




## COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members Board of Health
<b>DATE:</b>	June 28, 2024
<b>SUBJECT:</b>	Public Health Services Dental Program Back Entry Plan (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Jennifer Vickers-Manzin, CNO Director, Healthy Families Division Public Health Services
<b>SIGNATURE:</b>	

Hamilton Public Health Services Dental program provides clinical treatment services and case management for low-income individuals across their life span through various provincial and municipal programs including Healthy Smiles Ontario, the Municipal Adult Dental programs, and Ontario Seniors Dental Care Program. The program uses AbelDent, an electronic dental record system, to manage scheduling, client records and X-ray viewing. As a result of the City of Hamilton cyber incident, this electronic application has been temporarily inaccessible.

Interim paper-based solutions have been used to maintain dental service delivery since the beginning of the cybersecurity incidents in February, although it has been limited due to inaccessible client history records and dental plans. To support good care going forward, the substantial backlog of records must be entered into the AbelDent system. A concentrated effort to complete back entry documentation is required to resume normal business operations as soon as possible and prevent further impacts to client care and community health. This approach is imperative to ensure dental providers have all client health and treatment information required to provide quality dental care to our clients.

As of June 26, 2024, the AbelDent system has been restored. Due to the complexity of the AbelDent interface and dental program processes, internal dental program staff are best positioned to complete back entry of records to ensure efficiency, eliminate extensive training requirements and reduce the risk of errors caused by individuals unfamiliar with the application.

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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To restore the clinic to full operating capacity as quickly as possible, the program will maintain emergency appointments only and prioritize back entry work. This will commence on July 2, 2024, and regular services are anticipated to resume on July 12, 2024.

Should you require further information, please contact Jen Vickers-Manzin, Director Health Families (905) 981-4732 or [jennifer.vickers-manzin@hamilton.ca](mailto:jennifer.vickers-manzin@hamilton.ca).

**APPENDICES AND SCHEDULES ATTACHED**

Not Applicable.