

Appendix A – Summary of Stakeholder Feedback

Proposed Updates to the Standards of Practice

Standard	Key Changes	Feedback from Stakeholders (Summary)	Further Updates Proposed by Committee
Standard 2: Professional Conduct	<p>Additional or updated standards/guidelines on:</p> <ul style="list-style-type: none"> · Ethical behavior · Opticians' supervision responsibilities when delegating to a non-optician · Maintaining professional boundaries · Preventing and reporting sexual abuse · Reporting unethical, unsafe practice and incompetence · Continuity of care · Preventing and reporting sexual abuse · Most Responsible Dispenser 	<p>Registrants:</p> <ul style="list-style-type: none"> · 78% in favour of referencing Code of Ethics · 85% in favour of referencing obligations regarding sexual abuse prevention, but several comments that opticians should be permitted to treat their spouses · 85% in favour of proposed guideline on sexual abuse, but comments that opticians should be permitted to treat their spouses · 88% in favour of adding a standard requiring opticians to report unethical, unsafe or incompetent practice; comment that "incompetent practice" should be defined · 80% in favour of revised standard on continuity of care · 70% in favour of proposed guideline regarding the Most Responsible Dispenser. <p>Industry:</p> <ul style="list-style-type: none"> · 75% in favour of proposed changes to standards on ethics, supervision, sexual abuse prevention, reporting unethical, unsafe or incompetent practice · 100% in favour of revised standard on continuity of care · 50% opposed to guideline on the Most Responsible Dispenser; comments indicated concerns over the burden placed on the last person with whom the patient interacts 	<p>The addition of the following language to the Practice Resources on sexual abuse:</p> <p>The legislation does not provide an exemption from the sexual abuse provisions for a spouse who is also a patient. This means that it is not permitted under the legislation for an optician to treat their spouse.</p>

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<p>Standard 3:</p> <p>Dispensing of Appropriate Optical Devices</p>	<p>Additional or updated standards/guidelines on:</p> <ul style="list-style-type: none"> · Prescription validity · Prescription expiry dates, notes and recommendations · Delivery of prescription eyeglasses prior to fitting/adapting · Established contact lens patients · Orthokeratology 	<p>Registrants:</p> <ul style="list-style-type: none"> · 78% in favour of proposed practice guideline on prescriptions · 74% in favour of the proposed guideline on the delivery of eyeglasses prior to fitting/adapting: <ul style="list-style-type: none"> – 52% of respondents felt opticians should be able to use professional judgment to determine when it is appropriate to do so – 34% of respondents felt the College should set the parameters <p>Industry:</p> <ul style="list-style-type: none"> · 50% in favour of proposed practice guideline on prescriptions · 75% in favour of the proposed guideline on the delivery of eyeglasses prior to fitting/adapting: <ul style="list-style-type: none"> – 75% of respondents felt opticians should be able to use professional judgment to determine when it is appropriate to do so – 25% of respondents felt the College should set the parameters <p>Citizen’s Advisory Group:</p> <ul style="list-style-type: none"> · Proposed guideline is a positive change, and represents a “bold step” by the College. 	<p>Changing “telepractice” to “remote practice” in the proposed delivery guideline, in line with feedback received in regard to Standard 7.</p>

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Standard 5: Record Keeping	<p>Additional or updated standards/guidelines on:</p> <ul style="list-style-type: none"> Expansion of items that must be included in the patient record to include: <ul style="list-style-type: none"> Original prescription Details of services that are discontinued/refused Financial records, including fees for services and commercial laboratory costs Notations of all services and related fees Third party payor documentation Transferring patient records Electronic record keeping Record keeping for “a-la-carte” services 	<p>Council:</p> <ul style="list-style-type: none"> Commercial laboratory costs should not be part of the patient record, but still important for opticians to retain financial records elsewhere <p>Registrants:</p> <ul style="list-style-type: none"> 73% in favour of proposed additional items in the patient health record. Several comments that: <ul style="list-style-type: none"> opticians should not be required to note every minor adjustment in the record challenges in retaining original prescription where it is provided via photocopy or picture on the patient’s phone commercial laboratory costs should not be kept in patient files as they are “none of their business” 53.24 % neither agree nor disagree (versus 38% who agree) with the proposed practice guideline on a-la-carte services; comments that it is not feasible to create a patient record for every minor adjustment 69% in favour of practice guideline on transferring records 67% in favour of proposed guideline on patient access to personal health information 	<ul style="list-style-type: none"> Separating “Patient Records” from “Financial Records” in the same manner as the College of Optometrists, and referencing “commercial laboratory work orders and invoices” instead of “commercial laboratory costs”. This will mean that opticians will be required to retain all records, but the financial records will not form part of the “patient record”. Addition of the following language to the guideline on a-la-carte services: While not all standalone services will require the optician to create a patient record (for example, doing a minor repair such as tightening a loose screw)...

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Standard 6: Patient Relations	Updated standards/ guidelines on informed consent	Industry: · 75% in favour of proposed guideline on consent to provide health care services; one comment that this is a “waste of time” as the patient has indicated consent by virtue of coming in to see the optician	
Standard 7: Telepractice and Technology	Additional or updated standards/guidelines on: · Use of telepractice by opticians · Delivery of optical devices via telepractice	Registrants: · 44% neither agree nor disagree (versus 42% in favour) of proposed guideline on the use of telepractice. One comment made reference to this not being applicable to the respondent.	<ul style="list-style-type: none"> · Changing the term “telepractice” to “remote practice” throughout the Standards so that it is better understood by registrants that this standard applies to all aspects of practice that take place remotely from the patient, including at brick and mortar optical stores (for example, where the patient’s spouse wants to pick up the eyeglasses on their behalf) · Updating the Standard and the Guideline to make reference to more forms of remote practice
Standard 9: Advertising and Social Media	New standard and guideline that is aimed at ensuring that any advertising material or social media content about an optician’s practice	Registrants: · 65% in favour of proposed standard	

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	conforms with the College's regulation.	Industry · 50% in favour of proposed standard	