

Standard of Practice: Communication

Client Outcome

The client receives the information needed to make an informed decision about their care and is given the opportunity to ask questions of their RMT.

Registered Massage Therapist Outcome

The Registered Massage Therapist (RMT/MT) clearly provides the **client** with the information required to make informed decisions about their care and communicates in a professional manner.

Requirements

The RMT must:

1. Obtain the client's **informed consent** (consent) prior to conducting an assessment, providing treatment or modifying a **treatment plan**.
Consent must include a discussion with the client about the following six elements:
 - a. The nature of the treatment;
 - b. The expected benefits;
 - c. Risks and side effects;
 - d. Alternative courses of action;
 - e. Likely consequences of not having treatment; and
 - f. Their right to ask questions about the information provided and that assessment or treatment will be stopped or modified at any time at their request.
2. Engage the client in dialogue to ensure they are given the opportunity to discuss their goals, raise concerns, ask questions, participate in decision-making and suggest changes to their treatment.
3. Use effective communication including **plain language** and **active listening** to accurately transmit information about Massage Therapy whenever possible.
4. Adapt communication according to the client's understanding, needs and preferences.
5. Allow a third party chosen by the client to be present to assist with communication when requested.
6. Ensure that all forms of communication (spoken; written, including paper and electronic; and social media) are respectful, ethical and professional and that client **privacy** and **confidentiality** is maintained at all times.

Relevant Legislation and Regulation

- *Health Care Consent Act, 1996 (HCCA)*
- *Personal Health Information Protection Act, 2004 (PHIPA)*

Resources and Guidance

To meet or exceed the Standard,
please see the following:

- *Code of Ethics*

Related Standards of Practice

- Acupuncture
- Client-centred Care
- Collaboration and Professional Relationships
- Consent
- Draping and Physical Privacy
- Fees and Billing
- Infection Prevention and Control
- Prevention of Sexual Abuse
- Privacy and Confidentiality
- Professional Boundaries
- Safety and Risk Management

Related Career-Span Competencies (CSCs)

- Act with professional integrity
- Apply the principles of sensitive practice
- Communicate effectively
- Comply with legal requirements
- Function in a client-centred manner
- Interact effectively with other professionals
- Maintain comprehensive records
- Treat others respectfully