NOVA SCOTIA
CHIROPRACTIC AND
NATUROPATHIC
REGULATOR

SP- P002
Standard of Practice: Virtual Care
Approved Date: effective May 27, 2026
Amended: Sept 26, 2026
Next Review Date: 2029

Note to Readers: ***In the event of any inconsistency between this document and the legislation that governs chiropractic and naturopathic practice in Nova Scotia, the legislation prevails.***

---

1. INTRODUCTION

The Nova Scotia Chiropractic and Naturopathic Regulator (NSCNR) is the regulatory authority for the practice of chiropractic and naturopathy in the Province of Nova Scotia.

Virtual care is an adjunct to, not a replacement for, in-person practice. This Standard establishes the minimum requirements to ensure that virtual care is provided safely, competently, and ethically, while protecting patient safety and continuity of care.

2. APPLICATION AND ADMINISTRATION

This Standard of Practice shall apply to all individuals registered and licensed with the NSCNR (the "**Registrant**" or collectively the "**Registrants**").

The administration and application of this Standard of Practice shall be the responsibility of the Registrar. Should the NSCNR become aware of any alleged breach or noncompliance with this Standard of Practice, it may take any action it considers appropriate, including but not limited to:

a. contacting a Registrant to request the immediate remedy of any suspected breach or non-compliance; and/or

b. filing a formal complaint under the *Regulated Health Professions Act* regarding the suspected breach or non-compliance as professional misconduct.

3. OBJECTIVES

The objectives of this Standard are to uphold public interest and safety by:

a) requiring that virtual care meets the same standard of care as in-person practice;
b) requiring that virtual care is used only where clinically appropriate;
c) providing regulatory clarity and consistency with best practices and standards for the delivery of virtual and blended models of care to facilitate patient safety and continuity of care;
d) determining Registrant responsibilities related to privacy, informed consent, record keeping, and continuity of care in the provision of virtual services; and
e) ensuring that virtual care is delivered to Nova Scotians in a manner that remains fully subject to the regulatory authority, standards of practice, and oversight of the Nova Scotia Chiropractic and Naturopathic Regulator.

NOVA SCOTIA
CHIROPRACTIC AND
NATUROPATHIC
REGULATOR

SP- P002
Standard of Practice: Virtual Care
Approved Date: effective May 27, 2026
Amended: Sept 26, 2026
Next Review Date: 2029

4. DEFINITIONS

Blended Model means a model of care in which virtual care is used as a complement to and in conjunction with, not a substitute for, in-person clinical care.

Board refers to the Board of the Nova Scotia Chiropractic and Naturopathic Regulator.

Informed Consent means a voluntary agreement of a patient to receive care after being informed of the nature, purpose, risks, benefits, alternatives, and limitations of the proposed service, including any additional considerations specific to the provision of care through virtual means.

In-Person Care means clinical care provided through direct physical interaction between the Registrant and the patient for the purposes of assessment, examination, diagnosis, or treatment.

In-Person Pathway means a defined and accessible mechanism to ensure that a patient receiving virtual care can be directed to appropriate in-person care expeditiously where clinically necessary.

Professional Misconduct has the same meaning as set out in the *Regulated Health Professions Act* and includes failing to maintain the standards of practice.

Registrant means a chiropractor or naturopathic doctor registered and licensed with the Nova Scotia Chiropractic and Naturopathic Regulator.

Reserved Practice means an activity, procedure or service within the scope of practice of chiropractic or naturopathy that:

a. involves sufficient risk to the public, as determined by the Board;
b. the Board requires licensed person to meet additional education, additional training or other requirements beyond an entry to practice level to engage in, and;
c. a licensed person may engage in only with the approval of the registrar and may require a specific permit.

Standards of Practice are the minimum professional practice expectations approved by a board for a Registrant of a particular designation in a given setting or role, as defined under the Regulated Health Professions Act (RHPA).

Virtual Care , also referred to as telemedicine, means the provision of professional chiropractic or naturopathic services using telecommunications and information technologies where the Registrant and the patient are not physically present in the same location.

5. STANDARDS OF PRACTICE

NOVA SCOTIA
CHIROPRACTIC AND
NATUROPATHIC
REGULATOR

SP- P002
Standard of Practice: Virtual Care
Approved Date: effective May 27, 2026
Amended: Sept 26, 2026
Next Review Date: 2029

A. Authorization and Competence

A Registrant who provides virtual care to Nova Scotians must:

a) hold a valid registration and license in their respective professional designation with the NSCNR;
b) practise virtual care as part of *a blended model of care* and in accordance with all other applicable NSCNR Standards of Practice;
c) be able to demonstrate competence in the provision of virtual care, including knowledge of its clinical limitations, privacy and confidentiality obligations, and risks associated with the use of technology;
d) maintain professional liability insurance including coverage the provision of virtual care services where required for coverage; and
e) ensure that virtual care services are provided solely by the Registrant and are not delegated to any other person.

C. General Standards

A Registrant who provides virtual care must:

a) provide virtual care only where it is clinically appropriate and in the best interest of the patient;

b) ensure that patients receiving virtual care have access to a predetermined and reliable in-person pathway for care when clinically required;

c) verify the identity of the patient at each virtual care encounter;

d) determine that information obtained through virtual means is accurate, complete, and sufficient to support safe clinical decision-making;

e) obtain and document informed consent specific to virtual care, including disclosure of the nature of the service, its limitations, potential risks, available alternatives, an available in-person pathway, and the option of in-person care;

f) safeguard patient privacy, using technology and electronic systems in a manner that complies with the Personal Health Information Act (PHIA) and any other applicable privacy or health information legislation;

g) discontinue or defer virtual care where the information obtained is insufficient to safely assess or manage the patient;

h) support expeditious continuity of care when transitioning a patient to or from virtual to or from in-person services or to another provider; and

i) maintain complete, accurate, and contemporaneous records of all virtual care encounters in accordance with the **NSCNR Standard of Practice: Patient Record Management**.

D. Providing Virtual Care Across Borders

a) Patients in Nova Scotia: It is the position of the NSCNR that in order to provide chiropractic or naturopathic care in person or virtually to an individual who is a resident of in Nova Scotia, the chiropractor or naturopath must hold a current direct patient care license with the Nova Scotia Chiropractic and Naturopathic Regulator.

b) Patients in another Regulated Jurisdiction: Where a patient is a resident of another regulated jurisdiction, the chiropractor or naturopath must be registered with and comply with all requirements of the regulatory authority in that jurisdiction in order to provide virtual care.

c) Patients in an Unregulated Jurisdiction: Where a patient is a resident of a jurisdiction that does not regulate naturopathy or chiropractic, the Registrant must continue to meet all applicable laws and standards of practice of Nova Scotia and ensure that they comply with any law in the jurisdiction where the patient is located that may restrict them from providing care.

6. EXEMPTIONS

There are no exemptions from the requirements of this Standard of Practice.

7. RESTRICTIONS

Virtual care does **not authorize** a Registrant to:

a) rely exclusively on virtual care as a permanent or standalone model of practice;
b) continue or initiate virtual care provision where in-person assessment or care is clinically indicated;
c) continue or initiate providing virtual care where the limitations of the modality would compromise patient safety, adequacy of assessment, or clinical effectiveness.
d) provide virtual care outside the scope of practice for ND Registrants in Nova Scotia nor the Registrant's individual scope of practice, training, or competence;
e) initiate, prescribe, or manage Reserved Practices or therapies where an in-person physical assessment is required to meet the applicable standard of care; or
f) delegate the provision of virtual care in any form.

8. LEGISLATIVE CONTEXT

Regulated Health Professions Act (2023)

NOVA SCOTIA
CHIROPRACTIC AND
NATUROPATHIC
REGULATOR

SP- P002
Standard of Practice: Virtual Care
Approved Date: effective May 27, 2026
Amended: Sept 26, 2026
Next Review Date: 2029

Regulated Health Professions General Regulations
Regulations Respecting Chiropractic and Naturopathy
Nova Scotia Chiropractic and Naturopathic Regulator Bylaws

9. ADDITIONAL RELEVANT STANDARDS OF PRACTICE:

Registrants are advised that all NSCNR Standards of Practice apply, including but not limited to, specific application of:

- Patient Record Management
- Emergency First Aid
- Informed Consent
- Emergency Preparedness