



JURISPRUDENCE

EDUCATION PROGRAM

Module 1: Companion Document

Purpose and Use

The first Jurisprudence Education Module was launched in 2006. An important component of this new program was an evaluation methodology that included feedback from physiotherapists who indicated that knowledge of the correct answers and understanding of rationales was important to complete the learning process. All registrants who were required to complete this module have now done so and the answers/rationales can be released.

This companion document outlines the questions, the four answer options, the correct answers, rationales for the correct answer of each of the fifty jurisprudence questions, references and indicates which content domain the question was assigned to. The reference documents are available in the Registrant's Guide on the College's website or on the cd-rom mailed out to each registrant. As the questions were written in 2005, some document changes have occurred since this time. Where possible, we have highlighted the changes in reference documents that have occurred.

Although the College values feedback from registrants, please understand that this module is now closed and development of module 2 has begun.

We hope that you will find this a useful document to facilitate learning of jurisprudence principles.

CASE 1

A home-care physiotherapist is treating an elderly patient, Mrs. Biggs, for an acute exacerbation of her rheumatoid arthritis, which affects her overall mobility. She lives alone and makes personal and financial decisions independently. Albert, her son, does not live with her, but is frequently in the home during the sessions. The physiotherapist usually brings her morning coffee along, and as time progresses, she starts to bring coffee for Mrs. Biggs and Albert. The physiotherapist instructs Mrs. Biggs in the correct application of the exercise program and use of assistive devices. Over several months, the frequency of visits diminishes as the physiotherapist determines that Mrs. Biggs' ability to follow the treatment plan independently improves.

QUESTIONS 1 to 4 refer to this case.

1. Between visits, Albert has called the physiotherapist to provide an update on his mother's progress. Today, he calls to inquire about his mother's status and how compliant she is being with the exercise program. What is the most appropriate action for the physiotherapist to take?
 1. Provide Albert with all the information he requests.
 2. Invite Albert to attend the next scheduled appointment with Mrs. Biggs.
 3. Reassure Albert that his mother is doing well with her exercise program.
 4. **Suggest that Albert speaks to his mother directly.**

ANSWER: 4. Suggest that Albert speaks to his mother directly.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCES: Briefing Note for Physiotherapists Privacy Requirements in Ontario; Code of Ethics; Professional Misconduct Regulation

RATIONALE: The Personal Health Information Protection Act (PHIPA), the Personal Information Protection and Electronic Documents Act (PIPEDA), the College's Professional Misconduct Regulation and the Code of Ethics indicate that a physiotherapist may not provide information about a patient to a person other than the patient or his or her authorized representative except with the consent of the patient or his or her authorized representative. Answers 1, 2 and 3 do not support this principle.

2. Just as the physiotherapist is preparing to discharge Mrs. Biggs from her care, Albert calls the physiotherapist to raise concerns about new and emerging challenges his mother has identified in the past week. He feels strongly that more physiotherapy is warranted. What should the physiotherapist do?
 1. **Advise Albert that the physiotherapist cannot participate in a discussion related to his mother's physiotherapy program.**
 2. Probe Albert for more details and assure him that further assessment will be conducted at the next visit.
 3. Assure Albert that his mother can continue to receive physiotherapy treatment for as long as he feels it is required.
 4. Reassure Albert that his mother is ready to continue on her own and will be discharged from physiotherapy soon.

ANSWER: 1. Advise Albert that the physiotherapist cannot participate in a discussion related to his mother's physiotherapy program.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCES: Briefing Note for Physiotherapists Privacy Requirements in Ontario; Code of Ethics; Professional Misconduct Regulation

RATIONALE: The rationale is the same for this question as it is for Question #1. The Personal Health Information Protection Act (PHIPA), the Personal Information Protection and Electronic Documents Act (PIPEDA), the College's Professional Misconduct Regulation and the Code of Ethics indicate that a physiotherapist may not provide information about a patient to a person other than the patient or his or her authorized representative except with the consent of the patient or his or her authorized representative. Answers 2, 3 and 4 do not support this principle.

3. Albert has his mother's permission to be her advocate and wishes to discuss the options that are available to his mother now that she is close to discharge from physiotherapy. He is working out of town a lot this month and is unavailable to discuss the matter during the traditional work day. Given that both of them are busy professionals, he suggests that they could meet one evening at the physiotherapist's convenience and perhaps have dinner at the same time. What should the physiotherapist do?
 1. Negotiate a mutually convenient time and place to have dinner to discuss his concerns.
 2. **Advise Albert that the discussion can occur by telephone at a mutually agreeable time.**
 3. Advise Albert that his mother must be present during these discussions.
 4. Inform Albert that having dinner would be acceptable if both parties paid their own bill.

ANSWER: 2. Advise Albert that the discussion can occur by telephone at a mutually agreeable time.

CONTENT DOMAIN: Professional Boundaries

REFERENCE: Standard on Establishing and Maintaining Therapeutic Relationships

RATIONALE: The physiotherapist must act in a manner that maintains professional boundaries by understanding the difference between a therapeutic relationship and a social/personal relationship. Meeting Albert for dinner would begin to blur the lines between a therapeutic and social relationship, which makes answers #1 and 4 incorrect. Answer #3 is incorrect as Albert already has his mother's permission to be involved in discussions related to her physiotherapy care and therefore his mother does not need to be present during this discussion. A telephone call is an appropriate way to manage this situation without crossing professional boundaries.

4. Within a week of the discussion related to his mother's discharge, Albert contacts the physiotherapist again. He indicates that he is not only grateful to her for the "superb" care his mother has received, but that he feels a special connection to the physiotherapist "on the level of a soulmate." Albert suggests that they meet for dinner, but this time it will be to "get to know you better." The physiotherapist is flattered and attracted to Albert. What is the most appropriate action for the physiotherapist to take?
1. Suggest that they meet for dinner but that she must wait at least a week after his mother's discharge is complete.
 2. Agree that she would like to meet him but cannot do so until a year has elapsed following his mother's discharge.
 3. **Inform Albert that she will consult the College of Physiotherapists of Ontario to confirm its appropriateness.**
 4. Reject Albert's approach firmly, by explaining that it would be professional misconduct to do so.

ANSWER: 3. Inform Albert that she will consult the College of Physiotherapists of Ontario to confirm its appropriateness.

CONTENT DOMAIN: Professional Boundaries

REFERENCES: Standard on Establishing and Maintaining Appropriate Therapeutic Relationships & its Guide

RATIONALE: The College's Standard on Establishing and Maintaining Appropriate Therapeutic Relationships indicates that a physiotherapist should refrain from entering into a close personal relationship with a patient, a patient's partner or family member while the patient is receiving physiotherapy treatment. The guide that accompanies this standard provides some suggestions about how long to wait after discharge before commencing a social relationship with a patient or a member of a patient's family. Since we do not know how long Albert's mother has been receiving physiotherapy care it is impossible to determine if answer 2 would be appropriate. Answer 1 is not the most appropriate answer as the minimum time before beginning a social relationship in the guide is approximately one month. Answer 4 is not correct as the professional misconduct regulation does not address the issue of a physiotherapist dating a patient's family member. Therefore, Answer 3 is correct. There are some grey areas that physiotherapists encounter in which they may wish to resource the College's practice advisor prior to making their decision.

END OF CASE 1

CASE 2

A 66-year-old man with Parkinson's disease is currently in an acute care setting. He is deemed competent to make decisions. His gait is very ataxic. He was assessed as being at significant risk of falling and it was recommended that he use a wheeled walker to improve the safety with which he ambulates. He has clearly stated that he does not wish to use the walker and that he prefers instead for sentimental reasons to use an old cane belonging to his grandfather. The attending physician has asked the physiotherapist for a recommendation regarding discharging the patient back to an independent-living setting in the community. The physiotherapist indicates to the physician that this man is unsafe because he refuses to use a walker and that he would be at considerable risk of falling should he be discharged to this type of setting.

QUESTIONS 5 and 6 refer to this case.

5. The patient is anxious to return to independent living in the community. He is concerned because of the recommendation the physiotherapist made to the physician. He would like the physiotherapist to support his efforts to be discharged home. What should the physiotherapist do?
 1. State that the physiotherapist legally cannot support any action that will put the patient at risk.
 2. Try to convince the patient of the benefits of choosing a more appropriate setting where he would not be at risk.
 3. **Outline the risks of harm associated with his decision and agree to support him in his goal to return home if he still wishes to do so.**
 4. Recommend that a capacity assessment be conducted in order to ensure that he is capable of making this decision.

ANSWER: 3. Outline the risks of harm associated with his decision and agree to support him in his goal to return home if he still wishes to do so.

CONTENT DOMAIN: Consent

REFERENCES: Code of Ethics; Briefing Note to the Health Care Consent Act

RATIONALE: The case states that the patient is capable of making decisions and there is no reason to question the patient's capacity. As long as the patient understands the information provided by the physiotherapist regarding the possible risks of independent living and appreciates the consequences of the decision, he should be supported in his goal to return home. The Code of Ethics outlines the physiotherapist's responsibility to respect the patient's right to make their own informed decision. Answer 1 is not correct as there is no law to support this action. Answer 2 is not correct as the physiotherapist should respect the patient's right to make their own decisions regarding their care. Answer 4 is not correct as the case indicates that the patient has been deemed competent to make decisions.

6. The patient's discharge home has now been delayed because he experienced a stroke. The patient is now assessed as being incompetent to make decisions regarding placement. His daughter is the substitute decision-maker. She would like to have her father admitted to a long-term care home. Prior to his stroke, the patient clearly indicated that he never wanted to be admitted to a long-term care home. The physiotherapist and the occupational therapist agree that he is safe to function in a supportive housing and retirement home setting. What should the physiotherapist do?
1. Support the daughter in her plan to admit her father to a long-term care home.
 2. Suggest a referral to Social Work to assist with the discussion of costs/options.
 3. **Explain that she must consider her father's previously expressed wishes and the team's recommendations.**
 4. Take steps to have the daughter removed as substitute decision-maker.

ANSWER: 3. Explain that she must consider her father's previously expressed wishes and the team's recommendations.

CONTENT DOMAIN: Consent

REFERENCE: Briefing Note to the Health Care Consent Act

RATIONALE: The Health Care Consent Act requires substitute decision-makers to consider the prior expressed wishes of the patient when making decisions about the patient's health care. Answer 1 is not correct as the physiotherapist is ignoring the wishes of the patient that were previously expressed when he was capable of making decisions about his health care. Answer 2 may be appropriate after the patient's wishes have been considered when determining next steps in the patient's care. Answer 4 is premature prior to having a discussion about the patient's wishes.

END OF CASE 2

CASE 3

A physiotherapist has been practising for 10 years and has developed a special interest in orthotics. He took a couple of courses on the subject and became a distributor for customized orthotics. Six months ago, he moved to a new town. Recently the orthotics supplier has introduced a line of footwear including running and walking shoes. The physiotherapist is planning a marketing initiative that includes a free assessment in foot disorders. He also guarantees that improvement will occur in 3-6 weeks.

QUESTIONS 7 to 9 refer to this case.

7. The physiotherapist identifies that a patient requires an orthotic device. Which of the following statements is correct?
1. Physiotherapists can only assess for a prescription for orthotics.
 2. Physiotherapists must never supply any assistive devices to their patients.
 3. Physiotherapists can only sell a product with a prescription from a physician.
 4. **Physiotherapists must provide full disclosure of any financial benefit associated with product sales.**

ANSWER: 4. Physiotherapists must provide full disclosure of any financial benefit associated with product sales.

CONTENT DOMAIN: Conflict of Interest

REFERENCES: The Essential Competency Profile for Physiotherapists in Canada; Professional Misconduct Regulation; Draft Regulation: Conflict of Interest (see note below)

RATIONALE: The Essential Competency Profile for Physiotherapists in Canada requires that a physiotherapist disclose any potential conflict of interest situations, including personal gain resulting from product sales to a client. As well, it is professional misconduct to practice physiotherapy while in a conflict of interest. Answers 1, 2 and 3 are incorrect as they are not true statements.

Please note: The Draft Regulation: Conflict of Interest was removed from use since this question was drafted. A new standard on Conflict of Interest is in draft form and will be released shortly.

8. The physiotherapist is having a difficult time attracting referrals to his new office. A physician with a well established practice has suggested that he will refer patients to the practice and hints at the possibility that a few rounds of golf might be a fair exchange. What should the physiotherapist do?
1. Agree and inform patients of the arrangement.
 2. Agree to play golf with the physician and cover the costs.
 3. **Explain to the physician that he is not permitted to do business in this way.**
 4. Negotiate with the physician to pay a referral fee instead.

ANSWER: 3. Explain to the physician that he is not permitted to do business in this way.

CONTENT DOMAIN: Conflict of Interest

REFERENCES: Conflict of Interest documents (see note below); Professional Misconduct Regulation; Referral for Profit Information Bulletin

RATIONALE: It is professional misconduct to practice physiotherapy while in a conflict of interest. The College's Draft Regulation: Conflict of Interest indicates that it is a conflict of interest to give or receive a benefit related to a patient referral. As benefits for referral are not appropriate according to this regulation, Answers 1, 2 and 4 are incorrect.

Please note: The Draft Regulation: Conflict of Interest was removed from use since this question was drafted. A new standard on Conflict of Interest is in draft form and will be released shortly.

9. A supplier of walking shoes offers the physiotherapist an excellent profit margin to display and sell his products. The physiotherapist recognizes that patients would appreciate this service. Which of the following statements is correct?
1. The physiotherapist can sell the footwear only if it comes with a guarantee that the product will eliminate foot pain.
 2. **The physiotherapist can only sell the footwear if he discloses his financial interest.**
 3. The physiotherapist can sell the footwear providing that the secretary is responsible for selling the product.
 4. The physiotherapist is not permitted to sell footwear.

ANSWER: 2. The physiotherapist can only sell the footwear if he discloses his financial interest.

CONTENT DOMAIN: Conflict of Interest

REFERENCES: The Essential Competency Profile for Physiotherapists in Canada; Professional Misconduct Regulation

RATIONALE: The Essential Competency Profile for Physiotherapists in Canada requires that a physiotherapist disclose any potential conflict of interest situations, including personal gain resulting from product sales to a client. Answers 3 and 4 are incorrect as they are not true statements. Answer 1 is incorrect as it is inappropriate for a physiotherapist to guarantee that any treatment option will definitely work.

END OF CASE 3

CASE 4

A physiotherapist works as an independent contractor in the school system. The physiotherapist often sees patients who are receiving treatment from an occupational therapist who is also an independent contractor in the school system.

QUESTIONS 10 to 13 refer to this case.

10. The physiotherapist receives a referral for Agnes, a 17-year-old, grade 12 student. At the first session, Agnes asks the physiotherapist if the information she provides will be shared with her parents. How should the physiotherapist respond?
1. **Inform Agnes that information will be disclosed only with her consent.**
 2. Tell Agnes that the assessment findings will always be shared with her parents.
 3. Tell Agnes that when she turns 18 she can restrict access to her personal health information by her parents.
 4. Explain to Agnes that her parents will be informed about the treatment plan only.

ANSWER: 1. Inform Agnes that information will be disclosed only with her consent.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCES: Briefing Note for Physiotherapists Privacy Requirements in Ontario; Code of Ethics; Professional Misconduct Regulation; Briefing Note to the Health Care Consent Act

RATIONALE: As Agnes is a 17 year-old, she is capable of making her own decisions regarding her health care. The Health Care Consent Act does not define an age at which a person is deemed old enough to provide consent. Consent is based on capacity; there is no reason to believe that Agnes is not capable of making decisions about her health care. As would apply with any other patient, The Personal Health Information Protection Act (PHIPA), the Personal Information Protection and Electronic Documents Act (PIPEDA), the College's Professional Misconduct Regulation and the Code of Ethics indicate that a physiotherapist may not provide information about a patient to a person other than the patient or his or her authorized representative except with the consent of the patient or his or her authorized representative. Answers 2 and 4 are incorrect as they do not support the privacy rules. Answer 3 is incorrect as there is no age for consent.

11. The physiotherapist has been treating Agnes for 6 weeks. The occupational therapist who is also treating Agnes calls him to discuss her suspicion that Agnes might be experiencing an eating disorder. The physiotherapist has made the same observations. What should the physiotherapist do?
1. Tell the occupational therapist that he will not discuss the case until the occupational therapist has obtained consent from Agnes.
 2. Refuse to discuss the case because it is outside of the scope of practice of physiotherapy.
 3. Share the concern and advise the occupational therapist to obtain consent from Agnes before speaking with the physician of the concerns.
 4. **Confirm that he has the same concerns and suggest that one of them speak with Agnes' physician.**

ANSWER: 4. Confirm that he has the same concerns and suggest that one of them speak with Agnes' physician.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCE: Briefing Note for Physiotherapists Privacy Requirements in Ontario

RATIONALE: PHIPA allows for release of personal health information through implied consent to another health care provider to allow for continuity of health care. Answer 1 and 3 are incorrect as consent is not required to share information in this case. Answer 2 is incorrect as the physiotherapist is not trying to treat the eating disorder, but is acting in the best interest of the patient by speaking to the patient's physician to ensure appropriate care is provided.

12. A week later, the music teacher asks the physiotherapist to discuss Agnes' weight loss. What should the physiotherapist do?
1. Tell the music teacher to discuss any of her concerns about Agnes directly with the principal.
 2. **Inform the music teacher that he is unable to discuss the situation without Agnes' consent.**
 3. Suggest calling a meeting between himself and the music teacher to discuss the situation.
 4. Inform the music teacher that he and the occupational therapist have the same concerns.

ANSWER: 2. Inform the music teacher that he is unable to discuss the situation without Agnes' consent.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCES: Briefing Note for Physiotherapists Privacy Requirements in Ontario; Code of Ethics; Professional Misconduct Regulation

RATIONALE: The Personal Health Information Protection Act (PHIPA), the Personal Information Protection and Electronic Documents Act (PIPEDA), the College's Professional Misconduct Regulation and the Code of Ethics indicate that a physiotherapist may not provide information about a patient to a person other than the patient or his or her authorized representative except with the consent of the patient or his or her authorized representative. PHIPA only allows for information sharing among members of the health care team; the music teacher is not a member of the health care team and therefore cannot be included in conversations related to a patient's health care unless consent is received from the patient. Answers 3 and 4 do not support the privacy principles. Answer 1 is not a reasonable answer.

13. Later the same day, as the physiotherapist approaches his car in the parking lot, he realizes that his car has been broken into and that his briefcase containing all of his patient records is missing. What is the most appropriate action for the physiotherapist to take?
1. Call the police to report the incident and wait to see if the records will be recovered.
 2. Call the police about the incident and use the back-up files to recreate the records.
 3. **Call the police and notify each patient and/or family about the theft of their record(s) and recreate the records.**
 4. Call the carrier of his professional liability insurance and notify them of the theft.

ANSWER: 3. Call the police and notify each patient and/or family about the theft of their record(s) and recreate the records.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCE: Briefing Note for Physiotherapists Privacy Requirements in Ontario

RATIONALE: The Personal Health Information Protection Act (PHIPA) indicates that a Health Information Custodian must take reasonable steps to ensure that a patient's health information is protected from theft. PHIPA also requires that patients be notified of the breach of their private health information. As well, since health records are now missing in this scenario it is reasonable for the physiotherapist to take steps to retrieve the records by contacting by the police. Answers 1, 2 and 4 do not fulfill the requirement of notifying the patients about the privacy breach that has occurred.

END OF CASE 4

CASE 5

A physiotherapist is selling his physiotherapy practice and relocating to a different part of the province.

QUESTIONS 14 to 17 refer to this case.

14. The purchaser of the clinic is a non-regulated health professional. The new owner has hired a physiotherapist who will be starting work about 2 weeks after the sale. What should the physiotherapist do about the patient charts?
1. Sell the patient list and charts separately to a local physiotherapist.
 2. **Verify that the new owner understands the requirements related to the patient records.**
 3. Inform patients that the physiotherapist will be taking their records to the new clinic.
 4. Send the patient records to their physician's office.

ANSWER: 2. Verify that the new owner understands the requirements related to the patient records.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCE: Briefing Note for Physiotherapists Privacy Requirements in Ontario

RATIONALE: According to the Personal Health Information Protection Act (PHIPA), a Health Information Custodian does not have to be a member of a regulated health profession. The Health Information Custodian must take reasonable steps to ensure that a patient's health information is protected; therefore ensuring the new owner understands the requirements for retention, disposal, access and security of records is appropriate. The physiotherapist has ensured continuity by transferring care to the physiotherapist hired by the new clinic owner and presumably has informed the patients. Answer 1 is not appropriate as the physiotherapist cannot disclose the personal information of the patients unless their care is being transferred to the local physiotherapist. Answer 3 is not correct as it is not necessary to move the charts from the clinic as the new owner can become the health information custodian. Answer 4 is not correct as it is not necessary and is not likely an action that would be taken in practice.

15. When going through the charts prior to the sale of the clinic, the physiotherapist has a few charts of patients who have not been to the clinic for many years: some he saw as children and they are now adults, some have relocated, and some have died. The physiotherapist knows he must keep a record of which charts were destroyed, but must decide which ones he is allowed to destroy. Which one of the following statements is true?
1. Any chart where the last entry was 7 years ago may be destroyed.
 2. All charts of children who are now adults may be destroyed.
 - 3. Charts of patients older than the age of majority whose file has been inactive for 10 years may be destroyed.**
 4. Charts of patients who have died may be destroyed.

ANSWER: 3. Charts of patients older than the age of majority whose file has been inactive for 10 years may be destroyed.

CONTENT DOMAIN: Record Keeping

REFERENCES: Draft Regulation: Record Keeping; Standard on Record Keeping (see note below)

RATIONALE: Patient Records of adult patients must be kept for 10 years after the record became inactive. Records of patients under the age of 18 must be kept for 10 years after the patient turns 18. Answer 1 is incorrect as records must be retained for 10 years, not 7 years. Answer 2 is incorrect as the records of children must be kept for 10 years after the patient turns 18. Answer 4 is incorrect as the record of the deceased patient must still be kept for the appropriate amount of time. Please Note: The Draft Regulation: Record Keeping was removed from use since this question was drafted. A new standard on Record Keeping has recently been released.

16. Which one of the following does the College of Physiotherapists of Ontario require in the patient record?
1. Patient signature on sign-in sheet
 2. Proof of age
 - 3. Treatment plan**
 4. Raw data scores

ANSWER: 3. Treatment plan

CONTENT DOMAIN: Record Keeping

REFERENCES: Draft Regulation: Record Keeping; Standard on Record Keeping (see note below)

RATIONALE: Patients are not required to sign in or provide proof of age. Raw data scores can be summarized and do not need to be included in the patient record. The treatment plan is the only item of the four answers which must be included in the patient record. A physiotherapist may choose to include any of the other items in the chart, but it is not necessary to have all of these items included.

Please Note: The Draft Regulation: Record Keeping was removed from use since this question was drafted. A new standard on Record Keeping has recently been released.

17. The physiotherapist is setting up the billing system in the new location. He must decide which computer software to use. Which one of the following should influence his decision related to his professional responsibilities?
1. The cost of the computer software
 - 2. The program's ability to track information specific to the patient**
 3. The program's ability to track overall clinic revenues and expenses
 4. The program's ability to complete standard invoices

ANSWER: 2. The program's ability to track information specific to the patient

CONTENT DOMAIN: Record Keeping

REFERENCES: Draft Regulation: Record Keeping; Standard on Record Keeping (see note below)

RATIONALE: All of the above answers may be important factors in making the business decision to purchase computer software. But, in order to fulfill their professional responsibilities related to record keeping the physiotherapist needs to be able to track the financial records related to each specific patient as the financial history is also a portion of the patient record.

Please Note: The Draft Regulation: Record Keeping was removed from use since this question was drafted. A new standard on Record Keeping has been recently released.

END OF CASE 5

CASE 6

A physiotherapist works in a physiotherapist-owned clinic. A schedule of patients is computer-generated daily. The physiotherapist marks off those patients who attended and gives the schedule to the receptionist who enters the information for billing. The physiotherapist reviews the invoice dates for accuracy on a regular basis.

QUESTIONS 18 to 20 refer to this case.

18. While reviewing invoices submitted on her behalf, the physiotherapist notices discrepancies with the number of attendances invoiced for numerous patients. What is the most appropriate action for the physiotherapist to take?
1. Inform the business owner of the receptionist's error.
 2. Inform the patients of the discrepancies.
 3. Inform the insurer of this practice.
 4. **Inform the patients, the owner and the insurers.**

ANSWER: 4. Inform the patients, the owner and the insurers.

CONTENT DOMAIN: Practice Management

REFERENCES: Draft Regulation: Record Keeping; Standard on Record Keeping (see note below)

RATIONALE: The physiotherapist needs to take steps to resolve the issue of inappropriate billing. It is appropriate to inform the business owner who can take steps to ensure that the receptionist understands the process of how to bill appropriately. The patients and insurers should also be informed as they have been mistakenly billed for physiotherapy care that has not occurred. This case highlights why it is important for physiotherapists to review the billings submitted on their behalf.

Please Note: The Draft Regulation: Record Keeping was removed from use since this question was drafted. A new standard on Record Keeping has recently been released.

19. The clinic is located in a medical building owned by orthopedic surgeons who are the main referral source to the clinic. The owner of the clinic discloses to the physiotherapist that the rental of the clinic space is two times higher than market expectations in exchange for referrals from the orthopedic surgeons. What should the physiotherapist do first?
1. Resign from the position.
 2. Disclose to patients that the orthopedic surgeons are being paid by the owner.
 3. **Discuss the implications of this practice with the clinic owner.**
 4. Report the owner to the College of the Physiotherapists of Ontario.

ANSWER: 3. Discuss the implications of this practice with the clinic owner.

CONTENT DOMAIN: Practice Management

REFERENCES: Code of Ethics; Professional Misconduct Regulation

RATIONALE: As a first step, it is appropriate to have a discussion with the clinic owner to ensure that they are aware that referral for profit is professional misconduct and it is an inappropriate business practice. The physiotherapist may ultimately choose to resign from the clinic or report the owner to the College, but that is likely not the first step to be taken. Answer 2 is not correct as it is inappropriate to discuss this issue with patients. Patients should not be placed in the middle of a business issue.

20. The reception area has a display of orthotics and custom-made shoes with an accompanying fee schedule. The physiotherapist finds out that a patient received prefabricated orthotics and was invoiced for custom-made orthotics. What should the physiotherapist do?
1. Monitor future invoicing for orthotics.
 2. Review the billing policy with the receptionist.
 3. Provide the patient with custom-made orthotics.
 4. **Take action to correct the billing discrepancy.**

ANSWER: 4. Take action to correct the billing discrepancy.

CONTENT DOMAIN: Practice Management

REFERENCE: Code of Ethics

RATIONALE: The Code of Ethics indicates that a physiotherapist should take steps to rectify any inappropriate business practices. Answers 1 & 2 are incorrect as they do nothing to address the current problem. They are appropriate actions to take after action has been taken to correct this situation. Answer 3 is incorrect as the patient should be billed for what was received.

END OF CASE 6

CASE 7

The physiotherapist has practised for 35 years and is nearing retirement.

QUESTIONS 21 to 24 refer to this case.

21. The physiotherapist develops a plan to sell her clinic and to transfer ownership of the practice, lease of the space, equipment and the goodwill she has established in the community as a result of her reputation. She is certain the majority of patients will continue to attend the clinic. She markets the sale of the clinic and prepares to demonstrate the value in her practice to potential purchasers. Which of the following actions should the physiotherapist take as she prepares to demonstrate the value in her practice to potential purchasers?
1. Provide potential purchasers with access to all patient and financial records.
 2. Qualify purchasers and let a select few view all patient and financial records.
 3. Request consent from all current and previous patients to provide access to their information.
 4. **Provide aggregate information on the patient base, financial performance and costs to qualified purchasers.**

ANSWER: 4. Provide aggregate information on the patient base, financial performance and costs to qualified purchasers.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCES: Briefing Note for Physiotherapists Privacy Requirements in Ontario; Code of Ethics; Professional Misconduct Regulation

RATIONALE: The Personal Health Information Protection Act (PHIPA), the Personal Information Protection and Electronic Documents Act (PIPEDA), the College's Professional Misconduct Regulation and the Code of Ethics indicate that a physiotherapist may not provide information about a patient to a person other than the patient or his or her authorized representative except with the consent of the patient or his or her authorized representative. Answers 1 and 2 are incorrect as they do not comply with this principle. Answer 3 is incorrect because even if you have received consent from all patients for this purpose, it is not appropriate or necessary to release health information for this reason. Answer 4 is correct; aggregate information is sufficient for this purpose.

22. As the physiotherapist is not able to finalize an agreement to sell, she concludes that she will close her practice when her lease expires in 3 months. She has about 60 active patients and 20 years of patient records. The physiotherapist notifies all current patients that she will close her practice in 1 month and there will not be another physiotherapist to assume their care in her location. Which one of the following responses includes the best actions for the physiotherapist to take as she prepares to close her practice?
1. Provide all active patients with a letter outlining the date of closure and include contact information for three other physiotherapists within reasonable distance.
 2. **Stop taking new patients, prepare patients near discharge, and develop plans with patients who require continuity of treatment.**
 3. Manage the practice as always, trusting that patients will make appropriate choices about their care needs post closure.
 4. Concentrate on new assessments and coaching patients to self-manage so members of the community have access until the end of her practice.

ANSWER: 2. Stop taking new patients, prepare patients near discharge, and develop plans with patients who require continuity of treatment.

CONTENT DOMAIN: Practice Management

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Professional Misconduct Regulation

RATIONALE: The physiotherapist should assist patients to ensure continuity of care where necessary and plan for discontinuation of care where it is no longer needed. Answers 3 and 4 are not correct as patients likely need guidance as to what the next steps should be in their care. Answer 1 does not address the needs of individual patients in different stages of care and is not the most appropriate answer.

23. The physiotherapist has retained clinical records from the start-up of her private practice to ensure a complete patient history. Now she will no longer need the records. What should the physiotherapist do with the records?
1. Make plans to store files of patients treated in the past 7 years. Make arrangements with a company to destroy all other records.
 2. Make plans to store files of patients treated in the past 10 years. Make arrangements with a company to destroy all other records.
 3. **Make plans to save adult patient files for 10 years and pediatric patient files 10 years past their 18th birthday. Make arrangements to securely destroy all other records.**
 4. Give the clinical record back to every patient for his/her safekeeping and future reference.

ANSWER: 3. Make plans to save adult patient files for 10 years and pediatric patient files 10 years past their 18th birthday. Make arrangements to securely destroy all other records.

CONTENT DOMAIN: Record Keeping

REFERENCES: Draft Regulation: Record Keeping; Standard on Record Keeping (see note below)

RATIONALE: Patient Records of adult patients must be kept for 10 years after the physiotherapy care ended. Records of patients under the age of 18 must be kept for 10 years after the patient turns 18. Giving the clinical record back to the patient is not appropriate as the physiotherapist also needs to retain access to the records. Records may be destroyed after the mandatory retention period and should be done in a secure manner.

Please Note: The Draft Regulation: Record Keeping was removed from use since this question was drafted. A new standard on Record Keeping has recently been released.

24. The physiotherapist moves the clinical records that must be retained to her home. She stores the records in a series of locked file cabinets to protect against fire, floods or theft. The office computer is old but contains components of the clinical records. What should the physiotherapist do with the electronic patient records?
1. Store the computer in the most inaccessible space at home.
 2. Print relevant information from the computer to paper copy and insert in stored files.
 3. Save the relevant electronic files to disc.
 4. **Destroy the electronic records as the retention period elapses.**

ANSWER: 4. Destroy the electronic records as the retention period elapses.

CONTENT DOMAIN: Registrants' Obligations

REFERENCES: Draft Regulation: Record Keeping; Standard on Record Keeping (see note below)

RATIONALE: A physiotherapist's responsibilities remain the same regardless of the medium of the records (paper or electronic). Information should be stored for the required retention period and then destroyed in a secure manner. Answer 4 is correct as the electronic records should be securely disposed of after they have been retained for the appropriate amount of time. Answers 2 and 3 are incorrect as there are no requirements that stipulate the format in which to store the records. Answer 1 is incorrect as the most inaccessible space at home may not be the most secure spot for the records to be stored.

Please Note: The Draft Regulation: Record Keeping was removed from use since this question was drafted. A new standard on Record Keeping has recently been released.

END OF CASE 7

CASE 8

Three months ago, Mr. Brown sustained second and third degree burns to 60% of his body. Mr. Brown is now being transferred from the burn unit of a tertiary care facility to the local hospital. On his admission, the sole physiotherapist is provided with the discharge summary and treatment plan completed 2 days ago by the physiotherapist from the burn unit. The physiotherapist, an experienced general practitioner, has never managed a patient with burns.

QUESTIONS 25 to 28 refer to this case.

25. The physiotherapist questions her ability to competently manage burn patients. What should the physiotherapist do?
1. Refuse to treat Mr. Brown.
 2. **Treat Mr. Brown within the limits of her abilities.**
 3. Implement the existing physiotherapy treatment program from the burn unit.
 4. Delay treatment while reviewing available resources to increase knowledge.

ANSWER: 2. Treat Mr. Brown within the limits of her abilities.

CONTENT DOMAIN: Scope of Practice

REFERENCE: Essential Competency Profile for Physiotherapists in Canada

RATIONALE: The physiotherapist should always act in the best interest of the patient. As Mr. Brown could benefit from physiotherapy and there is only one physiotherapist at the local hospital, the physiotherapist should provide treatment within the limits of her abilities. Answer 1 is incorrect as refusing to treat Mr. Brown is not in the best interests of the patient. Answer 3 is incorrect as the physiotherapist should not just implement the existing physiotherapy treatment from the burn program as she may not be competent to provide all aspects of the previous treatment program. Answer 4 is incorrect because it is also not in the best interest of the patient.

26. The physiotherapist prepares for a first session with Mr. Brown. Which one of the following statements is true?
1. It is inappropriate to incorporate the content of the discharge summary into the patient's physiotherapy record.
 2. The discharge summary can be referenced by the physiotherapist, but should not be incorporated into the new physiotherapy record.
 3. **It is appropriate to incorporate findings from the discharge summary into the new physiotherapy record of the patient.**
 4. There is no need to complete an assessment at this time because the previous assessment was only conducted 2 days ago.

ANSWER: 3. It is appropriate to incorporate findings from the discharge summary into the new physiotherapy record of the patient.

CONTENT DOMAIN: Record Keeping

REFERENCES: Draft Regulation: Record Keeping; Standard on Record Keeping (see note below)

RATIONALE: Physiotherapists are required to maintain complete patient records, which can include the relevant findings of others. Answer 4 is incorrect as an assessment should still be conducted. Answer 1 is incorrect as a physiotherapist should maintain complete records, including relevant findings of others. Answer 2 is incorrect as the discharge summary may be incorporated into the record if appropriate.

Please Note: The Draft Regulation: Record Keeping was removed from use since this question was drafted. A new standard on Record Keeping has been recently released.

27. The burn unit physiotherapist offers to mentor and support the physiotherapist in the management of the patient using videoconferencing sessions. What should the physiotherapist do?
1. Inform the burn unit physiotherapist that co-treatment is a duplication of services.
 2. **Accept the mentorship offer using videoconferencing sessions.**
 3. Remind the burn unit physiotherapist that this would not be legal practice.
 4. Clarify who is accountable to the College of Physiotherapists of Ontario for the patient care.

ANSWER: 2. Accept the mentorship offer using videoconferencing sessions.

CONTENT DOMAIN: Practice Management

REFERENCE: Essential Competency Profile for Physiotherapists in Canada

RATIONALE: Taking steps to enhance the physiotherapist's knowledge on how to manage this patient is in the patient's best interest. Accepting an offer of mentorship can help this physiotherapist increase their knowledge and assist their management of this patient's care and future burn patients. Answer 1 is incorrect as this situation is not a duplication of services. Answer 3 is incorrect as there is not any law that would make this practice illegal. Answer 4 is incorrect as each physiotherapist that provides patient care is accountable for the actions and decisions that they have made.

28. Mrs. Brown asks to see her husband's chart. She feels that she might have been improperly represented in the documentation. What should the physiotherapist do?
1. Reassure Mrs. Brown that the chart does not contain any information about her.
 2. Allow Mrs. Brown to read the chart in a private area.
 3. **Advise Mrs. Brown to seek her husband's consent.**
 4. Refer Mrs. Brown to Mr. Brown's family physician.

ANSWER: 3. Advise Mrs. Brown to seek her husband's consent.

CONTENT DOMAIN: Confidentiality/Privacy

REFERENCES: Briefing Note for Physiotherapists Privacy Requirements in Ontario; Code of Ethics; Professional Misconduct Regulation

RATIONALE: The Personal Health Information Protection Act (PHIPA), the Personal Information Protection and Electronic Documents Act (PIPEDA), the College's Professional Misconduct Regulation and the Code of Ethics indicate that a physiotherapist may not show Mrs. Brown her husband's chart without getting permission from Mr. Brown, unless he is incapable and Mrs. Brown is the substitute decision-maker. Answers 1 and 2 are not correct as telling Mrs. Brown what is in the chart or actually providing the chart without consent do not comply with all of the laws and College documents listed above. Answer 4 is incorrect as a referral to the physician is not necessary; Mrs. Brown only needs to get her husband's consent to review the chart.

END OF CASE 8

CASE 9

A physiotherapist is providing services in four long-term care facilities. Two facilities employ their own support personnel, while in the other two facilities the physiotherapist provides the support personnel. On a typical day, the physiotherapist visits three facilities. In the facilities that employ support personnel, he has negotiated a preferred provider arrangement with reimbursement for physiotherapy services tied to the number of residents seen within a fixed number of hours. In the other two long-term care homes, he bills the residents on a fee-for-service basis. For the purposes of being efficient, he uses standardized assessments and treatment plans in the patient records.

QUESTIONS 29 and 30 refer to this case.

29. Monday morning, the physiotherapist arrives at a facility and gets an update from the support personnel on the status of the residents under care. As the physiotherapist is leaving to go to the next facility, a nurse informs him that some of the residents are not happy with the new exercise regime. What should the physiotherapist do initially?
1. Speak with the support personnel involved to ask them to stop doing the exercises.
 2. Review the forms filled out by the support personnel to see if there is a record of new exercises having been added.
 3. **Clarify with the support personnel that the appropriate treatment is being provided to the residents.**
 4. Change the exercise program based on the nurse's feedback and inform the support personnel.

ANSWER: 3. Clarify with the support personnel that the appropriate treatment is being provided to the residents.

CONTENT DOMAIN: Use of Support Personnel

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Professional Misconduct Regulation; Guideline on the Use of Support Personnel (see note below)

RATIONALE: The initial response should be to investigate in order to determine if the appropriate exercises are being completed. Answers 1 and 4 are not correct as it is important to understand what the problem is before reacting. Answer 2 is not the most appropriate answer as the physiotherapist is responsible for the actions of the support personnel and should be communicating with the support personnel in an ongoing way.

Please Note: The Guideline on the Use of Support Personnel was removed from use since this question was drafted. The Standard on Physiotherapists Working with Physiotherapist Support Personnel has replaced this guideline.

30. Later the same day, the physiotherapist receives a call from the director of a long-term care home where support personnel are provided by the physiotherapist. The director has received a complaint about one of the support personnel from a family member of a resident. The complaint is related to duration and frequency of physiotherapy treatment and unprofessional behaviour. What should the physiotherapist do?
1. **Meet with the support personnel involved immediately to identify and resolve the issue.**
 2. Ask the support personnel to speak with the family member who made the complaint.
 3. Inform the director of the long-term care facility that the support personnel will be reprimanded.
 4. Suggest that the director meet with the family and the support personnel to address the issue.

ANSWER: 1. Meet with the support personnel involved immediately to identify and resolve the issue.

CONTENT DOMAIN: Use of Support Personnel

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Professional Misconduct Regulation; Guideline on the Use of Support Personnel (see note below)

RATIONALE: The physiotherapist is responsible for the actions of the support personnel and therefore should be managing this issue related to the care provided by the support personnel through appropriate communication. Answers 2 and 4 are incorrect as the physiotherapist should be managing this issue. Answer 3 is incorrect as the physiotherapist has not even consulted the support personnel to understand what has occurred; a reprimand may or may not be appropriate. Please Note: The Guideline on the Use of Support Personnel was removed from use since this question was drafted. The Standard on Physiotherapists Working with Physiotherapist Support Personnel has replaced this guideline.

END OF CASE 9

CASE 10

A physiotherapist is working in a multidisciplinary private practice that has recently hired a massage therapist. The massage therapist is certified in the use of acupuncture.

QUESTIONS 31 and 32 refer to this case.

31. The physiotherapist assesses a new patient and determines that a course of acupuncture treatment may be beneficial for this patient. The physiotherapist is not trained in the use of acupuncture as a modality. What should the physiotherapist do?
1. Obtain informed consent to involve the massage therapist in the physiotherapy treatment.
 2. Assign the proposed acupuncture treatment to the massage therapist.
 - 3. Refer the patient to the massage therapist for acupuncture treatment.**
 4. Eliminate acupuncture as a treatment option.

ANSWER: 3. Refer the patient to the massage therapist for acupuncture treatment.

CONTENT DOMAIN: Use of Support Personnel

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Professional Misconduct Regulation; Code of Ethics

RATIONALE: A physiotherapist can only assign care or include treatments in the physiotherapy care that they are competent to perform themselves. In this scenario, the physiotherapist is not competent in acupuncture and therefore it cannot be included in the physiotherapy treatment. However, acupuncture treatment may be in the best interest of the patient and therefore should not be excluded as an option. The patient can be referred to the massage therapist to receive the acupuncture treatment.

32. The physiotherapist is reviewing invoices that the clinic submitted for services using his registration number. What should the physiotherapist screen for?
1. Check that all acupuncture and massage treatments are billed under his registration number.
 2. Verify that only acupuncture and physiotherapy services are billed under his registration number.
 - 3. Ensure that only the physiotherapy treatments he provided are billed under his registration number.**
 4. Confirm that services other than physiotherapy treatments were delivered as billed.

ANSWER: 3. Ensure that only the physiotherapy treatments he provided are billed under his registration number.

CONTENT DOMAIN: Practice Management

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Code of Ethics; Professional Misconduct Regulation

RATIONALE: As stated in the rationale for Question 31, the physiotherapist can only assign care or include treatments in the physiotherapy care that they are competent to complete themselves. Since the physiotherapist can only bill for physiotherapy treatments, answers 1 and 2 are incorrect. Answer 4 is incorrect as the physiotherapist is only responsible for monitoring their own billing, not the billings of other practitioners.

END OF CASE 10

CASE 11

A physiotherapist recently graduated from a naturopathy program.

QUESTIONS 33 to 35 refer to this case.

33. The physiotherapist would like to practise as a dual practitioner. What should the physiotherapist do?
1. Provide a handout to all current physiotherapy patients describing both disciplines.
 2. Encourage his physiotherapy patients to attend his naturopathic clinic when appropriate.
 3. **Set up separate appointment schedules, separate office hours and separate patient records.**
 4. Inform patients that all naturopathy and physiotherapy treatments are available within his practice.

ANSWER: 3. Set up separate appointment schedules, separate office hours and separate patient records.

CONTENT DOMAIN: Scope of Practice

REFERENCE: Standard on Dual Health Care Practices

RATIONALE: The College's standard on Dual Health Care Practices indicates that dual practices should be managed separately; through separate appointment schedules, patient records, etc. While it is appropriate to properly inform patients of the services available, Answers 1, 2 and 4 do not fulfill the professional responsibilities related to operating a dual health care practice.

34. A patient has been receiving some naturopathic techniques for pain relief as part of her physiotherapy treatments and believes that these are most helpful. The patient's insurance coverage has run out for the year. The patient asks for the fees to be reduced with a corresponding reduction in treatment time. What should the physiotherapist do next?
1. **Agree to reduce the length of the sessions and the associated fees.**
 2. Bill the treatment under the naturopathic practice for the rest of the treatment.
 3. Continue to treat and withhold the invoicing until reinstatement of the coverage.
 4. Discharge the patient from treatment.

ANSWER: 1. Agree to reduce the length of the sessions and the associated fees.

CONTENT DOMAIN: Scope of Practice

REFERENCE: Code of Ethics

RATIONALE: Continuing to provide the treatment is in the best interest of the patient and it may be appropriate to reduce the length of the session and the corresponding fee. Answer 2 is incorrect as billing physiotherapy treatment as naturopathy treatments is not appropriate. Answer 3 is also not appropriate as the physiotherapist would be altering the date of treatments provided. Answer 4 is not in the best interest of the patient.

35. A patient is participating in a physiotherapy program that includes treatment to relieve pain using naturopathic techniques. Following re-assessment by the physiotherapist, a liver problem is identified that can be relieved with naturopathic treatment. What should the physiotherapist do?
1. **Transfer the patient to his naturopathic practice to treat the problem with patient consent.**
 2. Continue to provide physiotherapy treatment incorporating naturopathic techniques to address the liver problem.
 3. Discontinue the treatment in order not to exacerbate the situation.
 4. Inform the patient of the naturopathic diagnosis and treatment options because the condition can deteriorate.

ANSWER: 1. Transfer the patient to his naturopathic practice to treat the problem with patient consent.

CONTENT DOMAIN: Scope of Practice

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Code of Ethics; Physiotherapy Act

RATIONALE: Treating a liver problem is not within the scope of practice of a physiotherapist. The patient should be referred to the naturopathy practice to manage this issue. The physiotherapist must not provide a naturopathic diagnosis during physiotherapy treatments as it is not within the physiotherapist's scope of practice.

END OF CASE 11

INDEPENDENT QUESTIONS

QUESTIONS 36 to 50 do not refer to a case.

36. A patient reveals to the physiotherapist that she is in an abusive relationship. What should the physiotherapist do?
1. **Provide information regarding community resources and supports.**
 2. Report the information to the police.
 3. Make a referral to social services.
 4. Counsel the patient on leaving the abusive relationship.

ANSWER: 1. Provide information regarding community resources and supports.

CONTENT DOMAIN: Registrants' Obligations

REFERENCES: Code of Ethics; Physiotherapy Act

RATIONALE: It is appropriate for the physiotherapist to provide information to the patient about the resources and supports available to them. Answer 4 is not correct as the physiotherapist should not be counselling the patient for a condition that is not within their scope of practice. Answer 2 is not correct as the physiotherapist is not responsible for reporting the information to the police. Answer 3 is incorrect as the physiotherapist can only refer the patient to social services with consent; providing the appropriate information allows the patient to make their own decision.

37. The physiotherapist is attending a social event at a neighbour's home. During the evening, another guest mentions that he suspects that a 13-year-old child is in an abusive situation. The child is a patient of the physiotherapist. What should the physiotherapist do?
1. **Report the information to Child and Family Services.**
 2. Assess at the next treatment appointment 2 weeks later and report if relevant.
 3. Advise the neighbour who has first-hand information that he must report.
 4. Obtain consent of the patient to report.

ANSWER: 1. Report the information to Child and Family Services.

CONTENT DOMAIN: Registrants' Obligations

REFERENCE: Child and Family Services Act

RATIONALE: If any individual (not just a health professional) has a reason to believe that a child is being abused they are required to immediately report this information to the agency that administers the Child and Family Services Act in their area. Answer 2 is incorrect as the patient could be harmed in the two week period that they are waiting to determine if a report is warranted. Answer 3 is not correct as although the neighbour should be reporting this information, this does not eliminate the physiotherapist's duty to report as well. Answer 4 is incorrect as consent is not required to make this mandatory report.

38. A physiotherapist holds a certificate of registration in the inactive category. She is asked by the local community centre to deliver exercise classes for persons with diabetes because of her reputation in this area. Is the physiotherapist allowed to use the title of "physical therapist" when charging for her services?
1. As long as she does not sell any educational materials, she can bill for physiotherapy services.
 2. If she has a colleague assist her with the classes, she can use the title and bill her regular fee.
 3. **She cannot present herself as a physical therapist when billing for services.**
 4. She is competent in this area of practice, so she can use the title and bill for her services.

ANSWER: 3. She cannot present herself as a physical therapist when billing for services.

CONTENT DOMAIN: Use of Title

REFERENCES: Standard on Physiotherapists' Use of Restricted Titles and Credentials; General Regulation III: Registration

RATIONALE: Physiotherapists must hold an active certificate of registration in Ontario in order to use the restricted titles of physiotherapist or physical therapist. The College's Registration Regulation indicates that an inactive registrant may not present themselves as a physiotherapist or physical therapist in Ontario. Answer 1 and 2 are incorrect because sales or having a colleague assist her with the class is irrelevant to the issue of use of title. Answer 4 is incorrect because it does not comply with the College standard or regulation.

39. A physiotherapist obtains a Ph.D. and is employed as a professor teaching Women's Health with no clinical responsibilities. What are all the titles and credential(s) the physiotherapist can use?
1. Doctor, Physiotherapist, Specialist in Women's Health
 2. Physiotherapist, Ph.D.
 3. Ph.D.
 4. **Doctor, Ph.D., Physiotherapist, Special Interest in Women's Health**

ANSWER: 4. Doctor, Ph.D., Physiotherapist, Special Interest in Women's Health

CONTENT DOMAIN: Use of Title

REFERENCES: Standard on Physiotherapists' Use of Restricted Titles and Credentials; General Regulation III: Registration; Professional Misconduct Regulation; Regulated Health Professions Act; Physiotherapy Act; Position Statement on Specialty Designations

RATIONALE: The General Regulation: Registration indicates that a physiotherapist that holds an Independent or Academic Practice certificate from the College may use the title of physiotherapist in Ontario. The College's Standard on Physiotherapists' Use of Restricted Titles and Credentials outlines the rules for which titles a physiotherapist may use. A physiotherapist with a Ph.D. may always include this credential. A physiotherapist may only use the title of Doctor when not involved in clinical care. This scenario indicates that the physiotherapist does not have any clinical responsibilities and therefore the use of the title doctor is appropriate. The College's Position Statement on Specialty Designations indicates that physiotherapists are not permitted to say that they are specialists or experts in any area. However, it is appropriate to indicate a special interest in a clinical area.

40. A physiotherapist meets a recently discharged patient while attending a local running group. She had treated the patient over an 8-month period. Both the physiotherapist and the patient are working on similar running goals and they quickly become running buddies within the group. The physiotherapist decides that she would be interested in dating her former patient, but is unsure of the rules surrounding this. What should the physiotherapist do?
1. She must refrain from dating former patients until after she retires from practice.
 2. **She may begin dating this patient 6 to 8 months from the date of discharge.**
 3. She may begin dating the former patient any time after discharge.
 4. Ask the patient to sign a release after which they are free to date.

ANSWER: 2. She may begin dating this patient 6 to 8 months from the date of discharge.

CONTENT DOMAIN: Professional Boundaries

REFERENCES: Standard on Establishing and Maintaining Appropriate Therapeutic Relationships & its Guide

RATIONALE: The College standard Establishing and Maintaining Appropriate Therapeutic Relationships indicates that a physiotherapist should refrain from entering into a close personal relationship with a patient while the patient is receiving physiotherapy treatment. The guide that accompanies this standard provides some guidelines about how long to wait after discharge before commencing a social relationship with a patient or a member of a patient's family. Answer 2 is an appropriate waiting period given that that the therapeutic relationship was of an intermediate length of time. Answer 1 is incorrect as this is not a requirement. Answer 3 is incorrect as the physiotherapist must respect the power imbalance that exists in the therapeutic relationship and provide an adequate amount of time prior to becoming involved in a social relationship. Answer 4 is incorrect because it is not a realistic answer.

41. A highly respected sole practice physiotherapist and clinic owner has a busy practice and regularly teaches weekend courses in manual therapy, her area of expertise. She is contacted by the College of Physiotherapists of Ontario and requested to participate in the College's quality management program. The physiotherapist is extremely busy and does not see how to fit this into an already busy schedule without having to cancel patients and lose income. What should the physiotherapist do?
1. Contact the College to determine whether there has been a mistake, noting that she does not fit the requirements for participation in a quality management program.
 2. Explain the situation and inform the College that she cannot participate this year but would be willing to participate next year.
 3. Inform the College that she is well respected and able to provide letters of support from other registrants, therefore she will not participate.
 4. **Participate as requested by the College despite her concerns that her participation will impact the services she delivers to her patients.**

ANSWER: 4. Participate as requested by the College despite her concerns that her participation will impact the services she delivers to her patients.

CONTENT DOMAIN: Continuing Competency

REFERENCES: General Regulation I: Quality Assurance; Regulated Health Professions Act

RATIONALE: The Regulated Health Professions Act requires that all Colleges maintain a quality assurance program. The College's Quality Assurance Regulation requires all registrants to participate in the Quality Management program.

42. A physiotherapist employs a support personnel, who is an athletic therapist working part time with a hockey team. Last weekend, the support personnel attended a workshop on craniosacral techniques and is looking forward to applying his new techniques on patients. Which one of the following actions is most appropriate for the physiotherapist to take?
1. Have the support personnel try out the techniques on the physiotherapist first and then observe him treating the patients.
 2. Ensure that when he first starts using these techniques on patients, the physiotherapist is present and available for immediate intervention.
 3. Check that the physiotherapist can bill for these techniques when used as pain control within the rest of the treatment plan.
 4. **Allow the support personnel to use these techniques only after the physiotherapist is competent himself in the use of these techniques.**

ANSWER: 4. Allow the support personnel to use these techniques only after the physiotherapist is competent himself in the use of these techniques.

CONTENT DOMAIN: Use of Support Personnel

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Professional Misconduct Regulation; Guideline on the Use of Support Personnel (see note below)

RATIONALE: A physiotherapist can only supervise or bill for an activity which they are competent to perform. Answers 1, 2, and 3 are incorrect as the physiotherapist is not competent to perform the craniosacral techniques.

Please Note: The Guideline on the Use of Support Personnel was removed from use since this question was drafted. The Standard on Physiotherapists Working with Physiotherapist Support Personnel has replaced this guideline.

43. A physiotherapist would like to incorporate yoga into her practice. Which of the following is true?
1. Yoga is not within the scope of practice of the profession.
 2. Yoga can only be used by physiotherapists who are certified instructors.
 3. **Yoga can be used to treat conditions that are within the scope of practice of physiotherapy.**
 4. Yoga can be a component of the treatment but must not be assigned to support personnel.

ANSWER: 3. Yoga can be used to treat conditions that are within the scope of practice of physiotherapy.

CONTENT DOMAIN: Scope of Practice

REFERENCE: Essential Competency Profile for Physiotherapists in Canada

RATIONALE: The College does not dictate which techniques can be used to treat conditions that are within the scope of practice of physiotherapists. Yoga could therefore be used to treat a condition within the scope of practice of physiotherapists.

44. A physiotherapist works in the community and provides physiotherapy assessment and treatment for students referred from the local public school. The physiotherapist is informed by a Grade 3 teacher that she suspects that a student is being sexually abused. What is the most appropriate action for the physiotherapist to take?
1. Advise the teacher to report her concerns to Child and Family Services.
 2. **Report the situation to Child and Family Services.**
 3. Determine whether there is evidence to make a report.
 4. Report only if the teacher has not already reported.

ANSWER: 2. Report the situation to Child and Family Services.

CONTENT DOMAIN: Registrants' Obligations

REFERENCE: Child and Family Services Act

RATIONALE: If any person has a reason to believe that a child is being abused they are required to immediately report this information to the agency that administers the Child and Family Services Act in their area. The teacher should also be reporting this information, but this does not eliminate the physiotherapist's duty to report the situation as well. It is not necessary to have evidence to make this mandatory report where a child is concerned; suspicion is enough.

45. In the course of a physiotherapist's time on a radio phone-in show, a woman calls in and describes the symptoms of pelvic inflammatory disease (PID). She wants to know what she can do to relieve her suffering. What would be the most appropriate response for the physiotherapist to give her?
1. Inform her that she has a classic case of PID and recommend a treatment plan.
 2. **Suggest that she see a physician to determine whether it is a problem requiring medical attention.**
 3. Tell her that her symptoms could be PID and provide advice regarding strategies to reduce the symptoms.
 4. Do not address the cause of her symptoms, but provide advice regarding treatment of her symptoms.

ANSWER: 2. Suggest that she see a physician to determine whether it is a problem requiring medical attention.

CONTENT DOMAIN: Scope of Practice

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Code of Ethics; Physiotherapy Act

RATIONALE: The physiotherapist does not have the controlled act of communicating a diagnosis, the patient has not been assessed and this is not within the physiotherapist's scope of practice. It is appropriate to suggest that the caller visit a doctor.

46. A physiotherapist is working for a community agency that was an unsuccessful bidder on a request for proposal issued by the Community Care Access Centre (CCAC). All patients have previously consented to release of information. The physiotherapist is now being asked to complete a transfer summary of all CCAC clients to the successful bidder. What should the physiotherapist do?
1. The physiotherapist should not provide any information to the successful bidder.
 2. **Provide the transfer documentation as requested.**
 3. Provide information only on the most recent home visit.
 4. Transfer the entire clinical record to the new physiotherapist.

ANSWER: 2. Provide the transfer documentation as requested.

CONTENT DOMAIN: Practice Management

REFERENCES: Essential Competency Profile for Physiotherapists in Canada; Code of Ethics

RATIONALE: The patients have previously consented to the release of information, so it is appropriate to ease the transition to the new CCAC care providers. Answer 1 and 3 are incorrect as these options are not in the best interest of the patients. Appropriate information sharing allows the new physiotherapist to have a complete history of the care provided by the physiotherapist. Answer 4 is incorrect as the physiotherapist has a responsibility to retain access to the original record.

47. A physiotherapist is treating a nurse colleague. During treatment, the colleague confides that she is in an abusive relationship. She later e-mails the physiotherapist and asks her to join her on the chat line to discuss her personal problems further. What should the physiotherapist do?
1. Agree to join the colleague on the chat line to provide support.
 2. **Advise the colleague to consult the appropriate professionals.**
 3. Suggest a face-to-face meeting for a more personal dialogue.
 4. Transfer the colleague to another physiotherapist.

ANSWER: 2. Advise the colleague to consult the appropriate professionals.

CONTENT DOMAIN: Professional Boundaries

REFERENCE: Standard on Establishing and Maintaining Appropriate Therapeutic Relationships

RATIONALE: The physiotherapist needs to take steps to ensure that the therapeutic relationship does not cross boundaries into a more social relationship. Advising the patient to seek care from the appropriate professionals is in the best interest of the patient. Answers 1 and 3 are incorrect as they move into boundary crossings. Answer 4 is incorrect as the physiotherapist should be able to manage this situation without transferring the patient to another physiotherapist.

48. A physiotherapist's patient has reached his goals and is ready for discharge, but the physiotherapist suspects that the patient will object to being discharged and fears that the resulting situation will be difficult to manage. What is the most appropriate action for the physiotherapist to take in this situation?
1. Refer to another physiotherapist.
 2. Discharge without providing an explanation.
 3. **Discharge providing explanations.**
 4. Continue on with his treatment.

ANSWER: 3. Discharge providing explanations.

CONTENT DOMAIN: Practice Management

REFERENCES: Code of Ethics; Professional Misconduct Regulation; Essential Competency Profile for Physiotherapists in Canada

RATIONALE: It is inappropriate to continue care when it is no longer needed. Referral to another physiotherapist is not needed or appropriate. When a patient is discharged they should be provided with the reasons for the discharge.

49. A physiotherapist is visiting a home care patient with chronic obstructive pulmonary disease (COPD). The patient reveals that his wheezing is worsening and asks the physiotherapist's advice on resuming his inhaler. What is the most appropriate action for the physiotherapist to take?
1. Advise the patient to restart his medication in order to prevent worsening of his condition.
 2. **Advise the patient to consult his physician on the issue.**
 3. Advise the patient to hold the medication until he consults a nurse.
 4. Tell the patient that providing advice on medication use is not within the physiotherapist's scope of practice.

ANSWER: 2. Advise the patient to consult his physician on the issue.

CONTENT DOMAIN: Scope of Practice

REFERENCES: Physiotherapy Act; Essential Competency Profile for Physiotherapists in Canada; Code of Ethics

RATIONALE: It is not within the scope of practice of physiotherapists to provide advice on medication. Answers 1 and 3 are not correct as they move beyond the physiotherapist's scope of practice. Answer 4 does not assist the patient by providing any direction on what actions to take.

50. Under what circumstances can an individual use the title of physiotherapist?
1. On successful completion of an accredited Canadian physiotherapy program
 2. Registration in the category of provisional practice with the College of Physiotherapists of Ontario
 3. **Registration in the category of independent practice or academic practice with the College of Physiotherapists of Ontario**
 4. Membership with the Canadian Physiotherapy Association

ANSWER: 3. Registration in the category of independent practice or academic practice with the College of Physiotherapists of Ontario

CONTENT DOMAIN: Use of Title

REFERENCES: Physiotherapy Act; Standard on Physiotherapists' Use of Restricted Titles and Credentials; General Regulation III: Registration

RATIONALE: The Physiotherapy Act indicates that an individual may only use the title of physiotherapist or physical therapist in Ontario when they are registered with the College. Graduation from a physiotherapy education program or membership with the CPA is not sufficient to use the restricted title. Registrants who hold an independent or academic practice certificate may use the title of Physiotherapist. However, the holder of a provisional practice certificate may use the title of Physiotherapy Resident, not Physiotherapist.

END OF MODULE 1