



Ministry of Health

# Practice Standard for General Dentist

August 2019

Healthcare Professional Council



Lao People's Democratic Republic  
Peace Independent Democracy Unity Prosperity

Ministry of Health

Healthcare Professional Council

No. 0146/ HPC

Vientiane Capital, dated 02 August 2019

**Decision**

**On**

**Endorsement of standard practice for general dentist**

Pursuant to Healthcare professional licensing and registration system strategy of Lao PDR 2016-2020 No. 2098/ MOH, dated 03 December 2015;

Pursuant to Minister Decision on healthcare professional council No. 0131/MOH, dated 19 January 2017;

Pursuant to proposal and discussion of the dentistry profession committee (board).

**President of Healthcare Professional Council agreed:**

- Article1. Agree to endorse the practice standard for general dentist
- Article2. Delegate the healthcare professional council, dentistry professional committee to be a focal point and coordinate with concerned parties for implementation of dissemination, training on this practice standard for general dentist, also provide monitoring and inspection the implementation of practice standard for general dentist for an effectiveness and efficiency.
- Article3. Delegate the Ministry of health cabinet office, Health Care and rehabilitation department, health Personnel, health profession education department, the health care profession committees (boards) of health care profession council, university of health science, hospitals, center, institution, all concerned parties together to implement this decision on own individual specific responsibility.
- Article4. This decision will be affective from the signatory date.

President of Healthcare Professional Council

Dr. Ponemek Daraloy

The document has been delivered to:

- |  |             |        |
|--|-------------|--------|
| 1. President, vice president of health care profession council | each person | 1 set  |
| 2. Member of dentistry health care profession committee        | each person | 1 set  |
| 3. The health care profession bureau                           |             | 1 set  |
| 4. MOH Cabinet office  |             | 1 set  |
| 5. UHS, hospital, centers,                                     | each        | 1 set  |
| 6. Copy for filing   |             | 2 sets |

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# Practice standard for general dentist.

## Introduction

Practice standard for general dentist has described the expectation of people who wish all dentist who registered as a health care profession with dentistry profession committee/ health care profession must practice courteously.

This standard aims that the dentist know about expectation of public from a dentist.

Dentist means general dentist and specialized dentist in any subject who hold a dentistry care profession.

This standard provide details on principle and virtue which will be as a reference for good health care implementation and dentistry. This standard, has been drafted by dentistry officer of dentistry profession committee, health care profession council. Ministry of health, who has together collect the information selected by WHO/ ADB( World Health Organization, Asian Development Bank) in line with the standard of practice in Asian Economic Community(AEC) and has been base on the dentistry standard of practice in the developed, modernized dentistry country globally, then has been introduced widely to health technical and dentistry forum to discuss and look at the appropriateness to country context, look at completeness, perfection and others aspect.

Acknowledgement and implementation of this standard is mandate and responsibility of all dentist who has registered, and should implement strictly. Any non- complied implementation to this standard or complied but not as a routine or continuously can be impacted on the extension of professional licensing as well as receiving of the profession licensing.

In this standard, the word “must” means relationship with legislation or necessary requirement to implement. The word “should” means that a dentist will implement with consideration because some principles might not be able to apply in all condition or situation.

This practice standard for general dentist consist of:

- Patient center treatment;
- Quality of treatment;
- Scope of practice of general dentist;
- Ethics, honesty and professionalism;
- Relation with patient;
- Expenses (fees, treatment charge, service charge);
- Advertisement of service promotion;
- Reference of patient for a consultation and reference for a treatment;
- Task delegation;
- External and internal audit for development of quality treatment
- Health screening process, practice management and facility of dentistry practice

### I. Patient center services

All dentist must:

1. Communicate with patient clearly;
2. Provide a clear information to the patient on choices or methods of treatment, result and expenses;
3. Provide treatment to patient with respecting the right without any negative action;
4. Apply a patient center for the services, understand patient and with consent from patient before treatment.

## II. Quality of services

### 1. Treatment

All dentist must:

- 1) Provide good service with safe treatment, meet a profession standard base on evident;
- 2) Understand, use of ethic principle and has a responsibility for profession;
- 3) Ensure that the thing has been done still remain the believe of patient and society to the dentistry;
- 4) Communicate clearly and conduct the task effectively with a friendly style among colleague in order enabling the benefit of the patient;
- 5) Know about the scientific principle and use of biology knowledge, biomedicine, behavior, techniques and science of clinic for case management;
- 6) Know about the treatment, prevention and treatment planning on patient management;
- 7) Conduct the task base on knowledge, skills, competency and capability;
- 8) Treat base on skills, own experience and refer as appropriately, correctly and safely.

List of details services are as follow:

- Patient assessment and understand the patient history including factors that related mental, culture and social;
- Examine patient courteously by going to details of the patient issue;
- Explain and order for additional examination in the issue related to patient;
- Choose appropriate treatment;
- Respect the decision making right of patient and consult with other dentist as required;
- Facilitate the patient on the treatment.

### 2. Quality of a dentist:

All the dentist who in duty at the health care facility must be a qualified, registered and has a profession license:

- 1) Has been recognized, passed the examination and holding a health care licensing in line with principle set by health care profession council, Ministry of health;
- 2) Acknowledge and agree to implement base on related oral and tooth care regulation and law of the health care profession council, Ministry of health;
- 3) Cooperate, provide adequate information, and officially correct.

### 3. Maintain and develop professionalism

Dentist must:

- 1) Develop and maintain the knowledge, skills and continuously implement the clinical procedure;
- 2) Because the medicine, dentistry and technology has been changed over time, in order to maintain competency and to get your own updating, dentist should apply these:
  - Follow the regulation of dentistry profession committee, health care profession council;
  - Participate in continuing medical education (CME) and continuing professional development (CPD) with a record of topics, hours of participation in education training in order to be an information or evident to submit to health care profession to extend the health care license as need;

- Participate in related profession development as well as participate in conducting and process of assessment in order to develop a continuing profession capability;
  - Follow the instructions, regulation and law which related to implementation of health care.
4. Health care and welfare
- 1) Dentist should take care of own health and welfare as following:
    - Take as an importance of a vaccination especially for a common disease and the infectious disease where is available;
    - Consult with senior doctor immediately if a dentist feels he/she got an infectious disease and should ensure that this condition would not transfer a risk to patient and other people;
    - Always taking a balance between working and living.
  - 2) Dentist should take care of own health and welfare of colleague by implementing these:
    - Help the colleague who has a health problem to enable him/ her for an appropriate treatment;
    - Follow the instructions of Ministry of health for a dentist with health problem;
    - Inform the health profession council if a dentist see a colleague lacking of competency;
    - Inform the health care profession council if a dentist see a colleague with lacking of quality or professional standard.
5. Public health
- Dentist must report to the related office on the information such as follow:
- 1) Mandatory report of infectious disease( inform immediately when found the case or suspected);
  - 2) Non infectious disease according to regulation of Ministry of health.

### III. Scope of practice of dentist

Implement base on skills and knowledge from the training, as determined in scope of practice of dentist, throughout the implementation of health care and dentistry services, dentist must follow as below:

1. Post the copy of qualification, certificate that received;
2. Use only the qualification of subject that has been registered with health care council. (for details see the scope of practice of dentist)

### IV. Ethics, honesty and professionalism

#### 1. Scope of profession

- 1) Dentist must upgrade the principle of own ethics and standard of behavior;
- 2) In implementation of own profession, a dentist must pay attention to:
  - No use of abused own position power to gain benefit from the patient, no sexual abuse or should not conduct an un-appropriate action to patient;
  - Should emphasize on good service by providing treatment and advice to the issue or diagnosis of patient base on a clear evident.

#### 2. Medical report and dentistry

A dentist when gained a trust from organization who has been authorized to sign the document such as: death certificate, medical certificate, must make sure that the signature is based on the truth. In order to maintain a trust a dentist must act as following:

- 1) Have to check all the document before signing it, and sign only when the document is proved as a correct one;

- 2) If has been requested to provide evident or to be a witness of the case or investigation must be honest in both verbal and document, and ensure a presentation base on scope of own ability;
- 3) Should not issue a medical certificate when there is no clear evident of being a disability.
3. Financial management and commerce, a dentist should pay attention to:
  - 1) To be a honest person and transparent in all financial management with patient and in the case of where there is a concern of patient financial benefit as well;
  - 2) Avoided a promotion the patient to give a bribery, borrow the money and give a present, lent and receive money or present of a direct and indirect benefit to a dentist including participate in lent or investment with patient.
  - 3) Must facilitate the patient in a access to things based on need, this things are a consumable, tools/ medical and dentistry equipment or medical electrical devices for diagnosis, treatment, relief or prevent the disease including disorder or injury of patient.
4. Conflict of interest
  - 1) A dentist should avoid a conflict of interest that will result to a treatment, this conflict might be happened when a dentist gained a trust from a patient, at same time there is a financial benefit, profession or individual benefit or might related to a third party which all could impact to a patient treatment;
  - 2) A dentist should behave like this:
    - Behave for a highest benefit of patient during a treatment, care and refer the patient;
    - Be alert to a conflict of interest that related to the prescription, diagnosis and use of medical equipment;
    - Avoid receiving an incentive, present, hospitality which might impact to a change of prescription, treatment or a reference.
5. Prescription, dentist should behave as following:
  - 1) Follow the rational medication use guideline;
  - 2) Prescribe a safe medication and effective and base on existing scientific evident;
  - 3) Ensure prescription could enable the pharmacist dispense a basic drug which has the effect same as the brand one but cheaper price.
6. Own prescription, treatment of family member and relative
  - 1) A dentist should not be a key treatment person or a person to treat family member because at that time the professionalism has been down, except only a basic treatment, short term, minor emergency or in the isolation situation;
  - 2) In case of emergency or isolation where there is no qualified dentist, the dentist could treat him/her self or family member until there is another dentist could help;
  - 3) It will not be an appropriate for a dentist to prescribe the controlled drug list for him/her self or family member unless for emergency only;
7. Research
 

Dentist could conduct a research on human in order to improve the treatment and quality of life in the community. When doing a research, the dentist must follow the instruction on research ethics, during a research the dentist should:

  - 1) Behave with the participant respectively;
  - 2) Behave honestly with a moral
  - 3) Participation must build on the volunteer basis and based on consent after receiving the information;
  - 4) Follow up the research progress and officially inform immediately on the event or negative result;
  - 5) Allow the participant to withdraw from a research in any time without asking the reason;

- 6) Disclose all the information of participant;
- 7) Follow the instruction on publishing the research result, copy right and a revision with team member.

## V. Contact with patient

### 1. Closing of patient confidentiality

- 1) Dentist must disclose the information even the patient has died, except only has been request by law, official benefit and base on consent of patient;
- 2) Dentist must not disclose a confidentiality patient information to any party even their spouse, children of patient; sibling, family member or other person without consent of patient;
- 3) A person who is under legal competence and other must gained a consent from guardian or a law authorized person to decide in the case if need to report;

### 2. Disclosing the patient file, dentist has a role to:

- 1) Has a role to keep it well the patient file and be updated;
- 2) Should record every examination in a standard form, record is a confidential document which could disclose to a patient and a dentist only, and should not be disclosed to the third party before gaining a written consent from patient, except only, a case that has been requested by law or in order to maintain the welfare of individual and community;
- 3) If a patient request for a medical record by written, a dentist must issue a copy to the patient or other dentist or judge or other person who has been identified by the patient;

### 3. Consent

- 1) Before conducting a practice, dentist must gain a consent from patient and must explain details information in order to enable patient to understand at same time a dentist must inform the health risk information, benefit of a practice, service fees and other related expense;
- 2) The dentist must provide an opportunity to the patient to acknowledge the information clearly before conducting a practice;
- 3) The dentist must gain a written consent before conducting a practice of surgery or any practice with anesthesia;
- 4) If a patient is not in the condition to be able to provide consent, dentist must contact guardian or an authorized person to be a representative of a consent. In the case of not able to gain a consent, dentist must could conduct a treatment in emergency in order to save life or to avoid the severity of health.

### 4. Dealing with a complaint

- 1) Dentist should acknowledge the right of patient for a complaint to the dentistry health profession committee of the health profession council and cooperate with patient in order to solve the issue if possible;
- 2) Patient has the right to make a complaint about treatment if was not satisfied, dentist must follow the law and related policy but must ensure that the complaint will not affect the treatment.

### 5. Treatment in the last stage of life

- 1) Dentist has a role to explain in order to manage the truth of death, in treatment and care for the last stage of life, the dentist should:
  - Provide or manage appropriately on a symptomatic treatment;
  - Explain to the patient and relative to understand the medical limitation in extending the life;



- Acknowledge that extending life is not a benefit of patient and might reduce the quality of life;
  - Encourage patient to write a document in advance to express on health care at the last stage of patient.
- 2) Dentist has no right to end the life of patient, at the same time has no right to extend the life of patient in any cases, dentist should consult with colleague when there is a conflict perception on extending life or continue the treatment, dentist has a role to help to reduce the disease crisis, communicate with patient and family to understand if there is any appropriate treatment.

VI. Expense(fees, treatment charge, service charge)

1. Informing the expenses before a treatment

- 1) The patient has the right to know about a health care services and how much for each dentistry, they must know before receiving a treatment, dentist must inform the patient the expenses before gaining the consent on a treatment;
- 2) Dentist should inform about the non-medical expenses(fees for a medical record document) and inform about expense before providing a treatment for a non-health insurance or social protection scheme;
- 3) In the health facility, dentist should post the list of service with expense.

2. The table and legislation on expense

- 1) Dentist must know about the table and legislation of expense in own division and laboratory, in the case there is no table of expense, dentist should collect the fees reasonably or depending on the location, the dentist must:
  - Sent the document to request for reimbursement of expense on behalf of the patient who has a health insurance and collect base on the related table of expense;
  - Follow the regulation on requesting the reimbursement of expense to the health insurance company and/ or social protection unit and use the correct code for diagnosis and related practice code;
  - Don't send the document a lot of time or write the invoice for two times of a single practice;
  - Don't collect money or collect the fees of expense against the law;
  - Don't collect the medical and dentistry expense for a non-insurance or social protection.
- 2) In the case of emergency, if the patient do not have insurance and/ or social protection, dentist must provide treatment without minimizing quality of a medical and dentistry treatment.

VII. Advertisement for a promotion of service

Dentist must responsible for the advertising content of own services, for advertisement the dentist must practice as follow:

- Advertise base on the truth and medical and dentistry inspect-able information, scope of practice and certificates,
- Avoid a use of or advertisement for service promotion or non-evident practice and a treatment still under study;
- Provide the correct information by a non- comparison of own service with other dentist;
- Avoid an advertisement that confirm a successful treatment, promote an over expectation or reference to a product or service.

## VIII. Patient reference for consultation and treatment

1. Dentist should create a respectable relationship among colleague, nurse and other health officer, when practicing as a member of a team or in cooperation of medical colleague, dentist should:
  - 1) Communicate with colleague on patient treatment clearly, in time, effective and in respectable manner;
  - 2) Avoid forcing, abuse or discrimination among colleague;
  - 3) Record in the form completely about patient treatment and use this information for patient transfer in order for an appropriate treatment.
2. Dentist must refer or transfer the patient to another dentist or other medical officer when is in need, in generally, in the case of the treatment duration has been determined. In the case of transfer the patient for additional treatment, the dentist should:
  - 1) Acknowledge own limitation and understand specialized skills of colleague who can help;
  - 2) Understand the qualification, experience and competency of a dentist who will receive the patient;
  - 3) Explain to the patient about the reason of transfer or reference;
  - 4) Agree with patient on choosing of a counseling dentist or a dentist who will be a key dentist for treatment;
  - 5) Record in the document by written language on disagreement of patient for a health counseling and other related issue;
  - 6) Inform the dentist who will receive the patient know about history of patient disorder, result of additional examination and current patient situation.
3. Specialized dentist should receive the document referred from general dentist in order to provide treatment to the patient;
4. Specialized dentist should inform the dentist who referred the patient know about the result of treatment by a written report of the treatment. In the case of general dentist was not in duty. The specialized dentist has a responsibility to provide and arrange all necessary care for the patient after a treatment.

## IX. Delegation of work

1. Day off (holiday/sick leave/for a training/ meeting), dentist should has appropriate arrangement for the treatment. Delegation should write clearly the task that need to do for the patient, in order to gain an effective delegation, dentist must inform colleague clearly about the need of patient, when delegate the task a dentist should:
  - 1) To be sure that the delegated person has qualification, knowledge, skills and responsibility in order to provide treatment as need;
  - 2) Coordinate with a replacing dentist on his/ her practice and treatment.
2. Will not responsible for or advise on decision making and practice of a replaced dentist. However, an original dentist for the patient still hold a responsibility for patient management and could clarify on decision making for this delegation.

## X. Internal and external audit for quality improvement

In order to improve the treatment quality, it is necessary for all dentist to:

1. Be audited, assessed the practice and quality of treatment by internal and external;
2. Do a self-assessment, has innovative idea and self-learning in order to maintain the competency of treatment;
3. Provide good quality treatment which emphasize on existed reason or evident and instruction of dentistry health profession committee, health care profession council, Ministry of health;
4. Always develop knowledge, competency and skills of own profession.

XI. Health screening process, dentistry implementer and facility management

Dentist should be as below:

1. Be healthy, without any infectious and chronic disease ;
2. Be annually health checked and vaccinate;
3. Prevent the patient, friends, relative to be safety from risks that could be occurred from health and practice of dentist;
4. Stop a self-diagnosis, self-health assessment and self-prescription;
5. Request for help immediately, inform the organization where you are working in, in case there is an abnormal or disability to yourself. Which could impact to the work(including addicted to the drug or abuse substance);
6. Use appropriate practice or treatment in a suspected of child drug addicted or abandoned;
7. Has appropriate facility for the treatment and safe (safe from radiation, chemical,...), Could perform emergency treatment easily and treat patient in a clean facility, good environment and safe;
8. Follow the manual on radiation safety and infection control;
9. Keep the document tidy, clear, comprehend, be a system and readable;
10. The document that have to refer to other dentist or health personal must keep the original one in the patient file.

Vientiane capital, 02 August 2019

President of Healthcare Professional Council

Dr. Ponemek Daraloy