

Introduction

This *Virtual Practice Standard of Practice* outlines expectations for registrants in the delivery of virtual care to clients. Registrants ensure that clients receive effective, evidence-based care that protects their rights, safety, and privacy regardless of the mode of service. Registrants are responsible for meeting the expectations outlined in this Standard and the accompanying guidelines.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants are expected to ensure that virtual care is delivered with the same quality and standard as in-person services. CASLPM expects registrants to uphold the same quality, safety, and ethical standards in the delivery of virtual care as they do in traditional in-person practice.

Demonstrating the Standard

Registrants will:

- Comply with all relevant regulations and legal requirements of the client's location including registration, insurance/liability, and competency requirements.
- Maintain the necessary qualifications, skills, and support (e.g. technical, communication, observation) to deliver virtual services effectively.
- Apply the same standards to virtual interventions, referrals, and consultations as in-person care.
- Use secure platforms and ensure documentation meets privacy and confidentiality standards.
- Obtain informed consent, clearly outlining risks, benefits, limitations, and alternative intervention methods and treatment options, respecting the client's right to withdraw consent at any time.
- Assess the appropriateness of virtual care using evidence-based judgment and best practices for the client's individual needs.
- Mitigate risks by ensuring that anyone assisting the client has the qualifications, competencies and skills necessary to safely and effectively perform their duties and that safety plans are in place.
- Facilitate transfer of care to another service provider if the registrant or client determines that virtual practice is not appropriate.