



NOTICE TO THE PROFESSIONS

Integrity, Transparency, & Client Recommendations

CSHBC registrants are responsible for exercising clinical judgment in all aspects of their health care service provision. Registrants must practice with integrity by ensuring that their communications with clients are open, transparent, and complete.

Integrity is a CORE VALUE of the CSHBC [Registrant Code of Ethics](#), which prescribes a number of PRINCIPLES, including the principle that registrants must,

“Provide clients with accurate information about the nature and management of their communication and related disorders.”

Registrants must uphold the Code of Ethics despite any external pressures to the contrary. In maintaining the public’s trust, it is critically important that registrants provide clients with complete and transparent clinical information, whether it pertains to assessment, diagnosis, prognosis, prevention, or intervention (including treatment options).

The informed consent process includes ensuring that clients know the options available to them, and it is their right to choose which option(s) to pursue. In accordance with the CSHPBC standard on [Professional Accountability & Responsibility](#), registrants must inform clients when there is a discrepancy between recommended and available services. This includes providing information about alternate treatment options, funding opportunities, discrepancies between recommended and actual treatment availability, and any risks or implications of delayed treatment or treatment that is below recommended levels.

What are examples which would breach the standards regarding client information on care and services?

- Withholding or minimizing treatment information provided to clients;
- Presenting only one treatment option, when others are available, because of personal or employer preference or bias;
- Promoting one specific treatment option or technology, to the exclusion of others, for an entire population of clients (one size fits all);
- Providing recommendations without full knowledge of the client’s needs;
- Altering treatment recommendations to fit service availability.

For further information, or to request a practice consultation to respond to registrant concerns about similar situations, please contact Mardi Lowe, Director, Quality Assurance & Professional Practice at qualityassurance@cshhpb.org.

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