

### Concurrent Care

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#### Standard

The physiotherapist collaborates with health-care providers and others to provide safe, effective, quality, concurrent care, when indicated by the client's health-care needs and preferences.

#### Expected outcome

**Clients** can expect that the physiotherapist collaborates effectively with others to promote integrated client-centered care.

#### Performance expectations

The physiotherapist must:

- A. Inquire about situations where clients may be receiving or considering concurrent treatment from another health-care provider for the same or a related condition.
- B. Consult with/refer to the appropriate health-care provider when the client's interests and aspects of clients' goals are best addressed by another provider.
- C. Clearly explain funding implications of concurrent treatment to the client.
- D. Only Participate in concurrent treatment of the same or a related condition when approaches are complementary, clinically indicated, of benefit to clients, and an appropriate use of human/financial resources.
  - i. Work collaboratively with clients, health-care team members, and other interested parties to promote shared decision making and integrated care.
  - ii. Communicate effectively, with clients, team members and other interested parties ensuring informed consent is received and maintaining confidentiality at all times.
- E. Identify, document, **communicate** and **manage risks** of concurrent treatment of the same or related condition OR discontinue concurrent services and document when:
  - i. Approaches conflict,
  - ii. There is inefficient use of resources, and/or

- iii. The risks outweigh the benefits to clients.
- F. Communicate the decision to decline or discontinue concurrent treatment to the client providing the rationale for the decision and documents this discussion.
- G. Treats clients, health-care team members and others with dignity and respect at all times

**Related Standards:**

Communication

Funding, Fees and Billing

Risk Management and Safety

**Definitions**

**Concurrent treatment or care** refers to “the circumstance where more than one health professional (provider) is administering or applying remedies, including medical, surgical or other therapies, to a client for the same or related disease or injury.”

**Risk** refers to something that may cause injury or harm or the state of not being protected from injury or harm. Clients encounter risk of harm each time they seek health care services. Some risks are directly related to assessment procedures and interventions, while others relate to environmental factors or are sector specific.

**Clients** are recipients of physiotherapy services, and may be individuals, families, groups, organizations, communities, or populations. An individual client may also be referred to as a patient. In some circumstances, clients/patients may be represented by their substitute decision-makers.