

## How To Best Utilize the Assistance Program

### EARLY CONTACT

In our Risk Management Program, we historically have a 98.5% success rate of resolving a potential dispute without it escalating into a RCDSO Complaint. This high rate of success is dependent on early contact with the CDPA by either phone or via email at; [incident@cdpa.com](mailto:incident@cdpa.com). It is essential that you forward a brief narrative of the events that led up to the incident along with any relevant documentation that is in your possession. A dental advisor will contact you within 24 hours to begin the process of providing assistance. It is important that you keep your assigned advisor updated on any developments throughout the progress of the case until resolution.

Unfortunately members often contact us only after they receive that “**Personal and Confidential**” letter from the RCDSO, with a complaint enclosed. **This sad fact indicates that** too many members do not recognize potential problems early enough and thus do not seek assistance. This myopia leads to unnecessary RCDSO complaints. You should bear in mind that under the RHPA amendments that came into force in June, 2009, the ICRC (as the former complaints committee is now called) can and does take account of a dentist’s prior complaints history no matter the outcome. In light of this prior history disclosure, our mantra of Early Contact is all the more important against College Complaints.

### RISK MANAGEMENT SCENARIOS

Any matter where a patient expresses dissatisfaction with your treatment or conduct and where you believe a preventive strategy is needed should be reported to us. These situations include but are not limited to ---- refund requests, angry letters demanding chart transfers, letters from lawyers that are not simple dento-legal enquiries in connection with an existing lawsuit, insurance company billings and treatment verification enquiries, and even requests for chart copies. can sometimes be not an innocent request but a sign of brewing trouble. Our risk management program is here to assist you to deal appropriately with these sorts of matters.

Refund requests and angry letters that demand record transfers or letters from lawyers require immediate CDPA notification. Chart copy requests in themselves are sometimes quite innocent but other times are a sign of brewing trouble. Where in your judgement the latter appears to be true call CDPA first.

Further, should you receive a request for additional information from a third party insurance provider with a request for a copy of a chart this should be reported to us. **We are here to provide assistance and strategies to help you deal appropriately with these matters.**

### RESPONDING TO COMPLAINTS ON YOUR OWN

Should you receive notification of a complaint, we would ask that you forward the documents to us in their entirety, including the “prior history” where applicable. For some reason unbeknown to us, some of our members persist in responding to RCDSO complaints without seeking assistance of any form from the CDPA. Please remember that all conversations with us are private, those with your lawyer are privileged. In light of the RHPA changes, not availing yourself of this membership benefit is a very bad idea. Once a response has been submitted by you to the RCDS or a conversation has taken place with a RCDSO investigator, the words cannot be taken back

### REMEMBER

Availing yourself of the full range of membership assistance at an early stage, will in a significant number of instances reduce your likelihood of having a larger, more complicated and troubling issue, and allow us to better assist you. Do yourself a favour and contact CDPA early!