

PROFESSIONAL DUTY OF CANDOUR – OPENNESS AND HONESTY

Effective November 20, 2014

The Professional Duty of Candour

It is the responsibility of each CTCMA registrant to be familiar with the Bylaws, including Schedule A Code of Ethics and Schedule B Standards of Practice. Registrants are also expected to be familiar with the CTCMA Jurisprudence Handbook.

This Practice Standard is to be read in conjunction with, and not a substitute for, these documents.

Registrants have an ethical duty to act in the best interests of their patients. This includes a professional duty of candour.

Registrants are encouraged to reflect on their own learning and continuing professional development needs regarding the duty of candour.

The professional duty of candour requires registrants to be open and honest with their patients when something goes wrong or when there is any problem with their assessment, treatment and/or care which causes, or has the potential to cause, harm or distress to the patient.

The professional duty of candour requires the registrant to:

- tell the patient (or, where appropriate, the patient's advocate, carer or family) when something has gone wrong;
- explain in clear and comprehensive terms to the patient (or, where appropriate, the patient's advocate, carer or family) the short and long term effects of what has happened;
- apologise to the patient (or, where appropriate, the patient's advocate, carer or family) for the problem; and
- offer an appropriate remedy or support to address the problem and remedy it to the extent possible, including making the appropriate referrals to other health care specialists.

Registrants must also be candid and forthright with their professional colleagues, employers, and relevant organizations, and take part in and cooperate fully with reviews and investigations when requested.

Registrants must also be candid and forthright with their regulatory bodies and raise concerns where appropriate. Registrants must support and encourage each other to be open and honest in all of their professional communications and not to take any steps to discourage others from raising concerns regarding their professional conduct.

FOR MORE INFORMATION

CTCMA's Jurisprudence Handbook is available online at <http://www.ctcma.bc.ca/index.php?id=108>

College of Traditional Chinese Medicine Practitioners and Acupuncturists of British Columbia Bylaws (Schedule A and Schedule B) - <http://www.ctcma.bc.ca/index.php?id=47>

Other Resources

Apology Act (SBC 2006 Chapter 19) - http://www.bclaws.ca/Recon/document/ID/freeside/00_06019_01

