



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

STANDARD FOR COMMUNICATION

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Version: 1.0

Standard for Communication

R. TCMPs and R. Acs effectively communicate with their patients, families, care givers, other professionals and other important individuals. R. TCMPs and R. Acs recognize that good communication skills are essential for establishing rapport and trust with the patient, formulating an assessment , delivering information, striving for mutual understanding, and facilitating a shared plan of care.

R. TCMPs and R. Acs must be able to develop a trusting and therapeutic relationships with patients. They must have good communication skills to elicit and combine relevant information to assess the patient and develop and implement a treatment plan. R. TCMPs and R. Acs must be able to accurately convey relevant information and explanations to patients, families, colleagues and other professionals.

Performance Indicators

R. TCMPs and R. Acs **must**:

- a) provide clear and understandable information to the patient, or the patients substitute decision maker, prior to, during and after treatment, using an interpreter if necessary;
- b) give the patient, or the patient's substitute decision maker, an opportunity to ask questions;
- c) carry out examinations or treatment only with the informed consent of the patient, or the patients substitute decision maker;
- d) keep all patient information confidential, except when necessary to facilitate an assessment or treatment of the patient or when legally obliged or allowed to disclose such information;
- e) observe all relevant legislation, such as the Health Care Consent Act, and all CTCMPAO guidelines pertaining to consent;
- f) observe the Regulated Health Professions Act and all guidelines of the CTCMPAO pertaining to boundaries and the prevention of sexual abuse;
- g) use a range of communication skills to develop and maintain effective professional relationships;
- h) collaborate with other members of the health care team to promote the best possible outcomes for the patient;

- i) use a range of relationship skills to address professional differences that may lead to conflict;
- j) provide care to patients regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, or disability.



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