

APPENDIX “P”: Standard of practice: telehealth

In response to the current outbreak of COVID-19, and following the direction of BC’s Chief Medical Officer, the College of Chiropractors of BC (the “CCBC”) has strongly encouraged chiropractors to only provide urgent in-person care to patients. To facilitate on-going care of patients in a manner that does not risk further spread of COVID-19, the CCBC is permitting chiropractors to provide telehealth services to patients, including consultation and the provision of chiropractic care information and direction to patients through the use of telephone and other electronic communication media.

Telehealth services may include:

- a. Monitoring and prescribing changes to therapeutic exercise programs,
- b. Recommending modifications for supports and devices already in the possession of the patient, and
- c. Advice and counseling on matters related to the condition of the spine or other joints of the body and the associated tissue, the nervous system and the overall health of the individual

Telehealth practice encompasses all forms of remote consultation and provision of care information and direction regardless of the communication technology used or whether different terminology is used by a chiropractor to describe the patient interaction.

The College reminds chiropractors that the use of technology does not alter the ethical, professional and legal requirements that apply to the provision of chiropractic care.

Chiropractors who choose to participate in telehealth practice must continue to meet all the same legal, ethical and professional obligations that apply to in-person practice.

Only a chiropractor may provide telehealth services. A chiropractor must not delegate any aspect of telehealth practice.

Subject to the standards for telehealth practice described below, chiropractors must use their professional judgment when determining whether telehealth practice is appropriate for a patient.

Before providing telehealth services, chiropractors must confirm with their professional liability protection or insurance provider that they have appropriate coverage in accordance with s. 84 of the CCBC Bylaws.

Standards for telehealth practice

Chiropractors who provide telehealth services must:

1. A chiropractor may only provide telehealth services to a patient who the chiropractor has previously treated and for whom the chiropractor has a clinical file, including a record of a physical assessment conducted in the preceding 12 months. The patient must be in BC at the time of the consultation. Telehealth services are not permitted for persons who are outside of BC at that time.

Back to Top

2. A chiropractor may only provide telehealth services if:
 - a. Providing telehealth services is in the patient's best interest, considering the patient's current condition and care needs, and
 - b. Telehealth practice allows for adequate assessment of the patient's presenting problem and care needs.
3. When providing to telehealth services to a patient, a chiropractor must:
 - a. Confirm the patient's identity and confirm his or her identify for the patient,
 - b. Obtain informed consent from the patient in accordance with the requirements for in-person care, and create a written record of having done so,
 - c. Maintain clinical records for all provided services in accordance with the requirements for in-person care,
 - d. Ensure that the communication technology used and the physical location of both the chiropractor and the patient does not compromise the privacy and confidentiality of the patient's personal health information, and
 - e. Provide follow-up consultation and care as appropriate.
4. Before providing telehealth services, a chiropractor must inform the patient of any applicable fees.
5. All receipts for telehealth services must clearly state that the services were delivered using telehealth.
6. If seeking reimbursement of fees for telehealth services from a third-party payor, a chiropractor must advise the third-party payor that the services were provided using telehealth.

Adopted from, and thanks to:

College of Physicians and Surgeons of BC (CPSBC)
<https://www.cpsbc.ca/files/pdf/PSG-Telemedicine.pdf>

College of Naturopathic Physicians of BC (CNPBC)
<http://www.cnpbc.bc.ca/wp-content/uploads/Telemedicine.pdf>

Alberta College and Association of Chiropractors (ACAC)
https://albertachiro.com/ACAC/Practice_Resources/Temporary_telehealth_permission.aspx?WebsiteKey=584fe9a3-0eaf-4a88-8d96-1994b75daabf

Back to Top