A close-up of a sign

Description automatically generated **Policies and Procedures Checklist**

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| --- | --- | --- | --- | --- | --- |
| **Name of Policy** | **What is it?** | **Required to be written?** | **Required  for QA Assessment?** | **Examples of what should be included** | **CPO Resources** |
| **Privacy** | How you will ensure privacy/keep patient information safe | Yes – Personal Health Information Protection Act (PHIPA) | No | * Who is the Health Information Custodian (HIC) * How will personal health information be safeguarded * How to access a copy of a health record | [A Guide to PHIPA](https://www.collegept.org/docs/default-source/default-document-library/guide_phipa_2020.docx?sfvrsn=87f7daa1_0) |
| **Management of Adverse Events** | How to manage adverse events that may occur because of Controlled Acts you are rostered for.  How to manage safety events that could occur in your clinic. | Yes – [Controlled Acts and Restricted Activities](https://www.collegept.org/rules-and-resources/controlled-acts-and-restricted-activities) | Yes | * How you will manage adverse events that could occur as a result of the performance of a controlled act – e.g. spinal manipulation. * What to do if a patient sustains a burn * How to manage a slip and fall in your clinic | [Patient Safety](https://www.collegept.org/registrants/PTaccountabilities/patient-safety)  [Adverse Events Rostered Activities  QA Checklist](https://www.collegept.org/docs/default-source/quality-assurance/checklist-adverse-events-rostered-activities.docx?sfvrsn=41ffc6a1_2)  [Critical Incident Reports](https://www.collegept.org/docs/default-source/quality-assurance/qmf_critical_incident_reports.pdf?sfvrsn=1589c9a1_6) |
| **Infection Control Policy** | What are the infection control policies for your workplace? | Yes – [Infection Control and Equipment Maintenance](https://www.collegept.org/rules-and-resources/infection-control-equipment-maintenance) | Yes | * What is the cleaning schedule * What types of PPE (personal protective equipment) are to be worn * Are patients screened for active viral symptoms | [IPAC guidelines](https://ipac-canada.org/evidence-based-guidelines.php)  [Performing a risk assessment](https://www.publichealthontario.ca/-/media/Documents/R/2012/rpap-risk-assessment.pdf)  [Routine Practice Factsheet](http://chrome-extension/efaidnbmnnnibpcajpcglclefindmkaj/https:/www.publichealthontario.ca/-/media/Documents/R/2012/rpap-factsheet.pdf)  [Infection Control QA checklist](https://www.collegept.org/docs/default-source/quality-assurance/checklist-infection-prevention.docx?sfvrsn=7dffc6a1_2) |
| **Name of Policy** | **What is it?** | **Required to be written?** | **Required  for QA Assessment?** | **Examples of what should be included** | **CPO Resources** |
| **Equipment Maintenance Policy** | How is equipment inspected and maintained for patient safety? | Yes - [Infection Control and Equipment Maintenance Standard](https://www.collegept.org/rules-and-resources/infection-control-equipment-maintenance) | Yes | * What is the schedule for modalities to be serviced * Where are equipment service manuals found | [Equipment maintenance FAQs](https://www.collegept.org/registrants/PA-FAQs/infection-control-faqs)  [QA checklist Equipment Maintenance](https://www.collegept.org/docs/default-source/quality-assurance/checklist-equipment-maintenance.docx?sfvrsn=43ffc6a1_2) |
| **Communication Plan for Physiotherapist Assistants (PTAs)** | What is the plan for communication between the PTA and the supervising PT? | Yes –  [Working with Physiotherapist Assistants Standard](https://www.collegept.org/rules-and-resources/working-with-physiotherapist-assistants) | Yes | * How and when the PT will discuss patient care with the physiotherapist assistant * How the PTA can contact the physiotherapist * How the PTA can contact the alternate supervisor if the physiotherapist cannot be reached | [Sample Communication Protocols](https://www.collegept.org/rules-and-resources/supervision/sample-written-communication-protocols-or-plan)  [PTA Communication Plan QA checklist](https://www.collegept.org/docs/default-source/quality-assurance/checklist-communication-plan-ptas.docx?sfvrsn=40ffc6a1_2) |
| **Billing Audit Protocol** | How will the PT review how their registration number is being used for billing? | Yes – [Fees, Billing and Accounts Standard](https://www.collegept.org/rules-and-resources/fees-billing-and-accounts) | Yes | This review process must ensure that:   * Any fees charged are accurate and reasonable * Billings or accounts are accurate | [Example of written billing audit](https://www.collegept.org/rules-and-resources/fees-billing-and-accounts/written-process)  [QA Fees, Billing and Accounts Checklist](https://www.collegept.org/docs/default-source/quality-assurance/checklist-fees-billing-and-accounts.docx?sfvrsn=42ffc6a1_2) |
| **Fee Schedule** | There must be a written list of all services provided at workplace, and their cost. | Yes – [Fees, Billing and Accounts Standard](https://www.collegept.org/rules-and-resources/fees-billing-and-accounts)  (section 3) | No | The Fee Schedule must include the cost of:   * Assessments / reassessments * Treatments * Administrative tasks * Cancellations / missed appointments | [Fees, Billing and Accounts FAQs](https://www.collegept.org/registrants/PA-FAQs/fees-billing-and-accounts-faqs) |

Physiotherapists must at **minimum** have the written policies that have been highlighted in the Table. Additional Standard expectations may apply depending on the specific practice of the PT. PTs are expected to review and apply relevant Standard expectations.