

GUIDELINE

Guidelines for the Member and Office Staff of a Chiropractic Office

Guideline G-005
Patient Relations Committee
Approved by Council: July 6, 1996
Amended: June 27 and October 14, 2000
Approved by Council, with minor amendments: September 21, 2010

Note to Readers: In the event of any inconsistency between this document and the legislation that affects chiropractic practice, the legislation governs.

Intent

To guide members and their office staff on issues such as the use of a gown, language, confidentiality and professional fees.

Description of Guideline

Patient Relations is a statutory committee of the CCO responsible for developing and implementing measures that deal with sexual abuse of patients and enhance relations between the member and the patient. The following recommendations were prepared by the committee as an educational resource for members and their staff.

Gowns

- Inform the patient to only remove clothing that would materially impede a thorough physical examination of the spinal column and pelvis, or any local area the member may wish to examine (e.g., shoulder).
- Direct the patient to put on a gown opening to the back.

Language

- Always act professionally and use professional language when dealing with patients.
- Avoid remarks or comments that could, in any way, be construed by a reasonable person as offensive in nature.

Confidentiality

- All information you are privileged to receive relative to any patient must be maintained in strict confidence.
- Members and staff should not make statements in or outside the office that could, in any way, disclose any aspect of one patient's personal health information to another patient, a friend or family members, in or out of the office.

Guidelines for the Member and Office Staff of a Chiropractic Office

Professional Fees

- The member's office fee structure should be fully disclosed prior to treatment.
- The member is ultimately responsible for ensuring that staff can provide a clear explanation of the fee structure in the office.
- Disputes related to fees are a common aspect of practice in the member's office. To avoid potential dispute, the patient should be informed of the professional fees for each service to be rendered prior to commencement of treatment.

Procedure

CCO recommends that members and their staff implement the above into their office setting.