Standards of Practice
Communication

Standard

The physiotherapist communicates clearly, effectively, professionally, and in a **timely** manner to support and promote **quality** services.

Expected outcome

Clients can expect that communication with the physiotherapist will be respectful and professional and will contribute to their understanding and participation in their health management.

Performance expectations

The physiotherapist:

- Uses respectful, open, clear, and honest communication in all professional interactions (e.g., spoken, written, social media).
- Communicates effectively with clients to promote their understanding of proposed services (e.g., active listening, use of **plain language**, encouraging questions).
- Identifies potential barriers to effective communication and makes a reasonable effort to address these barriers (e.g., interpreters, technology, diagrams, printed education materials).
- Documents all communications accurately, clearly, professionally, and in a timely manner.

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.

Plain language refers to "communication your audience can understand the first time they read or hear it. Language that is plain to one set of readers may not be plain to others. Written material is in plain language if your audience can:

- Find what they need
- Understand what they find
- Use what they find to meet their needs"

Quality of health-care services refers to the "acceptability, accessibility, appropriateness, effectiveness, efficiency, and safety" of the services provided.

Timely refers to "happening at the correct or most useful time: not happening too late."

Related Standards

- Client Assessment, Diagnosis, Interventions
- Client-Centered Care
- Collaborative Practice
- Documentation and Record Keeping
- Privacy/Confidentiality