

REPORT

TO: Council

FROM: Fazal Khan, Registrar, CEO

DATE: February 26, 2020

SUBJECT: 16.1 Registrar's Report

Highlights:

- Continuous Improvement
- External Relations
 - Collaboration with other Regulators
 - External Events
- Discussions with Manulife Health Insurance

Continuous Improvement:

The College is will be moving to an updated Virtual Boardroom (VB) in early 2020. The new VB should be easier to navigate, and new functionality will allow staff to update the site rather than rely on external consultants improving posting times and reducing costs. As well, the College has moved to a new web domain name, www.collegeofopticians.ca. This currently brings the user to the exiting website.

The College will be providing all council and appointed members dedicated email addresses to improve our information security protocols. These addresses will be deployed late February.

External Relations:

Collaboration with other Regulators:

The College staff continue to participate and take a leadership role in projects coordinated by FHRCO (Federation of Health Regulatory Colleges of Ontario).

The College continues to collaborate with the College of Optometrists and regularly liaises on inter-professional topics with their Practice Advisor.

Clarity was sought regarding opticians working collaboratively in optometric settings where their responsibilities included refraction as part of pre-testing duties assigned to them by the supervising optometrist. The College of Optometrists confirmed that they did not consider this stand-alone refraction but rather, a function of the pre-testing process under their delegation. This topic will be discussed in further detail at the next ICR committee meeting.

Recently the College of Optometrists held their first council meeting, confirming their new President, Dr. Patrick Quaid. Dr. Quaid has expressed a strong desire to continue our collaborative relationship including investigating ways to share resources.

Currently we are investigating developing a joint search portal for Ontario patients to have one point of access to search for their eye care professional. This project is in its early stages.

External Events

- Spring NACOR meeting will take place in Vancouver, B.C. Thursday, April 16 & Friday, April 17, 2020
- Ontario Opticians Association Continuing Education Day Sunday April 19, 2020. The College will have a booth at the trade show and present an update to the registrants.
- Academy of Ophthalmic Education Continuing Education Day March 7-8, 2020. The College will have a booth at the trade show and present an update to the registrants.
- Seneca College Student Trade Show March 10, 2020. The College will have a booth at the student run trade show and will engage with year one and two students from the full and part time programs.

Discussions with Manulife Health Insurance:

The College has had discussions with two separate members of the Manulife Health Insurance investigations branch, both with an investigator and supervisor regarding the recent rise in complaints lodged by them about allegations of unprofessional behavior stemming from health insurance billing practices.

Conflicting information has been received thus far and further clarification is being sought. We have also proposed working collaboratively to develop messaging for the registrants to assist in adhering best practices. We await confirmation.

Manulife as well as all other health insurance providers belong to CHLIA-the Canadian Health and Life Insurance Association. CHLIA may be striking a working group of providers and other stakeholders and may extend an invitation to the College and the Ontario Opticians Association to join the group.

Respectfully submitted by:
Fazal Khan, RO
Registrar, CEO