

Standards of Practice



COMMUNICATION

STANDARD STATEMENT

The dental hygienist communicates professionally, respectfully, effectively, and in a timely manner.

PERFORMANCE EXPECTATIONS

The dental hygienist must...

1. Use respectful, open, clear, and factual communication in all professional interactions (e.g., spoken, written, social media).
2. Communicate effectively with the client to promote the client's **health literacy** and understanding of proposed services (e.g., active listening, empathy, use of plain language, encouraging questions).
3. Continuously evaluate the effectiveness of communication approaches.
4. Adapt communication to the needs of the client and minimize barriers by incorporating relevant supports (e.g., interpreters, visual aids, technology, appropriate language, culturally appropriate resources).
5. Ensure comments made (including online and on social media) about the profession of dental hygiene, individuals within the profession, other health professionals, colleagues, clients, and the College are factual and professional.
6. Address the client's questions in a timely manner and within the scope of dental hygiene practice.
7. Document clearly, accurately, professionally, and in a timely manner in all forms of written communication.

CLIENT EXPECTATION

The **client** can expect the dental hygienist to communicate with them clearly, professionally, and effectively in a way that supports their understanding and participation.

GLOSSARY

HEALTH LITERACY

The ability of a patient to obtain, process, understand and respond to health messages, and be motivated to make health decisions that promote and maintain good health. (Wilkins' Clinical Practice of the Dental Hygienist, 13th Ed)