

Upper Middle Dental Investigation Questions and Answers

When did the Health Department learn about this?

Health Department staff and a representative of the Royal College of Dental Surgeons of Ontario inspected Upper Middle Dental office located at 1900 Walkers Line in Burlington, on June 9, 2017.

What were they doing wrong at the dental office?

Proper infection prevention and control practices were not being followed to clean, disinfect, sterilize and store equipment and devices.

What is an infection prevention and control lapse?

An infection prevention and control lapse is when proper infection prevention and control standards are not followed, putting clients at risk of infection.

Does the Health Department routinely inspect dental offices?

No. The Health Department does not routinely inspect dental offices or offices of other regulated health professionals. Inspections are completed on a complaint basis or as part of a reportable disease investigation.

What is the role of the Royal College of Dental Surgeons of Ontario?

The Royal College of Dental Surgeons of Ontario is the governing body for dentists in Ontario. Visit www.rcdso.org to learn more.

Is there an outbreak?

No. The Health Department is currently not aware of an outbreak of disease in relation to infection prevention and control lapse at the dental office.

Why is the Health Department recommending I see a doctor to discuss testing for hepatitis B, hepatitis C and Human Immunodeficiency Virus (HIV)?

These viruses can be transmitted from person to person through blood or other body fluids. Improperly cleaned dental instruments carry a low risk of transmitting hepatitis B, hepatitis C and HIV to clients.

What should I do if I don't have a family doctor?

Go to a walk-in clinic with the physician letter. To obtain a copy of the letter for physicians, visit www.halton.ca.

Where can I learn more about hepatitis B, hepatitis C and HIV?

Please visit www.halton.ca for more information.

What does the testing involve?

Blood samples are collected and sent to a laboratory for analysis.

Should my partner or other family members be tested?

Only clients who received dental services at Upper Middle Dental office should see a doctor to discuss testing.

Based on what we know so far the risk of disease from this situation is low. Discussing testing with a doctor is being recommended as a precaution.

Who will pay for the tests?

The tests are covered by the Ontario Health Insurance Plan (OHIP).

I am already vaccinated for hepatitis, should I still see my doctor?

Yes. The Health Department recommends that all clients see their doctor, even if they have been vaccinated for hepatitis.

Who were the notification letters sent to?

Letters were sent to past and current clients of the dental office. Dr. Handa has practiced at Upper Middle Dental office located at 1900 Walkers Line in Burlington for 10 years.

I have received dental services at this office but did not receive a letter. What should I do?

To obtain a copy of the letter to clients and the letter for physicians, visit www.halton.ca or call 311.

I saw this dentist at another location, should I be concerned?

This investigation involves only the clinic located at 1900 Walkers Line in Burlington.

Should I find a new dentist?

Choosing a dentist is a personal decision.

The Health Department completed a re-inspection at the office on June 14, 2017 and found that proper infection control practices were being followed.

What should I look for when I go to a dentist?

The Royal College of Dental Surgeons of Ontario maintains a list of all dentists and whether they are permitted to practice or have ever been suspended. The College also provides information about infection control practices.

Visit www.rcdso.org to learn more.

Will the Health Department provide updates on the issue?

Updates will be considered as required, based on new information.

Who can I contact if I have health-related questions?

- Contact your doctor if you have personal health questions.
- For more information about the investigation, please visit Halton Region's Infection Prevention and Control (IPAC) web page at www.halton.ca or contact the Health Department at (905) 825-6000 or 311.