



the College's promise to dental hygiene clients

*You can expect to receive
quality preventive oral hygiene care
from health professionals who are
registered with the College of
Dental Hygienists of Ontario
(CDHO).*



how we keep this promise

- ✓ All dental hygienists must be **registered** with the CDHO to practise in Ontario.
- ✓ Only persons currently registered with the CDHO may use the title “dental hygienist” or any variety or translation of “**dental hygienist**” including the initials RDH (Registered Dental Hygienist).
- ✓ Every dental hygienist in the province **must** meet the CDHO’s entry-to-practice requirements.
- ✓ A list of currently registered dental hygienists is **available** to the public.
- ✓ The College provides Standards of Care and Practice Guidelines to guide dental hygienists and **inform** the public.
- ✓ The continuing competency of your dental hygienist is **monitored** and **supported** by the College throughout her/his professional career.
- ✓ Information about oral health and **access** to dental hygiene care is promoted to the public.
- ✓ A **fair** and **transparent** complaints process is available to help clients who feel they may not have received the care they had the right to expect.
- ✓ The College collaborates with the Ontario Government, other health Colleges and consumer groups to promote access to **safe** and **effective** oral health care.

comprehensive dental hygiene care

You may choose to receive dental hygiene care in a variety of settings, including private dental hygiene practices, multi-practitioner health care facilities and even your residence. No matter where you receive your dental hygiene care, you can expect that your dental hygienist will:

- Update your medical and dental history.
- Assess the condition of your teeth and gums and discuss your oral health concerns.
- Provide a dental hygiene treatment plan that considers disease prevention a priority in achieving optimal health.
- Assist you or your care giver in ways to maintain your oral health.
- Explain how dental hygiene care can help maintain a healthy mouth and body.
- Obtain your permission to provide treatment.
- Provide dental hygiene therapies that are safe and effective and have current evidence-based research to support their use. This may include the scaling of teeth and the removal of stains.
- Respect client confidentiality and privacy.
- Practise standard infection control including the wearing of gloves, mask and eye protection, and use of sterile instruments.
- Work collaboratively with other health professionals within your circle of care to optimize your health.
- Refer you to another health care practitioner if s/he observes a condition s/he cannot treat.

fees for services

Most dental hygienists will charge fees that align with provincial association fee guides. Depending on the setting in which you receive dental hygiene treatment, the fees and method of payment will vary and you may wish to clarify the process prior to the appointment.

- If the dental hygienist works on his or her own, the discussion should occur with the dental hygienist at the time the appointment is made. Clients should be aware that fees may be dependent on several factors including time and travel if the treatment is to occur in the client's residence.
- If the dental hygienist practises in a dental office, the dentist traditionally sets the fees and the client should address the fee structure with the dentist or office manager.
- If the client has a dental insurance policy, the client should contact the insurance carrier to determine if the carrier will pay for direct dental hygiene care.
- Some clients may be eligible to receive dental hygiene care under federal or provincial dental benefit programs. Your dental hygienist can refer you to government and community agencies and resources that may be able to provide you with financial assistance.