

Collaborative Care

The public can expect coordinated care focused on their interests, delivered by licensed healthcare professionals who communicate effectively and work together collaboratively.

This Practice Standard applies to all licensed healthcare professionals working in conjunction with other healthcare providers, support personnel, patient families, and community members to coordinate or deliver care.

A licensee must:

1. *Provide person-led care, which means to:*

- 1.1. Engage the patient and, where applicable, other team members and individuals identified by the patient—including advisors and family members—in collaborative decision making.
- 1.2. Communicate in a clear, respectful, and timely manner with healthcare providers and others involved in the patient's healthcare.
- 1.3. Recognize and respect the roles of all team members and acknowledge distinct perspectives and expertise.
- 1.4. Seek clarification when roles within a healthcare team are unclear, and clearly explain their own role if necessary.
- 1.5. Participate actively in the patient's care planning by contributing relevant knowledge and engaging in shared goal setting and treatment planning, where possible.
- 1.6. Inform the patient about, or facilitate access to, appropriate healthcare providers or services when the patient's care needs are beyond the licensee's scope of practice or competence.
- 1.7. Provide health services concurrently with other healthcare providers, with the patient's consent, when it contributes to more effective service delivery, enhances safety, and supports the patient's goals.

2. *Share information appropriately, which means to:*

- 2.1. Ensure that team members have access to the relevant clinical information necessary for safe and effective service delivery while complying with privacy and confidentiality requirements.
- 2.2. Provide records and test results to other team members, including the referral source and any other team member, as appropriate.
- 2.3. Provide records and information to third parties only with the consent of the patient or individual being assessed, or as required or authorized by law.



3. *Support continuity of care, which means to:*

- 3.1. Make reasonable efforts to identify appropriate referral options for patients and ensure that follow-up for test results is arranged where necessary.
- 3.2. Communicate with other healthcare providers to facilitate continuity of care for the patient, including during periods of transition, at cessation of services, and when services are shared.

Related Standards and Legislation

Communications

Consent

Discontinuing Health Services and Ensuring Continuity of Care