



Standard SPOTLIGHT

Communication

About Standard Spotlights

Standard Spotlights are educational resources to help Registered Massage Therapists/Massage Therapists (RMTs/MTs) reflect on whether they are practising in a way that meets the expectations established by CMTO's *Standards of Practice*.

Key expectations of this Standard

Key expectations for the Standard include communicating in a respectful, ethical and professional manner, and ensuring that all communication protects patient privacy and confidentiality.

Importance of these key expectations

RMTs/MTs must provide patients with information that is necessary to make informed decisions about treatment.

Meeting these key expectations

Questions to help you reflect on whether you are meeting the expectations include:

- What strategies do you use to ensure patients understand the information you share with them?
- How do you ensure that your communication with each patient is professional?
- How do you help each patient feel comfortable asking questions, sharing their concerns and/or expressing suggestions about their treatment?
- What steps do you take when using social media to communicate with patients?