

Registrant support coaching a service to assist in applying College standards and guidelines



Registrants are expected to read, be familiar with, and abide by College [practice standards and professional guidelines](#). As there is not a standard or guideline for every situation in medical practice, registrants are also expected to follow the CMA [Code of Ethics and Professionalism](#), and use their professional judgement to act in the best interest of the patient.

From time to time, registrants reach out to the College to seek clarification on a standard or guideline, or to request help applying them in a particular situation.

In February 2022, the College began offering a new service to assist registrants who require support in applying College standards and guidelines to their practice—[registrant support coaching](#). Two registrant support coaches are available on an appointment basis.

The registrant coaches serve as “thinking partners” to guide and support registrants as they navigate a situation in medical practice, apply relevant standards and guidelines, identify resources, and arrive at their own solution and plan of action. The goal is to have a more proactive, supportive

approach before arriving at a situation of unintentional patient complaints.

Note: Registrant support coaches are not representatives of the College. As professional coaches, they cannot give advice, nor can they approve or endorse a registrant's proposed plan of action. Similarly, registrant support coaches cannot advise in employment or contract matters, assist in registration or complaint processes, or act in the event of a duty to report case.

For matters unrelated to College standards and guidelines, registrants should continue to contact the College directly to speak with the appropriate department.

Feedback

All registrants who attend a coaching appointment are asked to provide their feedback on the service via a brief survey. Of the registrants who have responded to date, 83% indicated that the appointment was useful, 100% indicated that they felt comfortable in the conversation, and 75% indicated that the coaching helped them to develop their own plan of action.

Booking an appointment

Registrants can book a 30-minute phone appointment with a registrant support coach online via Jane.

1. Go to the College's online booking site: <https://cpsbc.janeapp.com/>.
2. Select "Registrant Support Coaching."
3. View all upcoming available appointments and select a time.
4. Create an account by providing your first name, last name, email, and phone number.
5. You will receive an email confirming your appointment.
6. You will also receive a separate email with a link to an online intake form. Please complete the intake form at least one day before your appointment.
7. At the scheduled appointment time, the registrant support coach will call you using the phone number provided during booking.