
COURSE OUTLINE –PROFESSIONAL COMMUNICATIONS IN CHIROPRACTIC (PCC008)

COURSE DESCRIPTION

This course reviews the relationship between regulation and professional communications with patients, families, staff, colleagues, and members of the health team, as well as the basic tenets of professional, respectful communications in each of these contexts of practice. Specific skills are explored with regard to their applications to effect therapeutic chiropractic doctor-patient relationships. Also examined in this course are self-awareness and environmental issues and their respective impacts on the practitioner, as well as the other parties to chiropractor relationships.

Pre-requisites: Graduation from a Chiropractic Program.

Co-requisites: None.

LEARNING OUTCOMES

Upon completion of this course, participants will be able to:

- Identify the relationship between regulatory documents and the expectations of the chiropractor in the context of professional relationships with patients, families, staff, colleagues and health team members
- State the basic tenets of professional communications for the chiropractor
- Identify specific communication skills that are designed to support therapeutic and professional communications with patients
- Apply specific therapeutic communications skills in written doctor-patient scenarios
- Describe the role of self-awareness in maintaining boundaries and professional relationships with clients, families, staff, colleagues and health team members
- Recognize the role of environmental factors in establishing, maintaining, and terminating professional relationships

Course Hours:

4 contact hours per week, for 6 weeks. (N.B. These hours are estimates only.)

Modes of Instruction and Learning

This course is delivered through online modes of teaching and learning. This includes reading and literature search, short assignments, critiquing and providing responses to various learning activities. The course also includes feedback and critique, provided by the education consultant, on the participant's work and progress.

Assessment and Evaluation

Participants are required to achieve a '**Complete**' grade in all assessable components of the course in order to receive a certificate of completion. The specific criteria for success will vary with the type of assignment and are indicated in each assignment description. Generally, participants will be able to resubmit up to 3 times when a learning activity is deemed by the education consultant as not meeting or addressing some or all of the competencies. The number of resubmissions allowed in each learning activity is at the education consultant's discretion.

Though we strive to respond to learning activity submissions within 3 to 5 days, they will be graded within a maximum of 14 days. We ask course participants to contact the office and provide a reminder if they have not heard from us **by 10 days after submission** of an assignment. Exceptions to these timeframes apply under unusual circumstances, such as when a participant registers for a course and then delays starting or begins the course and is then absent for an extended period of time. Additionally, participants are expected to complete and submit assignments progressively over the duration of the course; it is not acceptable for a participant to suddenly submit multiple assignments over one or two days. Participants should follow the directions provided in the course. In any of these situations, the normal timeframe for return of assignments may be extended at the discretion of, and according to the needs of, the education consultant.

Required Textbooks

Textbooks may be available online, in e-format or for purchase through publishers or other brokers. You might also be able to borrow these texts from your local community college library – You are permitted to copy one chapter or 10% of a book for education purposes.

1. Haddad, A., & Doherty, R. & Purtilo, R. (2019). *Health Professional and Patient Interaction* (9th ed.). St. Louis, MO: Elsevier.

Attendance and Participation

The deadline for completing this course is 10 weeks from the date you first log onto the course-specific site. You are expected to be working on the course and learning activities on a regular basis and to indicate to the education consultant how you are progressing or if you need assistance to progress. Failure to complete this course within the deadline or to maintain regular communication for a prolonged period (30 days) could result in your being withdrawn from the online learning centre. A reinstatement fee of \$100.00 may be payable should you wish to continue with the course after this time. If you repeat the same failure to maintain communication for a **second time**, you will be required to pay another reinstatement fee of \$100.00. If you repeat the same failure to maintain communication for a **third time**, or if you are absent for a period of six months without communication (even if this is your first time failing to communicate regularly), you will have to pay the entire course and administration fees over again. Decisions in this regard are at the sole discretion of JCC Inc.

Technical Issues (Reminder)

Technical problems can arise from a number of sources in online learning programs. Participants having technical difficulties should report them to JCC Inc. as soon as possible by e-mail, fax or phone. The general Moodle site or e-mail will be used to notify participants of any known issues. Please read the front page on Moodle (before logging in) and check your e-mail frequently to keep aware of current conditions and issues. Participants will not be penalized for technical problems which arise from our LMS or the Server. Requests for assistance will be given priority responses.

Withdrawal & Refund Policy

To withdraw from continuing education at JCC Inc., all participants must provide written notice. The date upon which this written notice is received will be used to determine the amount of any potential refund based upon the following policy:

- (a) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed within 4 calendar days since the participant received the introductory email¹, then JCC Inc. may retain 30% of the tuition.
- (b) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed after 4 calendar days and within 12 calendar days since the participant received the introductory email¹, then JCC Inc. may retain 50% of the tuition.
- (c) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed at any point after 12 calendar days since the participant received the introductory email¹, then JCC Inc. may retain 100% of the tuition.

***N.B.:** Notice must be received by e-mail to info@jcollinsconsulting.com by 4:00 p.m. (PST) on or before the days stated above.

¹ The introductory email provides the participant's username and password which grant access to the Online Learning Centre. The introductory email is considered to have been received by the participant when JCC Inc. sends it to the email address provided by the participant in the application form.

All program participants are required to read the "Site Policies" on the Online Learning Centre front page. The URL sent to you in the registration e-mail, with your username and password, will take you to this page. These documents have important policy information and assistance with assignments. You will be subject to the policies and expectations outlined in these documents; therefore, it is critical that you read them before starting your course.