

# Standards of Practice



## RECORD MANAGEMENT

### STANDARD STATEMENT

The dental hygienist manages client **records** in compliance with applicable **legislation** and regulatory requirements intended to protect the privacy and confidentiality of personal information.

### PERFORMANCE EXPECTATIONS

The dental hygienist must...

1. Ensure the client record:
  - a) is created, maintained, and stored in a manner that protects client confidentiality through administrative, technical and physical safeguards in compliance with applicable legislation;
  - b) is retrievable and available for authorized sharing within a reasonable time period of when the request is received, to facilitate continuity of client care.
2. Identify and confirm whether they are acting as a **custodian** of health information or an **affiliate** of a custodian for the purposes of the [Health Information Act](#) (HIA).
3. When working in an environment with one or more healthcare providers, ensure and identify (e.g., through office policy) that the client record is under the custody and control of a custodian as defined in the HIA.
4. In an electronic client record:
  - a) Use only single-user log-in information (or access card) to access, or enter information into a client care record that is within an electronic documentation system;
  - b) Take reasonable steps to maintain the security of user password(s) or access card and use safeguards such as logging off when finished using an electronic documentation system.
5. When acting as an affiliate:
  - a) Know and follow the custodian's policies and procedures regarding access, collection, use, disclosure, security, and disposal of health information;
  - b) Notify the custodian as soon as reasonable of any loss of individually identifying health information or any unauthorized access to or disclosure of individually identifying information in the custody or control of the custodian.
6. When acting as a custodian:
  - a) Establish and follow policies and procedures in accordance with the HIA;
  - b) Complete a privacy impact assessment prior to changing or implementing any administrative practice or information system relating to the collection, use, and disclosure of individually identifiable client health information;
  - c) Take reasonable steps to inform the client:
    - i. of the purpose for which the information is collected;
    - ii. of the specific legal authority for the collections; and
    - iii. of the contact information for an individual who can answer the client's questions about the collection.

- d) Retain client records for a minimum of 10 years following the date of the last service provided or, in the case of minor clients, until the client is 20 years of age or for 10 years, whichever is longer;
  - e) Provide a copy of the clinical and financial record to the client or their authorized representative upon request and appropriate consent.
7. When acting as a custodian, and employed by a non-custodian:
- a) clearly communicate the dental hygienist's legal obligations as a custodian to the employer;
  - b) review the employer's policies and procedures relating to the collection use, disclosure, retention, security, and disposal of health information and ensure policy aligns with legislation;
  - c) collaborate with employers to ensure that legislated requirements specific to health information, and their obligations as custodians are met and reflected in the employer's requirements and procedures regarding the collection, use, disclosure, retention, security, and disposal of health information.

## CLIENT EXPECTATION

The **client** can expect the dental hygienist to maintain and securely keep all records pertaining to their care in accordance with policies and processes compliant with applicable legislation.

## GLOSSARY

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### AFFILIATE

As defined by section 1(1)(a) of the [HIA](#), is an individual or organization employed by a custodian, or a person or entity that performs a service for a custodian as an appointee, volunteer or student, or under a contract or agency relationship with the custodian.

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### CUSTODIAN

An organization or entity defined in section 1(1)(f) of the [HIA](#) or designated in section 2 of the Health Information Regulation. Dental hygienists are designated as custodians in the [Health Information Regulation](#).

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### LEGISLATION

Federal or provincial acts, regulations, or codes.

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### RECORD

Means a record of health information in any form and includes notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers, and any other information that is written, photographed, recorded, or stored in any manner, but does not include software or any mechanism that produces records ([HIA](#)).