

FOR IMMEDIATE RELEASE

MONTREAL-AREA ADVOCACY GROUP DEMANDS CLINICAL ACCOUNTABILITY FOLLOWING DISRUPTED DENTAL PROCEDURE

Dental Patients Advocacy Alliance Emphasizes Importance of Patient Safety and Professional Conduct After Workplace Dispute Restricts Proper Care

KIRKLAND, QC — May 27, 2026 — The Dental Patients Advocacy Alliance (Alliance de Défense des Patients Dentaires), a Montreal-area patient advocacy group, has initiated a formal review calling for stricter enforcement of professional conduct standards following a local resident's report of severe dental complications and substandard care. The organization is utilizing the case to highlight how an unstable, unprofessional clinical environment directly compromises patient safety and treatment outcomes.

The intervention stems from an incident on May 6, 2026, at the Dental Clinic of Pointe-Claire during a crown procedure performed by Dr. Mauricio Galvis. According to documentation reviewed by the Alliance, a severe interpersonal dispute between Dr. Galvis and his dental assistant disrupted the appointment. The report details that the assistant abandoned the treatment room mid-procedure, leaving the patient unattended in the chair while a verbal altercation ensued in an adjacent room.

Upon returning, the clinical team exhibited visible agitation, administering insufficient local anesthesia and reprimanding the patient for moving due to notable pain. The breakdown in professional protocol resulted in an accidental laceration to the inside of the patient's cheek, causing significant bleeding and leaving the patient in a state of severe distress.

"I felt like my trust was entirely compromised and that I was treated without basic human dignity," the patient stated in a formal review released by the alliance. "Medical professionals must understand that patients are completely vulnerable when in the chair, and they deserve to feel safe. My question to Dr. Galvis is: if this were your own daughter, would you consider this acceptable?"

The consequences of the appointment rapidly escalated into a weeks-long medical emergency, forcing the patient to manage debilitating facial pain with high-dose prescription medication. Due to a lack of cooperative communication from Dr. Galvis, the patient sought independent corrective care with a price tag of thousands and may result in the loss of two teeth.

The Alliance has issued a formal inquiry to the clinic and is assisting the patient in submitting a comprehensive grievance to the Ordre des dentistes du Québec (ODQ). The group aims to challenge systemic clinic structures that dismiss legitimate patient complaints regarding professional misconduct as mere consumer dissatisfaction.

About: The Dental Patients Advocacy Alliance The Dental Patients Advocacy Alliance (Alliance de Défense des Patients Dentaires) is a patient-rights organization based in Kirkland, Quebec. The Alliance is dedicated to protecting patients—including children, the elderly, individuals with disabilities, and low-income families—from medical intimidation, clinical negligence, and unsafe dental practices. We work to ensure that patient voices are legally and socially amplified, demanding that medical practitioners pair clinical expertise with absolute human dignity.

Media Contact: Press Relations Desk Dental Patients Advocacy Alliance

Email: info@dentalpatientsadvocacyalliance.com

Web: www.dentalpatientsadvocacyalliance.com