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# College of Physiotherapists of Ontario Screening Interview—Step-by-Step

The College of Physiotherapists of Ontario’s screening interview is a one-hour video conference between a physiotherapist and a College assessor. The screening interview is a part of the College’s quality assurance program and one way the College ensures physiotherapists are providing safe, competent and ethical care.

Contact College staff if you have any questions:  
1-800-583-5885 ext. 212  
[qualityassurance@collegept.org](mailto:qualityassurance@collegept.org)   
[www.collegept.org](http://www.collegept.org)

**Who is eligible for a screening interview?**

PTs who have been registered in Independent Practice for at least two years and provide patient care.

**How does the screening interview work?**

The screening interview involves the assessor and the physiotherapist discussing examples provided by the physiotherapist. The interview is conducted using a format called a behaviour-based interview. This style of interview is to help the assessor learn how the physiotherapist has applied knowledge to their practice through the use of the physiotherapist’s examples.

The assessor will not coach or provide feedback on practice during the screening interview. The goal of the screening interview is to identify PTs who may require a more in-depth assessment of their practice.

Following the screening interview, the assessor completes a scored report that is submitted to the College. If the College needs more information about how the physiotherapist applies knowledge of the rules and standards to their practice, the PT will be asked to complete an   
on-site assessment.

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## Getting Started

Please follow steps one through six below to learn more about the screening interview process.   
If you have received an email from the College telling you that you were selected for a screening interview, you must review and complete each step in the process, starting with Step 1.

### Screening Interview General Frequently Asked Questions (FAQs)

#### I am not able to participate in the screening interview. What are my options?

The College understands that the pandemic is a challenging time for some physiotherapists. Please know that this one-hour interview can be completed at a convenient time for you, including evenings and weekends.

If your current circumstances make it difficult to complete the one-hour screening interview, you can request an extension or deferral to have the screening interview later in the year.

Please email the Quality Assurance team at [qualityassurance@collegept.org](mailto:qualityassurance@collegept.org) to request an extension or deferral. Please submit the request as soon as possible after being selected for a screening interview.

If you require accommodations to complete the screening interview, please contact the Quality Assurance team as soon as possible and we will do our best to help you.

#### Who is eligible to be selected for a screening interview?

The College’s Council approved an eligibility and selection criteria for the screening interview in March 2019. Council may revisit this decision at any time.

Based on this decision, physiotherapists are eligible to complete a screening interview when:

* They have been registered in Independent Practice for two years.
* They deliver patient care.
* Physiotherapists who have been in practice the longest without completing a screening interview (practice assessment) will be selected first.

If Council changes the eligibility and selection criteria for the screening interview, this information will be communicated to all physiotherapists.

#### When will I be selected for a screening interview?

Physiotherapists who meet the eligibility requirements and have been in practice the longest without completing a practice assessment will be selected for the screening interview first. Selections for screening interviews are done once a month.

The College will then cycle through the remaining eligible PTs until all physiotherapists have completed a screening interview.

Depending on the number of registered physiotherapists, we anticipate that physiotherapists will be selected for a screening interview every 10 years or so. Note that this number is an estimate only and is subject to change.

#### What should I expect in the screening interview?

The screening interview is a one-hour conversation between you and a College assessor. Screening interviews are conducted using video conferencing software such as Zoom.

You will be asked to answer some questions based on core areas of physiotherapy practice, using examples from your practice over the past year or two. The assessor will ask you no more than seven questions and will submit the information to the College in a screening interview report.

#### Can I volunteer to complete a screening interview?

Yes, you can request a screening interview as a volunteer, however you may not be selected.

Reasons you may not be allowed to volunteer:

* You have already completed a practice assessment as part of the ‘old’ program and the College is currently selecting all PTs who have never been assessed first
* You don’t meet the selection criteria:
  + You have not been in Independent Practice for two years
  + You do not provide any patient care

Note that selections for screening interviews are done once per month therefore you may need to wait up to one month to get notified that you are selected.

#### What happens if I am going on parental leave or leaving the profession?

If you are selected to participate in a screening interview while you are on parental leave or go on leave while the process is ongoing, you will not have to complete the interview at that time.

We will provide you with a deferral and you will resume the screening interview process once you return to work. If you decide to leave the profession while in the assessment process, your assessment will be deferred. If you decide to return to patient care in the future, you will resume the screening interview process.

## Step 1: Selection and Pre-Interview Questionnaire

STEP 1

You will receive an email from the College telling you that you have been selected for the screening interview. Each month a set number of physiotherapists are selected for this mandatory quality assurance activity.

If you would like to request a deferral (delay your screening interview), please advise the College as soon as possible. You can request a deferral for your screening interview by contacting the Quality Assurance team who will consider your circumstances. Deferrals must meet certain criteria.

The email will ask you to log into the [PT Portal](https://portal.collegept.org/) and complete a pre-interview questionnaire. The pre-interview questionnaire will ask for more details about your practice including your primary and secondary work site, and you will need to review and update your employment, contact and roster details.

You will also be asked to answer a series of multiple choice questions that highlight some standards and resources and encourage you to think about your practice. This pre-interview questionnaire should take no more than 30 minutes to complete. The questions are not scored.

You have 14 days from the day you received the email to complete the pre-interview questionnaire and update your information in the PT Portal.

After you complete the pre-interview questionnaire, you will receive an email with the answers to the series of questions you completed. Take some time to review the answers and consider areas that might need more attention. As a reminder, the screening interview is designed as an opportunity for you to reflect on your practice.

In the Practice Assessments section of the PT Portal you will see a table of all due dates for each step in your screening interview process. Be sure to complete each step by the required date. Any emails you receive from the College will also tell you when things are due.

**To do: Complete the pre-interview questionnaire**

1. Go to the [PT Portal](https://portal.collegept.org/)
2. Log in and click on the Practice Assessments tab on the left
3. Click the Screening Interview link

### Selection and Pre-Interview Questionnaire FAQs

#### How should I prepare for my screening interview?

Physiotherapists are provided with the core questions that will be asked during the screening interview to review beforehand. There are eight interview questions, however you will be asked a minimum of six questions or a maximum of seven questions, depending on your practice.

It is also recommended that you review the [College's Standards and Resources](https://www.collegept.org/rules-and-resources). Think of specific examples in the past year of your practice that you can reference during the screening interview.

#### How can I get a deferral or extension for my screening interview?

If your current circumstances make it difficult for you to complete the screening interview, you can email the Quality Assurance team at [qualityassurance@collegept.org](mailto:qualityassurance@collegept.org) to request an extension or deferral. The request must be in writing and should be submitted as soon as possible after you are selected for a screening interview.

To help College staff and the Quality Assurance Committee make a decision, please provide as much detail as you can, including:

* The reason you are requesting a deferral or extension
* Any supporting documentation you can share
* How much extra time you think you need

Extensions, of up to three months, may be granted for the following reasons:

* Personal injury or illness
* Injury or illness of a family member and the PT is the primary caregiver
* Extenuating personal circumstances
* Not currently in practice due to a parental leave or enrollment in a full-time education program
* The PT is the subject of an active professional conduct matter with the College

Deferrals, of up to one year, may be granted for the following reasons:

* Personal injury or illness
* Injury or illness of a family member and the PT is the primary caregiver
* Extenuating personal circumstances
* Not currently in practice due to a parental leave or enrollment in a full-time education program
* The PT is the subject of an active professional conduct matter with the College

#### Do I have to pay for anything related to my screening interview?

No, you do not have to pay for anything related to your screening interview.

## Step 2: Assessor Matching and Conflict of Interest

STEP 2

After you complete your pre-interview questionnaire, you will receive an email from the College matching you with an assessor. The assessor is also a PT and has been trained to complete the screening interview.

You must declare if you have a conflict of interest with the assessor by answering a question in the [PT Portal](https://portal.collegept.org/). You have seven days to complete the conflict of interest declaration.

A conflict of interest might be if you have some sort of personal or professional relationship with the assessor. If you are unsure if you have a conflict of interest, contact College staff to discuss.

Please visit the [Public Register](https://collegept1.microsoftcrmportals.com/public-register/) to review the assessor's profile and determine if a conflict of interest exists, but please do not use the employment information on the Public Register to contact the assessor.

If you do not have a conflict of interest with the assessor you were matched with, answer *No*.

As long as the assessor does not declare a conflict of interest, they will contact you within three days to book a screening interview.

If you do have a conflict of interest with the assessor you were matched with, answer *Yes* and you will be matched with a different assessor. You will receive another email with the name of the new assessor. When you are notified about being rematched, please log in to the PT Portaland answer the conflict of interest question again.

**To do: Complete the Conflict of Interest Declaration:**

1. Go to the [PT Portal](https://portal.collegept.org/)
2. Log in and click on the Practice Assessments tab on the left
3. Click on the Screening Interview link
4. Review the assessor's profile in the [Public Register](https://collegept1.microsoftcrmportals.com/public-register/)
5. Answer the Conflict of Interest question

### Assessor Matching and Conflict of Interest FAQs

#### What are examples of a possible conflict of interest I might have with the assessor?

Examples of a conflict of interest may include:

* You know the assessor personally
* The assessor is a family member
* You have another close connection with the assessor

#### Can I ask for a new assessor?

The assessor assigned to you was selected based on a few factors. You can ask for a new assessor if a conflict of interest exists. Otherwise, you are expected to proceed with the assessor you have been matched with.

A conflict of interest could be that you know the assessor personally, the assessor is a family member, or you have some other close connection to this person.

#### What happens if my assessor does not work in the same area of practice that I do?

We try to match assessors and physiotherapists based on several factors such as practice setting and rostered activities.

There may be several reasons why we cannot closely match an assessor with you. Please be assured that the questions in the screening interview are applicable across all practice settings. The assessors have been trained by the College and they have been given scoring cues to help them listen for information they need.

## STEP 3: Scheduling the Screening Interview

STEP 3

If no conflict of interest exists, the assessor will contact you within three days to schedule a date for the screening interview. The assessor will use the email that you identified as your primary contact for the College, so please be sure to check that account.

Please do not contact your assessor using their employment information on the   
[Public Register](https://collegept1.microsoftcrmportals.com/public-register/). Your assessor will email you and together you can decide on a convenient day   
and time to schedule your screening interview and determine which videoconferencing program you plan to use. The College recommends that screening interviews are completed using Zoom, however you are free to use other similar software.

You have **seven days** to respond to the assessor’s email and set up a screening interview appointment. Remember to check the due dates in the [PT Portal](https://portal.collegept.org/) for scheduling and completing the screening interview.

Screening interviews take approximately one hour to complete. Keep in mind it may take more than one hour. Do not book patients directly before or following your screening interview. It’s a good idea to add 15 minutes before and after the interview.

* [Read the screening interview questions](https://www.collegept.org/registrants/screening-interview/screening-interview-questions)
* Go to the PT Portal to check due dates

### Scheduling the Screening Interview FAQs

#### Can I book my screening interview in the evening or on a weekend? Or does it need to be during a weekday?

The screening interview can be booked to accommodate your schedule and can absolutely be completed in the evening or on the weekend. The assessor will work with you to find a mutually agreeable day and time. There is no obligation to complete the screening interview during the day on a weekday.

#### Can I meet with my assessor in person for the screening interview?

Currently, the College does not conduct screening interviews in person.

The assessor will work with you to find a video conference program (such as Zoom) that you both feel comfortable using to complete the screening interview.

#### Can I schedule my interview as a phone call instead of a video interview?

All screening interviews should be completed by video conference. There are many benefits to being able to see your assessor. Additionally, communication is more effective if the assessor can see you too. Of course, if technical difficulties arise during the video conference, you can turn your camera off or the interview can be completed by telephone.

## STEP 4: Completing the Record Keeping Checklist

STEP 4

Before completing the Record Keeping Checklist review the College’s [**Record Keeping Standard**](https://www.collegept.org/rules-and-resources/record-keeping) and resources.   
  
[**Read the instructional document**](https://www.collegept.org/docs/default-source/quality-assurance/instructions---screening-interview-record-keeping-checklist.docx?sfvrsn=dbd9a1_0) for guidance on how to select a patient record.   
  
Choose one patient record to use to complete the Record Keeping Checklist.   
  
Complete the fillable [**Record Keeping Checklist**](https://www.collegept.org/docs/default-source/quality-assurance/pt-record-keeping-checklist_si_210120367ab279eab66b6999f6ff0000ab1db1.docx?sfvrsn=23ccd9a1_0) form electronically. Refer to the instructional document if you have questions.   
  
Upload your completed, signed and dated Record Keeping Checklist to the [PT Portal](https://portal.collegept.org/) at least one week before your screening interview.  
  
Your assessor will access your completed Record Keeping Checklist from the PT Portal. They will review it and answer three questions.

* Did you submit a completed Record Keeping Checklist for one patient record?
* Did you score any areas of the Checklist as No?
* Did you describe steps you took or plan to take to address any items scored No?

The answers to these questions will be a part of your final screening interview report.

**How to Upload Your Record Keeping Checklist:**

1. Log into the [PT Portal](https://portal.collegept.org/)  
2. Click on the Practice Assessments tab   
3. Click on the Screening Interview link   
4. Upload your Checklist in the document upload section

* [Read the Record Keeping Checklist Instructional Document](https://www.collegept.org/docs/default-source/quality-assurance/instructions-record-keeping-checklist.docx?sfvrsn=dbd9a1_10)
* [Download and complete the required Record Keeping Checklist](https://www.collegept.org/docs/default-source/registrants'-guideenglish/record_keeping_checklist.docx?sfvrsn=3cd3cda1_4)
* Use the Record Keeping Checklist and upload to the [PT Portal](https://portal.collegept.org/)

### Completing the Record Keeping Checklist FAQs

#### How do I score my Record Keeping Checklist?

#### After selecting a patient record to review, go through each item in the checklist and indicate YES for items that are present, NO for any missing items or NOT APPLICABLE (NA) if the listed item does not apply to the record you selected for review.

#### For any items you score as NA make a brief note why this item does not apply. For any items you score as NO make a note about what you plan to do to fix the problem.

#### The Record Keeping Checklist items are not part of the score that decides if you need to complete an on-site assessment but are considered part of your overall results.

#### Should I include the patient’s name when filling in the Record Keeping Checklist?

No, you should not include the patient’s name but you should include enough detail to be able to locate the record, if the College’s Quality Assurance Committee requests it at a later date.

#### How do I submit my completed Record Keeping Checklist? Submit your completed Record Keeping Checklist by uploading it to the [PT Portal](https://portal.collegept.org/).

#### Please upload the checklist as a jpeg, Word or pdf file.

#### How to upload your Record Keeping Checklist:

#### Log into the [PT Portal](https://portal.collegept.org/)

#### Click on the Practice Assessments tab

#### Click on the Screening Interview link

#### Upload your Checklist in the document upload section

#### If you are having difficulty uploading the file you can email it to [qualityassurance@collegept.org](mailto:qualityassurance@collegept.org) or call the Quality Assurance Team for assistance at 416-591-3828 ext. 212 or 1-800-583-5885 ext. 212.

#### Is it acceptable to use a patient record that includes other health professionals’ notes?

It is fine to use a multi-disciplinary record. You only need to review notes related to the physiotherapy care.

#### How is the Record Keeping Checklist scored?

Each item is given either a YES if the listed item is present in the patient’s record, a NO if the item is not present in the record, or NOT APPLICABLE (NA) if the listed item does not appear in the record you selected.

The Record Keeping Checklist items are not part of the score that decides if you need to complete an on-site assessment, but are considered as part of your overall results.

#### I work casually, and I don’t complete patient records from assessment to discharge. How do I select a patient record to review?

Some PTs work in irregular hours or unique practice situations. All PTs selected for a screening interview must complete a review of one patient record using a checklist. If you work in a unique situation, you can select a record that best reflects your practice.

Try to follow the advice in the instructional document for selecting a patient record to review. Alternatively, pick a patient record that best reflects your typical practice. For example, if you only assess patients in your current practice then select a patient record where you performed the assessment. You may not be able to score all items on the checklist. If checklist items do not apply to your practice or the record you choose to review, mark it as ‘Not Applicable’ and briefly state why.

Also, do not review or score entries in the record that are completed by other team members — just yours.

## STEP 5: Preparing for the Screening Interview

STEP 5

Prepare for your screening interview well in advance.   
  
Begin by looking at the [questions](https://www.collegept.org/registrants/screening-interview/screening-interview-questions) you will be asked.   
  
After reviewing the questions, think of specific examples from your practice over the last year to help you answer the question. You will be asked to reference specific examples instead of talking about general scenarios. You may want to have the patient chart and some notes available to you to look at during your screening interview.   
  
Remember that the assessor may ask you additional questions to help clarify information. These questions are not available to you beforehand. They are intended to build on the information you have already provided.   
  
[Review the standards and rules](https://www.collegept.org/rules-and-resources) you will be asked questions about.   
  
[Watch a video](https://www.youtube.com/watch?v=eMpserEFboY&feature=emb_logo) showing an example of a behaviour-based interview question to give you an idea of the interview format.   
  
If you have not already done so, upload your completed [Record Keeping Checklist](https://www.collegept.org/docs/default-source/registrants'-guideenglish/record_keeping_checklist.docx?sfvrsn=3cd3cda1_4) in the [PT Portal](https://portal.collegept.org/) one week before your interview. 

* Review the [Standards & Rules](https://www.collegept.org/rules-and-resources) to prepare for your screening interview
* Review and [Download the Screening Interview Questions](https://www.collegept.org/registrants/screening-interview/screening-interview-questions)
* Watch an example of a [behaviour-based interview](https://www.youtube.com/watch?v=eMpserEFboY&feature=emb_logo)

### Preparing for the Screening Interview FAQs

#### How long does the screening interview take?

The screening interview takes one hour. Keep in mind it could go longer than one hour.

Please do not book patient appointments immediately before or after the screening interview. Allow yourself some extra time in case the interview is a bit longer than expected.

#### Can I complete the screening interview by phone instead of video conferencing?

The screening interview should be completed by video conference such as Zoom.

However, if you are experiencing internet or connection issues, you may choose to turn off your camera or have the assessor call you to complete the remainder of the screening interview by phone.

#### What do I need to complete before my screening interview?

Before your interview, you should review the questions that you'll be asked during interview. Think of specific examples from your practice over the last year that you can highlight to answer the question. Note that any follow up questions the assessor may ask to get more information are not provided beforehand.

You should also review the rules and standards that you will be asked about during the interview.

You are also required to upload the Record Keeping Checklist to the [PT Portal](https://portal.collegept.org/) at least one week before your scheduled screening interview date.

#### Can I bring notes and a patient chart to my screening interview?

Yes, you can bring notes and a patient chart to your screening interview to refer back to as needed.

Remember that your answers for the screening interview should not be scripted. The screening interview is meant to be conversational, but some point form notes may help you remember certain examples you would like to reference in your answers.

## STEP 6: Completing the Interview & Your Results

STEP 6

On the day of your screening interview, log into the agreed upon technology platform (you should have the video conference link in your email) at least 15 minutes before the screening interview starts.

Test your audio and video. Be sure to read [Screening Interview Technology Tips for Screening Interview](https://www.collegept.org/docs/default-source/quality-assurance/screening-interview-tips-pts.docx?sfvrsn=e1dbd9a1_0) to help maximize your virtual experience.

The assessor will try to keep the interview to one hour but remember to schedule extra time afterward in case it takes a bit longer. To be safe, we suggest adding 15 minutes following the interview.

You will be asked six or seven questions depending on your practice. You may not be asked certain questions if you do not work with physiotherapist assistants or you are not rostered for controlled acts. If you did not provide specific examples about your practice in your answers, the assessor may ask for more information and for you to be more specific.

Remember, the assessor will not identify or recommend areas of improvement in your practice during or after the screening interview. The educational value of the screening interview is in the preparation for the interview, completion of the self-audit of a patient record, and moments of self-reflection that happen during the interview.

The goal of the screening interview is to identify if the College needs more information about a PT’s practice. Those physiotherapists will move on to an on-site assessment. The assessor cannot tell you if you are required to do an on-site assessment. The decision to move a PT on to the on-site assessment is not made by the assessor but is determined by the screening interview report once it has been entered in the system.

**After the Interview**

Following your screening interview, the assessor completes and submits your screening interview report to the College. The report is then entered into a system to be scored.

You will receive an email from the College letting you know that your report is available for you to access in the [PT Portal](https://portal.collegept.org/) within two to three weeks of the date you completed your screening interview. You can download and print a PDF of your results if you choose, and they will remain accessible in the PT Portal.

The report will let you know if you have successfully completed your screening interview or if you are required to participate in a second activity called an on-site assessment.

If you are not required to do an on-site assessment then you are done. You will not be selected for another screening interview until we have gone through the full rotation of PTs. We anticipate that this will take approximately 10 years, however that number is an estimate and could change.

If you have any questions about the report, you are welcome to contact the Quality Assurance Manager at any time.

If you require the report in an alternate format, please do not hesitate to let the College know and they are happy to assist.

* Download the Document: [Screening Interview Technology Tips](https://www.collegept.org/docs/default-source/quality-assurance/screening-interview-tips-pts.docx?sfvrsn=e1dbd9a1_0)
* Visit the [PT Portal](https://portal.collegept.org/): Download your results
* On-site Assessment: [Learn More](https://www.collegept.org/registrants/on-site-assessment)

### Completing the Interview & Your Results FAQs

#### When will I receive the results from my screening interview?

Results from the screening interview will be available two to three weeks after the date that you completed your screening interview.

You will receive an email from the College indicating that the results of your screening interview are available in the [PT Portal](https://portal.collegept.org/).

#### What happens after I receive my screening interview results?

The results of your screening interview will indicate if you have successfully completed your screening interview or if you are required to complete an on-site assessment.

* If you have successfully completed the screening interview, your assessment is complete and no further action is required.
* If you are required to complete an on-site assessment, you will receive further information from the College to begin that part of the assessment process.

The College anticipates that approximately five to 10 percent of physiotherapists will be required to complete an on-site assessment.

#### Are my assessment results shared with my employer, colleagues or other programs at the College of Physiotherapists of Ontario?

No, the College does not share your assessment results with anyone. It's up to you if you choose to share the results of your screening interview, or on-site assessment if you are required to do one, with your employer or anyone else.

The Quality Assurance Program does not provide the results to other College Committees such as Registration or the Investigations, Complaints and Reports Committee.

#### Can I request a second screening interview?

No, you cannot request a second screening interview. The screening interview is simply a tool to determine if the College needs to know more about your practice. If you are required to do an on-site assessment, you will have the opportunity to discuss your practice in more detail.

#### Can I appeal the results of my screening interview?

No, there is no process to appeal the results of your screening interview. This tool is simply used to determine if the College needs more information about your practice.

**Questions?**   
For more information about the Screening Interview, [www.collegept.org](https://www.collegept.org/registrants/screening-interview)   
or contact College staff at [qualityassurance@collegept.org](mailto:qualityassurance@collegept.org) or 1-800-583-5885 ext. 212.