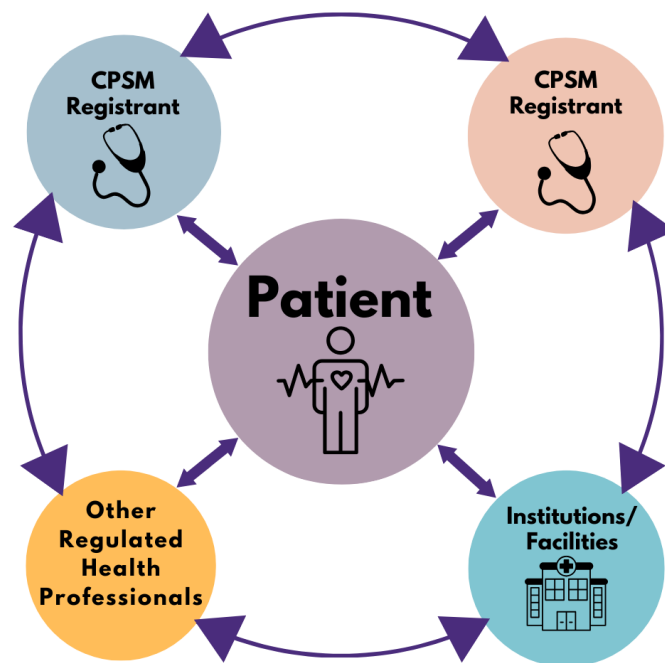


**This Standard establishes how registrants must work with other health care providers when providing patient care.**

Collaborative Care starts when a registrant and other health care providers begin to work together in the care of a patient and ends when the registrant's help is no longer needed.



**The most important goal:**

Every action and decision must be based on ensuring the patient receives good medical care.

## Guiding Principles from the Code of Ethics & Professionalism

### Commitment to the well-being of the patient

- *Consider first the well-being of the patient; always act to benefit the patient and promote the good of the patient.*
- *Provide appropriate care and management across the care continuum.*
- *Take all reasonable steps to prevent or minimize harm to the patient; disclose to the patient if there is a risk of harm or if harm has occurred.*
- *Recognize the balance of potential benefits and harms associated with any medical act; act to bring about a positive balance of benefits over harm.*

### Physicians and colleagues

- *Treat your colleagues with dignity and as persons worthy of respect. Colleagues include all learners, health care partners, and health care team members.*
- *Engage in respectful communications in all media.*
- *Take responsibility for promoting civility, and confronting incivility, within and beyond the profession. Avoid impugning the reputation of colleagues for personal motives; however, report to the appropriate authority any unprofessional conduct by colleagues.*
- *Assume responsibility for your personal actions and behaviours and espouse behaviours that contribute to a positive training and practice culture.*
- *Support interdisciplinary team-based practices; foster team collaboration and shared accountability for patient care.*

### [Canadian Medical Association Code of Ethics and Professionalism](#)

## Core Responsibilities for Effective Collaboration

Registrants must demonstrate the following when providing Collaborative Care:

1. Respond in a timely fashion.
2. Listen and consider the problem.
3. Provide care or offer professional advice.
4. Stay involved until your help is no longer needed.
5. Share enough information so others can understand the patient's situation.
6. Be professional and respectful at all times.
7. Respect the skills, expertise, scope of practice and resource settings of other collaborating health care providers.

### Closed-Loop Communication

In order to share responsibility for the patient, health care providers need to acknowledge to one another when a message has been received. Closing the loop is an essential part of effective communication.

If the patient is better served by someone else, registrants help redirect the request and support the transition until complete.

## Continuity of Care Responsibilities

To ensure smooth patient care transitions, registrants must:

### Transfers of Care

- When transferring care, make sure the accepting registrant has all necessary clinical information (test results, active problems, treatment plan) to assume care.

### Discharges and Follow-Up

- When discharging a patient from an institutional setting, (including an emergency department) who needs follow-up by another health care provider, prepare a clear summary of test results, active medical problems, and treatment plans for the follow-up appointment.
- If follow-up is needed within two weeks, contact the accepting health care provider directly to facilitate the follow-up care appointment and transfer the necessary medical information.

## Delays Beyond Control

- You are not directly responsible for delays in communication caused by institutional systems issues that are outside your control.

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### Related Standards of Practice:

- Non-Emergent Consultation Requests
- Emergent/Urgent/In-Patient Consultation Requests

### Related Resources:

- Contextual Information \*\*\*\*\*
- Practice Direction - Interprofessional Health Care Delivery

*Standards of Practice of Medicine set out the requirements related to specific aspects for the quality of the practice of medicine. Standards of Practice of Medicine provide more detailed information than contained in the Regulated Health Professions Act, Regulations, and Bylaws. All registrants must comply with Standards of Practice of Medicine, per section 86 of the Regulated Health Professions Act.*

*This Standard of Practice of Medicine is made under the authority of section 82 of the Regulated Health Professions Act and section 15 of the CPSM Standards of Practice Regulation.*