



Guidelines for Virtual Consultations for Registered Massage and Manual Osteopathic Therapists

In response to requests from our members during the COVID-19 health crisis, and the subsequent shutdown of in person treatment during the crisis, the CMMOTA is pleased to provide the following guidelines surrounding virtual consultations that may be provided to clientele of CMMOTA RMT or MOT members.

Professional Liability Coverage

CMMOTA has confirmed through our professional liability insurance broker that virtual consultations would be covered under our Malpractice and Liability policy as long as the members are either continuing with the current clientele (who are Canadian residents) and/or will engage with other/new clients (also Canadian residents) via remote access our policy will extend coverage for virtual consultation. **However**, the members must still act within the scope of training and must still abide by any policy/guidelines set in place by CMMOTA.

Guidelines for Receipting/Billing

1. Virtual Consultations cannot be billed as either a Massage Treatment, or a Manual Osteopathic Therapy Treatment. They are to be billed as either "Massage Virtual Consultation" or "Manual Osteopathic Virtual Consultation." All receipting must contain this in the item line, or as treatment type.
2. Virtual Consultations may not be direct billed to any health insurance provider. This service is considered a "consultation" and not a treatment. Doing so would be considered an act of fraud and would result in disciplinary action by the CMMOTA.
3. All receipting for any Virtual Consultation may not contain a CMMOTA Member Number on the receipt or invoice.

Guidelines for Informed Consent

1. Any member of the CMMOTA wishing to preform a Virtual Consultation must have the client read and initial the CMMOTA supplied "Informed Consent for Virtual Consultations Form" and return it to the Therapist **before** the Virtual Consultation Session. **This form must be initialled, signed and dated for EACH Virtual Consultation Appointment by both the Client and the Therapist.**

Guidelines for Recording of Treatment

1. All Virtual Consultations must be conducted via a video conferencing platform that allows for the consultation to be audio and video recorded.
2. All therapists must at the beginning of the Virtual Consultation verbally ask the client for consent to record the consultation and inform the client that the recording shall become part of their client file. A consultation cannot continue without the client's written **and** verbal consent to record the consultation.



- a. Wording “Do you provide consent to audibly and visually record this Virtual Consultation session for the expressed purpose of it being maintained as part of your client file.”
3. All recordings must be maintained to the clients file, and must be maintained in their file, along with consultation notes, for a period of not less than 10 years, as per the guidelines surrounding the maintenance of treatment notes by a therapist.
4. All recordings are property of the therapists, and may not be shared either to the client, or to another person, except by court order.

Guidelines for Consultation

1. During the consultation the therapist may clearly instruct and visually demonstrate self tests to aid in understanding a client’s concern(s).
2. During the consultation the therapist may visually supervise a clients’ performance of a self test(s).
3. During the consultation the therapist may seek audible confirmation of the clients’ experience while performing a self test(s).
4. During the consultation the therapist may clearly instruct and visually demonstrate self care techniques which may help with a client’s concern(s). These self care techniques may include any of the following:
 - a. Self Care: Strengthening
 - b. Self Care: Hydrotherapy
 - c. Self Care: Breathing Exercise
 - d. Self Care: Stretching
 - e. Self Care: Massage (RMT Only)
 - f. Self Care: General Osteopathic Techniques (MOT Only)
 - g. Self Care: Adjustments (MOT Only)
5. During the consultation the therapist may supervise a client’s performance of a self care technique(s).
6. During the consultation the therapist may seek audible confirmation of the client’s experience while performing a self care technique(s).
7. During the consultation the therapist may make suggestions on ongoing self care technique(s) that the client may preform without supervision and assist the client in establishing a self care routine to address any of the client’s concern(s).
8. During the consultation the therapist may agree to provide access to either Audio/Visual self care documentation or written self care documentation to the client after completion of the consultation.

Guidelines for Documentation

1. In addition to a copy of the recorded consultation, the Therapist shall complete Consultation notes for each consultation session on the Notes for Virtual Consultation form provided by CMMOTA. These notes, together with the recording of the consultation shall be maintained to the client’s file and must be maintained in their



file for a period of not less than 10 years, as per the guidelines surrounding the maintenance of treatment notes by the therapist.

2. Virtual Consultation notes must include documentation of:
 - a. Verbal consent to record the consultation
 - b. Interpreted results of any self testing done by the client.
 - c. Any self care plan developed for the client
 - d. All advise offered to the client, which shall be classified as client self care or client rehabilitation.
 - e. All self care treatments that were done under the therapist's supervision during the session, and the results.
 - f. Whether self care was demonstrated to the client, or what other means were provided to instruct the client in the self care technique.
 - g. Which area(s) of the body that were addressed in the consultation