



Communication

Applies to Physical Therapists

The College of Health and Care Professionals of BC was created on June 28, 2024 through the amalgamation of seven health regulatory colleges:

- College of Dietitians of British Columbia
- College of Occupational Therapists of British Columbia
- College of Optometrists of British Columbia
- College of Opticians of British Columbia
- College of Physical Therapists of British Columbia
- College of Psychologists of British Columbia
- College of Speech and Hearing Health Professionals of British Columbia

All current requirements for standards of clinical and ethical practice issued by the seven colleges remain in place upon amalgamation.

This document was created by the College of Physical Therapists of British Columbia and will be updated to reflect the amalgamation.

Communication



CPTBC

College of Physical Therapists
of British Columbia

STANDARD

The physical therapist communicates respectfully, clearly, effectively, and in a timely manner to support and promote quality physical therapy services.

EXPECTED OUTCOME

Clients, potential clients, members of the public, and others can expect that communication with the physical therapist will be respectful and professional and will contribute to their understanding of and participation in their health management.

PERFORMANCE EXPECTATIONS

The physical therapist:

1. Does not engage in communication that is disrespectful, dishonest, misleading or lacking in transparency.
2. Identifies potential barriers to effective communication and makes a reasonable effort to address these barriers.
3. Engages in active listening to ensure that the client's perspective, needs, and preferences are heard and understood.
4. Communicates with the client, team members and others to facilitate collaboration and coordinate care.
5. When sharing information with the client, team members and others regarding the client and physical therapy services:
 - 5.1 obtains client consent when required by privacy legislation; and
 - 5.2 maintains client confidentiality by selecting secure methods of communication.
6. Documents all communications accurately, clearly, and professionally.
7. Confirms that any exchanges using electronic communications are appropriate for therapeutic relationships established with the client.
8. When using social media platforms, communicates with clients, potential clients, members of the public, and others honestly, transparently, respectfully, and professionally:
 - 8.1 obtains explicit informed consent if using client images or personal information in social media posts;
 - 8.2 conveys scientifically sound, evidence-based information;
 - 8.3 does not share private, dishonest, or misleading information;
 - 8.4 does not provide client-specific treatment recommendations via social media platforms.

RELATED STANDARDS OF PRACTICE

- Documentation
- Informed Consent
- Privacy and Record Retention