

GUIDELINE

Guidelines for the 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
Re-affirmed by Council: February 19, 2009

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 chiropractors and their office staff on issues relating to robing, language, confidentiality and fees for the purpose of preventing abuse of patients.

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 practitioner and the patient. The following recommendations were prepared by the committee as an educational resource for practitioners and their staff.

Robing

- 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 doctor 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 as even remotely “off colour” in nature.

Confidentiality

- All information you are privileged to receive relative to any patient must be maintained in strict confidence.
- Staff members should not make statements in or outside the office that could, in any way, disclose any facet of one patient’s condition to another patient, a friend or family members, in or out of the office.

Fees

- Your office fee structure should be posted for all patients to readily view and question.
- The chiropractor 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 chiropractor's office. To avoid potential dispute, the patient should be informed of the fees for each service to be rendered prior to commencement of treatment.

Procedure

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