

CONNECTION

Protecting the Citizens of North Carolina and Servicing Chiropractic Professionals

363 Church St N. Ste. 250-R • Concord, NC 28025 • 704-793-1342 • ncchiroboard.com • No. 03-2016



Ring, Ring... Ring, Ring

Most of us want to have our phone calls answered by a live person. Why doesn't that always happen at the Board office? The Board office fields about 1,100 phone calls per month. That equates to almost 7 calls per hour. While we have multiple phone lines into our office, we have one person dedicated to answering incoming phone calls with other staff members available as their workload permits. We do dedicate more staff during peak times of the year (renewal season when call volume increases 50 – 75% or around exam registration dates).

While our dedicated phone person can answer basic questions, they mostly reroute calls to the person responsible for that specific area. If you do get placed into our phone

system, we have created options to try and allow you to get directly to the person responsible for a specific topic. We have focused these options on the areas of highest demand. You always have the option of leaving a voicemail.

As many as 15-20% of calls received can be answered by going to our website. We have added, and will continue to add, new information on the website to allow people to find answers to their questions independently of contacting the Board Office. Our two newest features allow:

- any interested party to verify whether a DC, CCA or XT is an active license/certificate holder in NC and in good standings, and other information.
- dedicated portals allow all licensee/certificate holders to update contact information, print renewal licenses/certificates, track

North Carolina Demographics September 2016

**Chiropractic
Physicians**
Total Licenses:
2,165
New Licenses:
113

**Certified Chiropractic
Assistants**
Total Certificate Holders:
1,793
New Certificate Holders:
228

**Radiological
Technicians**
Total Certificate Holders:
583
New Certificate Holders:
62

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continuing education requirements and make payments via the website.

Another 15-20% of calls received are on topics that the Board has no jurisdiction over. These include tax/accounting, human resource, insurance and legal matters (not having to do with NC Statutes/Rules or practice ownership). The Board does not have authority or expertise to advise on these matters. You should consult with an expert in the respective field for guidance.

Another option for contacting us with questions is sending an email to the Board Office at ncboce@ncchiroboard.com. We review email submissions daily.

While we strive to answer as many calls the first time as possible, we have established several alternatives to contact the Board Office and post information on the website. If we don't answer your call, we will respond to all message types within 24 hours.

Recent Complaint Activity

The Board continues to see a steady stream of complaints (3-4 per month). The complaints are focused in the following areas: advertising violations, acceptable care and PI runners.

From an advertising perspective, one of the highest potential exposures to licentiates is their website. Many times sites are put up and forgotten about. Sites need to be kept current for items like personal changes and advertising information to insure compliance with Rule 10.0302 "Advertising and Publicity".

21 NCAC 10 .0302 ADVERTISING AND PUBLICITY

- (a)** General. Doctors of Chiropractic shall exercise restraint in matters of advertising and publicity so as to maintain the dignity of chiropractic as a recognized profession.
- (b)** Identification. The terms by which a licentiate may identify himself professionally are listed in G.S. 90-154.2(4). Terms which do not indicate that the licentiate is a chiropractor, such as "drugless physician" or "naturopath", shall not be used. Methods of professional identification may include:
 - (1)** Signs. Signs may be placed on exterior doors, windows or walls of the licentiate's office or at entrances to the building in which his office is located.
 - (2)** Stationery. A licentiate may identify himself on his stationery and mailing literature using the terms permitted by this Rule.
 - (c)** Prohibited Advertising. The Board of Examiners deems the following to be false or misleading advertising in violation of G.S. 90-154(b)(1):
 - (1)** Advertising which purports to guarantee a beneficial result from chiropractic treatment.

- (2)** Advertising which promotes a treatment, therapy or service which the Board of Examiners has found to be unacceptable care.
- (3)** Advertising in which the licentiate is identified as a specialist, unless the licentiate has complied with the requirements of 21 NCAC 10 .0304 and any reference to the specialty is immediately preceded by the term "chiropractic." Illustrations: "pediatrics" standing alone is deemed false or misleading; "chiropractic pediatrics" conforms to this Rule. "Neurologist" standing alone is deemed false or misleading; "chiropractic neurologist" conforms to this Rule.

Board Meeting Schedule

Type	Date & Time	Location
Regular	October 21, 2016 10am	Concord
Regular	January 27, 2017	TBD
Regular	April 28, 2017	TBD
Regular	July 28, 2017	TBD
Regular	October 27, 2017	TBD

Random Office Inspections

At the July Board meeting, all 6 of the practicing Chiropractors that are members of the Board agreed to participate in an Office Inspection per Rule 10.0214 that was effective February 1, 2016.

Following the review of the inspection process by the Board at the October 21st Meeting, the Program will be finalized and communicated to the licentiate for implementation in 2017.

CCA Recertification

The Board finalized the CCA Recertification requirements at their July meeting. The recertification is required for all CCA's that were "grandfatherd in" or received their certification in calendar year 2014. The Recertification requirements to be completed by June 30, 2017 are:

- Successful course completion
- Notification to the Board office of course completion
- Payment of the renewal fee of \$10.00 by credit card only through the Board Website

The 6-Hour Recertification requires 1-hour in each of the following 4 mandatory topics:

- Acute Low Back
- Acute Cervical Spine
- Coding & Documentation
- Indication/Contraindication

And the balance of 2 hours requires 1-hour each, in 2 of the following topics (selected by the CCA):

- Digestive System
- Cardiovascular System
- Patient Education
- Soft Tissue Injuries
- Extremities Exam

The Board is now accepting application from providers to teach the various classes. The application process is the same as for any CE class and available on the Board website under the "Continuing Ed." tab. Approved providers will be listed on the website under the same tab.

Exams Schedule

DC	Date & Time	Location
	October 22, 2016 8am	Sheraton, Greensboro
CCA	Date/Time	Location
	October 22, 2016 4pm	Sheraton, Greensboro

Proposed New Rule

A New Rule addressing Prepaid Treatment Plans was approved for submission to the Rules Review Committee. A copy of the proposed rule can be found on the Board website www.ncchiroboard.com under the "NC Statutes & Rules" tab, then select "Proposed New Rules and Rule Changes" from the drop down menu. The submission of this Rule follows an increase in complaints regarding these Plans and the lack of guidance provided to the public and licentites on this topic. A Public Hearing will be held on Thursday, October 6, 2016 at 6 PM. The location of the hearing will be at the Board office located at:

363 Church St. N. Ste. 250-R Concord, NC 28025

If you are unable to attend the Hearing, please submit any comment to the Board at ncboce@ncchiroboard.com prior to the hearing date.

Mandatory CE Requirement Program Discontinued

The Board instituted the Mandatory CE requirements in 2012 with the goal of increasing licensee's knowledge in the following areas:

- NC Jurisprudence
- Coding and Compliance
- Documentation
- Ethics and Sexual Boundaries

Based upon observed results and an increase in CE course offerings covering these areas, the Board has decided to discontinue the Mandatory CE requirement effective September 22, 2016.

As you know, Mandatory CE credits also count towards Annual CE requirements. Those of you that have taken Mandatory CE courses still get credit towards Annual CE requirements so those hours are not lost.

The Board office will be updating the CE Tracking system to remove the tracking of Mandatory CE Credits and the website will be updated to eliminate the sections on Mandatory CE requirements.

Timeframe to Become "Certified" CCA Increased

As part of the same legislation to increase the DC renewal fee, the Legislature passed an increase in the timeframe that a CCA has to become certified from 120 days to 180 days after the person begins employment. This required a change to N.C.G.S. 90-143.3 and is also effective on October 1, 2016.

DC Annual Renewal Fee Increase

The Board began the process to increase the DC annual renewal fee in early 2015. The process required approval from the Legislature as a change to N.C.G.S. 90-155. The Legislature approved the Board's requested increase in the DC annual renewal fee from \$150 to \$300 at the end of the Short Session in July.

The effective date is October 1, 2016 and the increase will be in place for the upcoming license renewals for 2017.

This is the first increase in 15 years. The Board began this process in 2015 following a study conducted by an outside consultant to develop a transition plan and modernize the Board office. The increase in funds will support the execution of these plans and will position the Board well operationally and financially given the increased scrutiny by the Legislature towards all Occupational Licensing Boards that began in 2014 and continues today. The hiring of the new Executive Director earlier this year was a key aspect of the plan and his implementation of the Board office modernization has already begun.

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Disciplinary Actions

The following Final Agency Decisions were approved by the Board at its July 22nd Meeting:

Jason A. Graf, DC was found guilty on two counts of false or misleading advertising. Dr. Graf was placed on Probation for 12 months. During the period of Probation, he must complete two hours of remedial continuing education on NC Jurisprudence (in addition to Board required Annual and Mandatory CE requirements), take and achieve a passing score on the Ethics and Boundaries Examination given by the National Board of Chiropractic Examiners and obtain approval of the Board Staff for all proposed clinic advertisements in advance of publication.

Bradley J. Walter, DC was found guilty of not rendering acceptable care. Dr. Walter was placed on Probation for 12 months. During the period of Probation, he must complete 12 hours of remedial continuing education on all Mandatory CE subject blocks with at least 6 of the 12 hours obtained through attendance at one or more didactic, in-person seminars. This remedial continuing education requirement will not be credited towards any Board required continuing education for annual license renewal.

Contacting the Board Office:

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