

Respondent: Gretchen Rumbaua
Complainant: Carla Hernandez
CATA Case #: CATA Case GR-2020-02-18
Complaint Date: July 17, 2019

In July, 2019, a Complainant had an initial assessment with the Member at the clinic where she was employed (the “Clinic”). The Complainant attended the Clinic to receive treatment for injuries to her shoulder. There were no complaints or issues raised by the Complainant resulting from this initial assessment.

While treating the Complainant, the Member acknowledges:

- giving insufficient regard to draping and covering the Complainant’s shoulder/upper body while wearing a sports bra;
- having engaged in inappropriate conversations that crossed professional boundaries, including initiating conversations about dating history, relationship interests, and oversharing of personal details, which were not warranted;
- the importance of regular assessments and thorough documentation of initial assessment, treatment rendered, updating assessments, assessing new reports of injury, and rehabilitation progress;
- performing Grade 5 osteoarticular manipulations on the Complainant while having insufficient training or authorization, which grade 5 osteoarticular manipulations do not fall under the scope of a Certified Athletic Therapist;
- a failure to provide the Complainant with proper care and attention during a treatment while scrolling through her mobile phone while she was treating the Complainant.

The Member admits that the facts establish that she failed to uphold the standard of care expected of a CATA which includes without limitation, respecting a patient’s physical and personal privacy at all times during the course of treatment, providing competent care consistent with the requirements and limitations of the profession, complete written and recorded assessment and treatment notes dated and signed by the practitioner and ensuring proper communication and conduct with the patient throughout the treatment, including without limitation, respecting patient boundaries and vulnerabilities including patient dignity and personal and intrusive conversations.

The Complaint was disposed of by way and a jointly submitted disposition, accepted by the Judicial Subcommittee which was as follows:

The Member has given the above acknowledgments and undertaken not to use osteoarticular techniques in her practice nor use her cell phone during treatment.

She has taken a Clinician Assessment Program and an Assessment of Upper Extremity course at her own cost.

She has successfully completed an ethics program on professional boundaries.