

# COMMUNICATION

## Standard

**Regulated members** are responsible to communicate professionally, effectively, honestly, and respectfully at all times.

## Expectations

Regulated member **must**:

- a) Communicate honestly, factually and without exaggeration.
- b) Communicate and behave respectfully in communication to and about other **regulated health professionals**, colleagues, **clients, patients**, the **College** and its officials, Council and Committees, members of the public and others fairly and without discrimination, respecting cultural values, personal disabilities, and individual differences.
- c) Ensure comments made (including online and on social media) about the profession of dental technology, individuals within the profession, other regulated health professionals, colleagues, clients, patients, the College and its officials, Council and Committees are factual, respectful, and professional.
- d) Address patient and client questions within the scope of dental technology practice.
- e) Adapt communication to meet the needs to clients and patients.
- f) Clearly, accurately, and professionally document all forms of written communication.

## Standards of Practice For Registered Dental Technologists and Registered Dental Technicians

### GLOSSARY

**Client:** a dentist, denturist or other regulated health care professional who is authorized to prescribe and who is primarily responsible for the diagnosis and treatment of a Patient. The client is responsible for the final fit of any prosthesis, device, or appliance.

**College:** means the College of Dental Technologists of Alberta.

**Must:** is used where the duty is compulsory.

**Others:** Those within the person's circle of care, including health and social work professionals, administrative personnel, cultural brokers, and those directly or indirectly involved in supporting the health and well-being of a patient. The term may also include representatives from private, voluntary, and non-profit groups, and government sectors.

**Patient:** an individual awaiting or receiving dental technology services and or treatment where the regulated member knew or reasonably ought to have known, that they were providing care to the individual and satisfies any of the following conditions listed below:

- I. The regulated member has charged or received payment from the individual or a third party on behalf of the individual.
- I. The regulated member has contributed to a health record or file for the individual.
- III. The individual has consented to oral health care services and or treatment by the regulated member.

**Regulated health professional(s):** is a person registered with a professional health regulatory professional college, agency and/or authority, in Alberta or any other jurisdiction, as a regulated.

**Regulated member(s):** is a person registered with the College of Dental Technologists of Alberta under Section 33(1) (a) of the Health Professions Act and in accordance with the Dental Technologists Profession Regulation.

This term includes a previously regulated member whose last day of registration with the College is within the immediately preceding two years.