



## Standard of Practice: Record Keeping

### Preamble

Documentation and the maintenance of patient records is a key component of a Registered Denturist's practice. Documentation in all mediums is used to provide evidence of service, monitor treatment plans, support the recall of information, and identify who did what, and when.

The patient record should provide a clear understanding of the patient goals, plan of care, services provided, cost of services, evaluation and outcomes. Information captured in the record can be used for many purposes: 1) to determine the plan of care and recall the services provided; 2) to evaluate professional practice as part of quality assurance requirements; 3) to reflect on practice; and 4) to provide evidence in a court of law or College tribunal.

The physical patient record is owned and held by the Registered Denturist (known as the custodian and/or agent). The information contained in the record is owned by the patient. Registered Denturists must ensure that the information is accurate, complete, secure and protected against unauthorized access. Registered Denturists have an obligation to be knowledgeable of the laws that apply to a patient's rights regarding access of their patient record.

Failing to meet the expectations expressed in this Standard, falsifying a record, signing or issuing a document that the Registered Denturist knows is false or misleading, collecting, using, or disclosing information without patient consent or failing to make arrangements for the timely transfer of a patient's record when required can constitute professional misconduct (*Denturism Act, 1991*).

This Standard of Practice: Record Keeping identifies the expectations of the College for documentation and record keeping by Registered Denturists. It incorporates applicable legislation and regulations.

### The Standard

A denturist meets the Standard of Practice: Record Keeping when they:

1. Identify as either a Health Information Custodian or Agent with respect to their patient records and understand and assume the responsibilities and obligations of the identified role, in accordance with applicable legislation and regulations.
2. Ensure documentation is legible and written in, at a minimum, either English or French.
3. Maintain a daily appointment record which sets out the name of each patient scheduled and seen.
4. ~~Assign a unique identifier to each individual patient record.~~
5. Document accurately, clearly and concisely, and present a comprehensive picture the services provided.
6. Respect patient requests to withhold information that is recorded in the record (i.e. "lockbox").
7. Amend/correct documentation, if they agree the information is incomplete or inaccurate, within thirty days from the receipt of request from the patient or their substitute decision maker.

8. Ensure patients have access to their records when a clinic is being closed, sold or transferred to another health care practitioner.
9. Provide an examination or treatment report within thirty days from receipt of the request from the patient or their substitute decision maker.
10. Link financial records to the patient record through the assigned unique identifier.
11. Maintain electronic records in accordance with applicable legislation and regulations.
12. Collect, use, disclose and maintain records in a secure and confidential manner, in accordance with applicable legislation and regulations.
13. Document all equipment or instrument service, maintenance, and/or inspection.
14. Retain patient and equipment records in paper or electronic form, for a period of seven years, from the date of the last entry.
15. Destroy eligible records in a secure and confidential manner and maintain a copy of the destruction date along with the names for the records that were destroyed.

## Legislative References

Regulated Health Professions Act, S.O. 1991

Ontario Regulation 854/93 Professional Misconduct Regulation  
<http://www.ontario.ca/laws/regulation/930854>

Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A  
<http://www.ontario.ca/laws/statute/04p03>

## Related Standards of Practice

[\*Standard of Practice: Confidentiality & Privacy\*](#)

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