

Standard 3: Collaborative Care

Related Standards of Practice

- Standard 5: Competence
- Standard 12: Privacy and Confidentiality
- Standard 14: Record Keeping and Billing
- Standard 15: Communication and Marketing

Description

The optician pursues and supports the development of inter- and intra-professional relationships and engages in ongoing collaboration with relevant regulated health care professionals, students, and unregulated staff to promote optimal client outcomes.

Expected Outcome

The client can expect their optician to collaborate with relevant regulated health care professionals, students, and unregulated staff to choose the approach that will result in the highest quality of care.

Criteria

- 3.1 Communicate effectively with clients, relevant regulated health care professionals, students, and unregulated staff to coordinate care and provide collaborative assessment, as required.
- 3.2 Recognize the need to refer the client to a relevant regulated health care professional for assessment and/or treatment when the client presents with a condition requiring evaluation or treatment that is outside the optician's scope of practice, competence, and/or comfort level.
- 3.3 Recommend a suitable professional to the client, when required, and discuss the recommendation with the client.
- 3.4 Clearly document recommendations in the client record.
- 3.5 Update the client record with documentation of any communications between health care professionals as part of a client referral.
- 3.6 Ensure an information-sharing agreement is in place in an optician owned collaborative eyecare practice, acknowledging that the optician is responsible for the eyeglass records, contact lens records, and assessment records they produce, but that they are not responsible for optometric records.
- 3.7 Obtain informed consent and maintain confidentiality with clients, regulated health care professionals, students, and unregulated staff at all times.