



Provincial Dental Board of Nova Scotia

Patients' Concerns about the Fees Charged by their Dentist

General:

- The Provincial Dental Board deals with complaints about standards of care and ethics.
- The Provincial Dental Board has no power in legislation to settle disagreements about fees or make refunds happen.
- Dentists are free to set their own fees. The Provincial Dental Board has no control over what fees dentists charge.
- The Nova Scotia Dental Association has a “Suggested Fee Guide”, but dentists are not required to follow it. It is a guide. They are encouraged to set their own fees according to their individual circumstances such as office expenses.
- Dentists ARE required to inform their patients about the fees that will be charged for treatment (or at least give an estimate of the predicted fee). This is part of “informed consent”.

Canadian Dental Care Plan (CDCP):

- The federal government plan does not necessarily cover all the fees charged by your dentist.
- If your plan says that 100% is covered, that means 100% of the federal government's fee structure, which may not necessarily be the same as your dentist's fee structure.
- Your dentist or office staff can help you determine what your co-pay (or “out-of-pocket” expense) will be by sending a predetermination.

Talk to your dentist:

- If you feel that you were charged for treatment you did not receive, or that the fees were not properly explained to you, we encourage you to start by discussing this with your dentist.
- If you cannot resolve these concerns with your dentist, and you feel that you were:
 - charged for treatment you did not receive, or
 - the fees were not explained to you before treatment,you can file a complaint with the Provincial Dental Board. Your complaint will be investigated.