

PROFESSIONALISM AND COLLABORATION

Standard

Regulated members must establish and maintain professional, ethical, respectful, and collaborative professional relationships, with **patients, clients**, colleagues, other **regulated health professionals**, employers, and industry partners. Professional relationships must reflect professional and ethical behaviours that comply with the College's approved Standards of Practice, Code of Ethics, and other regulatory and policy documents.

Regulated members respect and maintain professional boundaries with patients, clients, colleagues, students, and others.

Expectations

The regulated member **must**:

- a) Comply with the *Health Professions Act*, the *Dental Technologists Profession Regulation*, the CDTA's Standards of Practice, policies, procedures, guidelines, and directives regarding acceptable and appropriate professional and personal relationships with patients and clients.
- b) Act with honesty and integrity at all times, both personally and professionally, with patients, clients, colleagues, the College and its officials, Council and Committees, and the public.
- c) Maintain appropriate boundaries in interactions with patients, clients, other **regulated health professionals**, colleagues, and the public.
- d) Treat others with respect, refraining from all types of discrimination, harassment or bullying behaviour including verbal, written, body language, social media, and any other harmful type of communication with patients, clients, regulated health professionals, colleagues and the public.
- e) Not make suggestive comments or inappropriate physical contact with patients, clients, other regulated health professionals, colleagues, students, and others.
- f) Demonstrate effective conflict resolution skills to establish and maintain professional relationships.
- g) Work collaboratively with regulated health professionals, colleagues and patients and clients.
- h) Communicate the need for any referrals to the patient and/or client.

Standards of Practice For Registered Dental Technologists and Registered Dental Technicians

- i) Respond to requests for information promptly and professionally.
- j) Report their unethical and/or unprofessional relationships, or that of a colleague to the College in alignment with the CDTA's *Mandatory Duty to Report a Colleague Standards (2023)*.
- k) Adhere to the CDTA's *Communication Standards (2023)*.

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.

Must: is used where the duty is compulsory.

Patient:

A “patient” is defined as an individual awaiting or receiving oral health care 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): a person who is granted registration as a member of the CDTA in accordance with the HPA and the Regulation.

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