

Practice Direction

Client Care

It is each dietitian's responsibility to:

- provide care in a manner consistent with the care that would be provided in-person. The same professional obligations that exist for consent, confidentiality, documentation and security of information in face-to-face dietetic services also exist for virtual dietetic services.
- disclose limitations and risks of virtual practice, such as, lack of face-to-face contact between practitioner and client, potential for breach of confidentiality, limited availability of assessment information.
- carry professional liability insurance and ensure that coverage includes virtual practice in all the provinces/territories that clients reside.
- advise clients to confirm their insurance coverage prior to providing services. Insurance providers may have different policies/criteria for reimbursement if the service is provided through virtual practice.
- disclose to the client which regulatory body they are registered with, and inform the client that any complaints should be made to that regulatory body.
- use the title "dietitian" in all communications with clients. Designations differ across Canada, but the title dietitian is consistent in all provinces. Use of other titles (e.g., "nutritionist") may cause confusion for the general public.

Registration

1. Dietitians (RD) registered with the College of Dietitians of Manitoba (CDM) who wish to provide dietetic services virtually electronically to clients who reside outside of Manitoba:
 - a. must verify registration requirements to provide care virtually with the provincial dietetic regulatory body in the province where the client resides.
 - b. must comply with the registration requirements and adhere to the scope of practice, including any requirements specific to restricted/controlled activities, in the province where the client resides.

2. Graduate dietitians (GD) registered with CDM who wish to provide virtual dietetic services:
 - a. must verify registration requirements to provide care virtually with the provincial dietetic regulatory body in the province where the client resides
 - b. must comply with the registration requirements and adhere to the scope of practice, including any requirements specific to restricted/controlled activities, in the province where the client resides
 - c. must have a *Mentorship Agreement for Dietitians in Private Practice* in place, or be employed by a Regional Health Authority

EXCEPTIONS

- Dietitians occasionally provide follow up care to clients who have received care in Manitoba but return home to a neighboring province after discharge and/or between visits. In the interest of continuity of care, the College of Dietitians of Ontario and Saskatchewan Dietitians Association have agreed where minor follow up conversations are required, related to care that was received in a different province, registration in their jurisdictions is not required.
 - Nunavut, Northwest Territories and Yukon do not have provincial dietetic regulatory bodies. In order to practice in these jurisdictions, dietitians must be registered in good standing with any of the provincial dietetic regulatory bodies.
3. Dietitians who are not registered with the College of Dietitians of Manitoba (CDM) must meet the following requirements in order to provide virtual dietetic services to residents of Manitoba:
 - a. Must have full registration in good standing with a dietetic regulatory body in another Canadian province. Those who are waiting to successfully complete the Canadian Dietetic Registration Exam, may not provide virtual dietetic services to residents of Manitoba.
 - b. Must carry professional liability insurance and ensure that coverage includes virtual practice in Manitoba.
 - c. Must contact the provincial regulatory body/bodies where they are registered to request a *Verification of Registration* form be completed and sent to the College of Dietitians of Manitoba.

- d. Must contact CDM prior to providing services.
 - e. Must disclose where they are registered to Manitoba clients. Approval from CDM to provide virtual services in Manitoba is not the same as being fully registered with CDM.
- 4. Dietitians that are not registered with a provincial regulatory body wishing to provide virtual dietetic services to residents of Manitoba must register with CDM.
 - 5. Dietitians who wish to provide virtual group classes, programs, and/or presentations must contact the regulatory body in the province where the participants reside, to determine if registration is required.

Definition

Virtual Practice - the provision of dietetic service (e.g., counseling, consultation, monitoring, teaching etc.) which involves any type of intervention with a client who is in a different location from the dietitian providing the service. It can include telephone, videoconferencing, email, apps, web-based communication and wearable technology. Virtual dietetic practice can occur within a province or territory and across borders within Canada.