: general direction and guidelines regarding professional practice

Supervision: act of overseeing the performance of operation of a person or group