

## CP-5 Notification

---

<b>Policy Type</b>	College Policy
<b>Initial Approval Date</b>	November 22, 2024
<b>Date of Committee Review</b>	<b>Reviewed by</b> Council
<b>Date of Next Committee Review</b>	
<b>Date of Last Council Approval</b>	November 22, 2024
<b>Purpose</b>	Compliance

---

### Purpose

The purpose of this policy is to ensure compliance with the *Health Professions Act* (HPA) Section 33, subsections 4 and 4.1 and Section 119, by requiring registrants to inform the College of any changes in their contact information. The timely reporting of such changes is crucial for maintaining accurate records and upholding professional standards.

### Policy Statements

#### A. Contact Information:

Changes in contact information include, but are not limited to:

- Name
- Address
- Phone number(s)
- Email address
- Employment information

#### B. Timely Reporting:

Registrants must report changes in their contact information to the College **within 30 days** of the occurrence of such changes.

#### C. Importance of Timely Reporting:

The College relies on up-to-date contact information to communicate with registrants and stakeholders to fulfill its mandate of protecting in the public interest and regulating effectively. Timely reporting of changes is necessary for the following reasons:

- Ensuring compliance with the Continuity of Care Standard of Practice. The patient has an expectation of ongoing care with the dental hygienist and reasonable steps are to be taken to ensure this is achieved.
- Communication regarding important legislative and regulatory changes, including government changes to legislation, new or updated Standards of Practice, changes to the Continuing Competence Program, updates on registration or renewal requirements, etc.
- Ensuring that the College can provide external stakeholders, such as Alberta Health Services Environmental Public Health, with accurate

information on registrants, especially in the event of a communicable disease outbreak.

- Ensuring that the College can communicate with registrants in a timely manner regarding professional conduct concerns or complaints.
- Enabling the College to inform parties of a change in registration status as required by section 119 of the *Health Professions Act*.

**D. Method of Reporting:**

Registrants are required to submit changes in their contact information through the Registrant Portal.

**E. Non-Compliance:**

Registrants who are found to have out-of-date contact information may be referred to the Complaints Director for further action.