



COLLEGE OF CHIROPRACTORS OF ONTARIO

MEMORANDUM

To: Stakeholders including Members

From: Dr. Kristina Peterson, Chair, Quality Assurance Committee

Date: June 2019

Re: Draft Proposed Amendments to Guideline G-008: Business Practices

CCO Council has approved draft proposed amendments to Guideline G-008: Business Practices for distribution and feedback from members and stakeholders.

Guideline G-008: Business Practices sets the requirements for offering any billing/financial arrangement to a patient. Any fee arrangement must be for care and services that are diagnostically or therapeutically necessary, fair and reasonable, disclosed to a patient in advance of care, and reflective of patient goals, objectives, comfort levels, progress and appropriateness of care.

In addition to several wording changes, there are two substantive draft proposed amendments to the guideline for which CCO would like your feedback:

1. CCO is proposing to limit a member from offering a new patient a billing/financial arrangement, including any block fee or payment plan, until after the first comparative re-assessment is conducted on or before the 24th visit.

The rationale for these proposed amendments is patients who are new, or in the early stages of chiropractic care, may be in a vulnerable position, have little knowledge about chiropractic care, and may not be in a position to agree to a long-term billing/financial arrangement. For this reason, these proposed amendments restrict a member from offering a billing/financial arrangement beyond paying for each treatment/service as it is provided, until the patient has received an initial course of treatment and their first re-assessment, which is to be conducted when clinically necessary, and in any event, no later than the 24th visit.

Following the first re-assessment and if further care is recommended, the member may then discuss billing/financial arrangements with the patient that reflect the patient's progress, objectives and goals, and the clinical appropriateness for any billing/financial arrangement.

2. CCO is proposing to limit a member from offering a billing/financial arrangement that goes beyond the next comparative re-assessment in a plan of care, which is to be conducted when clinically necessary, and in any event, no later than each 24th visit.

The rationale for these proposed amendments is that any billing/financial arrangement must reflect the objectives and planned outcomes of the plan of care, the ability to prognosticate the appropriate length of a plan of care, and the patient's goals, objectives and comfort levels. For these reasons, the proposed amendments would limit any billing/financial arrangement to a maximum of 24 visits, at which point the plan of care and billing/financial arrangement may be revisited.

Your Feedback is Important!

Please review the proposed amendments to these documents and provide us with your feedback.

Please return your feedback online by **August 30, 2019** at the following link:
<http://survey.constantcontact.com/survey/a07egfcvmtkjxbsbcgy/start>

The proposed amendments are also posted on CCO's website – www.cco.on.ca – in the “News & Updates” section. Once CCO compiles the feedback, the Quality Assurance Committee will review all feedback and make final recommendations to Council. The final version, if approved by Council, will be posted to the CCO website.

Thank you for your feedback and your involvement in self-regulation.