Insights from registrant support coaches

The College develops practice standards, professional guidelines and legislative guidance to assist registrants in meeting high standards of medical practice and conduct. 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. To assist registrants who require support in applying College standards and guidelines in their practice, the College offers registrant support coaching.

Two registrant support coaches (RSCs) are available by appointment. Both are experienced, retired family physicians certified by the International Coaching Federation. They are trained to be attentive listeners and skilled inquirers, using a non-judgmental and empowering approach to unpack and address a challenge.

The premise of coaching is that the registrant client can make their own best decision. A coaching appointment may help registrants gain a deeper understanding of the practice challenge they are facing and support them in developing their next steps. Every situation is unique and the coaches, as "thinking partners," can work with a registrant to develop a plan of action that is aligned with College expectations set out in practice standards and professional guidelines.

Example of situations that registrants have brought to a coaching appointment include:

- "I am exhausted. How do I take care of myself and decrease my patient load?"
- "I need help dealing with a difficult patient."
- "I am wondering how to handle a potential conflict of interest."
- "I am in conflict with a colleague about how to run our practice."

The content of coaching conversations is kept in strict confidence and is not shared with the College.

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, 84% indicated that the appointment was useful, 100% indicated that they felt comfortable in the conversation, and 79% 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 here.