



Oregon

Tina Kotek, Governor

Oregon Board of Chiropractic Examiners

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Oregon Board of Chiropractic Examiners (OBCE)

Public Notice & E-Newsletter Update

Summer 2025

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President's Report



Advertising and the Doctor's Title Act

It's always a good idea to brush up on current rules, especially when we use third party services. Today, we will specifically discuss advertising and the Doctors' Title Act. These things can be easy to miss and it is sometimes overwhelming to comb through every page of a new website or go over an ad with a fine tooth comb. However, it is up to us to make sure that these things adhere to statutes and administrative rules in the state of Oregon. (As a side note: statutes are determined by the Oregon Legislature, whereas, administrative rules, promulgated by the Board, act to bring clarification to those statutes.)

Our advertising rule is [OAR 811-015-0045](#). Advertising cannot state any fact which would result in the communication being untruthful, misleading or deceptive. It cannot contain statistical or other assertions of success of treatment. You can't assert you are the best in Small Town or Big City, OR, that you can cure a condition, or that you have a percent rate of success in treating a condition. You cannot claim a specialty, degree, or diplomate that you do not possess or doesn't exist. If you are in the process of earning a certificate, degree, or diplomate, you can say you are a candidate if you want to add that before the program is finished and earned.

We cannot practice under a name or firm name that is misleading. It should be easy to identify your profession as a chiropractor. This points us to [ORS 676.110](#) (Use of title "doctor") also

known as the Doctors' Title Act. In short, a doctor must designate the health care profession they earned a degree in on all written or printed material, advertising, billboards, signs or professional notices used in connection with the healthcare profession. It also must be at least one-fourth the size of the largest printed lettering.

With knowledge comes power and with great power comes great responsibility so double check those websites, social media bios and posts, and print advertising.

Charting requirements, diagnosis, and Artificial Intelligence (AI)

Artificial intelligence (AI) continues to weave into our everyday lives and computer applications, including many electronic health records (EHR) programs. Potential benefits may include streamlining documentation, interpreting x-rays and MRIs, and integrating information for treatment plans. Streamlining documentation alone sounds like a dream for most, if not all, of us. However, we must be aware of protecting patient privacy and accuracy. Whether we write it or type it ourselves, have a human scribe or an AI scribe, the onus is on us as chiropractic physicians to ensure that our chart notes, treatment plans, and billing is accurate.

[OAR 811-015-0005](#) is the rule regarding records requirements. Records must be complete, accurate, and minimally competent. "Minimally competent" meaning they must be clear and legible. Someone should be able to pick up that patient's chart and understand the nature of the patient's case and be able to follow up with them. It should say why they are there, what affects their condition, document physical exam findings including height, weight, blood pressure and pulse. Record both positive and negative results for orthopedic and neurologic exams. Document and provide the patient with a diagnosis and treatment plan. Document informed consent and PARQ (procedures, alternatives, risks and questions). For more information refer to [OAR 811-035-0005\(2\)\(a\) and \(b\)](#).

We are also responsible for what is billed out under our clinic and professional name. It is important to stay up to date on billing codes, timed codes, and timed code stacking. Take the time to know enough to ensure it is getting done correctly.

It will be interesting to see how AI can benefit both the patient and the physician to, hopefully, create a complete treatment plan for the patient while streamlining documentation for the physician. It is still our responsibility to make sure treatment plans make sense and we know what is being recorded and billed.

Michelle Waggoner, DC
President, OBCE



Executive Director's Report

New Board Member

With Dr. Seth Alley fulfilling his two terms on the Board, Dr. Michael Milanovich was recently appointed as our newest board member. Dr. Milanovich, a second generation chiropractor, graduated from the University of Western States in 2005 and served as clinical director of a multidisciplinary chiropractic, acupuncture, physical therapy, and massage clinic in Lake Oswego before his board appointment. Welcome, Dr. Milanovich!

New Staff Member

Christa Haskell recently joined OBCE as our Operations Specialist, bringing experience from the Salem-Keizer School District and a strong background in customer service and operations. Christa attended Willamette University and is passionate about creating systems that help people feel seen, heard, and supported. Welcome, Christa!

Peer Review Committee (PRC) Membership

In addition to these updates, the OBCE continues to seek 2 members for its Peer Review Committee (PRC). The PRC consists of seven (7) chiropractic physicians who are voted on by the Board for up to two (2) three (3) year terms. PRC members must be residents of Oregon and have been practicing chiropractic within the state for at least 5 years prior to appointment. The PRC may include non-voting alternate members.

Please share this information with your colleagues. For DCs outside of the Willamette Valley, especially those in Southern, Central, or Eastern Oregon, please strongly consider applying. We desire and welcome a full range of geographic, ethnic, and practice-type diversity on the PRC. For those interested, please reach out to Miriam Lara: miriam.lara@obce.oregon.gov.

Office Contact

While the OBCE office went fully remote earlier this year, Google searches have not caught up with that change. Please take note that we have a new mailing address and new phone number:

1225 Ferry Street SE, Salem, OR 97301

(503) 400-6098

2025 Board Meeting Schedule and Locations

Oct. 22-23 – Virtual


Customer Satisfaction Survey

We invite you to share your thoughts on the quality of our customer service. If you've had any interaction with our office in the past year, we would greatly appreciate a few moments of your time to complete our brief **Customer Service Satisfaction Survey**.

Your feedback helps us improve and better serve the chiropractic community across Oregon.

You can access the survey by clicking the link below or scanning the QR code:

 [OBCE Customer Service Satisfaction Survey](#)

 Or scan the QR code below:



The survey will remain open until **5:00 PM PDT on Friday, August 30, 2024**.

Thank you in advance for your time and input!

Please feel free to reach out with any questions you may have.

Cassandra C. McLeod-Skinner, J.D.

Executive Director, cass.mcleod-skinner@obce.oregon.gov

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DC Program

Basic Life Support (BLS) Requirement

Chiropractic physicians and certified chiropractic assistants must hold an active certification to perform basic life support when renewing each year. (OAR 811-015-0025) The certification is normally good for 2 years and will need to be renewed before it expires. You are not required to turn in a certificate to the OBCE unless you are audited.

How to choose a course?

A course is acceptable to take online or in person. The course itself without the certification is not acceptable. If the online course requires you to do an in-person hands-on to certify, then you must do the in-person hands-on. The course is unacceptable if it is only CPR or only AED.

How to count the BLS CE hours?

Certification hours for DCs and CAs can be applied towards general CE hours for renewal only in the year the course is retaken. You may count up to 6 hours – meaning, if the course took 2 hours, you count 2 hours of general CE. If the course took 9 hours, then you can only count 6 hours of general CE.

Miriam Lara

Compliance Administrator, DC Program, miriam.lara@obce.oregon.gov

Rules Updates and Policy Changes

Rule Hearings held during November 2024 Board meeting

1. [OAR 811-001-0025 Procedures in Disciplinary Proceedings](#) – Updating language for accuracy. The Board voted to make the rule permanent.
2. [OAR 811-001-0060 Purchase of Board-Provided Materials](#) – Updating language for accuracy. The Board voted to make the rule permanent.
3. [OAR 811-001-0070 Mediation Communications](#) – Updating language for accuracy. The Board voted to make the rule permanent.
4. [OAR 811-010-0008 Fees](#) – Updating the civil citation penalty information. The Board voted to make the rule permanent.
5. [OAR 811-010-0093 Guide to Policy and Practice Questions](#) – Updating the document version date. The Board voted to make the rule permanent.

Rule Hearings held during December 2024 Board meeting

1. [OAR 811-010-0008 Fees](#) – Updating the rule to address a decrease in fees associated with FBI background check fees. The Board voted to bring to rule hearing in January.

Rule Hearings held during January 2025 Board meeting

1. [OAR 811-010-0005 Definitions](#) – Updating language for accuracy. The Board voted to make the rule permanent.
2. [OAR 811-010-0008 Fees](#) – Updating the rule to address a decrease in fees associated with FBI background check fees. The Board voted to enter rulemaking in the next board meeting.
3. [OAR 811-010-0015 Filing Addresses](#) – Updating language for accuracy. The Board voted to make the rule permanent.
4. [OAR 811-010-0040 Duty to Report](#) – Updating language for accuracy. The Board voted to make the rule permanent.
5. [OAR 811-010-0066 Reciprocity](#) – Updating language for accuracy. The Board voted to make the rule permanent.
6. [OAR 811-010-0068 Temporary Chiropractic License for Spouses or Domestic Partners of Active Duty Armed Forces of the United States Stationed in Oregon](#) – Updating language for accuracy. The Board voted to make the rule permanent.
7. [OAR 811-010-0084 Fitness Determinations for Licensure; State and Nationwide Criminal Background Checks](#) – Updating language for accuracy. The Board voted to make the rule permanent.
8. [OAR 811-010-0085 Chiropractic License Application Requirements](#) – Updating language for accuracy. The Board voted to make the rule permanent.
9. [OAR 811-010-0086 Annual Registration](#) – Updating language for accuracy and consistency with policy. The Board voted to make the rule permanent.
10. [OAR 811-010-0089 Competency Examination](#) – Updating language for accuracy. The Board took no action.
11. [OAR 811-010-0110 Chiropractic Assistants](#) – Updating language for accuracy and consistency with policy. The Board voted to make the rule permanent.

Rule Hearings held during April 2025 Board meeting

12. [OAR 811-010-0120 Chiropractic Professional Corporation and Business Entity Majority Ownership](#) – Updating language for accuracy. The Board voted to make the rule permanent.
13. [OAR 811-015-0025 Continuing Chiropractic Education](#) – Updating rule language regarding continuing education. The Board voted to make the rule permanent.

14. [OAR 811-035-0005 Duties and Obligations of Chiropractic Physicians to Their Patients - Filing Addresses](#) – Updating rule language regarding patient abandonment. The Board voted to make the rule permanent.

Rule Hearings held during July 2025 Board meeting

1. [OAR 811-010-0093 Guide to Policy & Practice](#) – Updating document date. The Board voted to make the rule permanent.
2. [OAR 811-010-0140 Criminal Conviction Determination Process](#) – Potential new rule due to meet SB 1552 requirements. The Board voted to make the rule permanent.
3. [OAR 811-030-0011 X-rays](#) – Updating rule language to include broader imaging types. The Board voted to make the rule permanent.
4. [OAR 811-030-0020 Scope of Radiography in the Chiropractic Practice](#) – Updating radiographic/R-ray to include more types of imaging. The Board voted to make the rule permanent.
5. [OAR 811-030-0030 C-Ray Departments, Equipment and Procedures](#) – Updating X-ray and radiographic equipment rules for accuracy and consistency. The Board voted to make the rule permanent.

InLumon Login FAQ

Since implementing our new licensing software system, the OBCE has made note of common user errors and wishes to provide resources to avoid them.

- Creating an account using a different email address than the one on file
 - Often users will register and only see the option for a new application if they have used an email address other than the one on file. To avoid this issue, please email us to confirm which email address we have on file prior to registering if you are unsure.
- Resetting a Password
 - Users can reset their password on the login screen or after login is completed. If you have not received an email with a temporary password, users should check their junk inbox. If too many attempts are made, your account may become locked, and users should email the OBCE at info@obce.oregon.gov.
- Login Issues
 - For the most reliable experience, we recommend using a PC. If you are experiencing issues logging in or uploading documents on a phone or tablet, please try accessing the site for a PC instead.

- Error Messages
 - Often times, error messages pop up when users input incorrect data into the login page, this can include email addresses and passwords. If a user notices an error message, they should first attempt to reset their password prior to reaching out to the OBCE. If too many attempts are made, your account may become locked, and users should email the OBCE at info@obce.oregon.gov.
- Cache Clearing
 - Users may be asked to “clear their cache” within their chosen web browser. Essentially, the process gives your browser a clean slate which can allow for a more successful login to the user portal if issues are occurring. There is no need to clear your cache if you are logging in successfully. Users can enter “how to clear my cache in (browser)” to complete the process themselves.
- Uploading CE
 - Uploading CE within the renewal process is optional – if users experience an error, they need to delete the CE and continue with the renewal. Users may upload their CE within the main menu of the user portal within the Continuing Education section if they experience an error within the renewal process.
- Renewal Payments
 - If users do not receive an email confirmation with a receipt from their renewal, please contact us to ensure the renewal is complete at info@obce.oregon.gov. If users are unable to pay after completing the renewal process, please contact the OBCE at info@obce.oregon.gov.
- License/Certificate Status
 - Users who would like an update on their license/certificate status can login to their user account or use the public search function on our website. Within Public Search, users can access a Primary Source Verification with updated license/certificate information. The printout works the same as a renewal certificate. Please allow 1-3 business days for staff to process your renewal.

Christa Haskell
Operations Specialist, CA Renewals and Project Manager
christa.haskell@obce.oregon.gov

CA Program

Cupping

At the November 21, 2024, Public Board Meeting, Board members ratified some updates put forth by the Policy and Practice (P&P) committee: Applied Spinal Biomechanical Engineering, Breast Thermography, Cupping, Substances & Supplements, and Treatment of Family Members.

At the April 24, 2025, Public Board Meeting, Board members ratified 4 more policy updates to the P&P: Functional Chiropractic Neurology, Network Chiropractic, Physical Therapy Assistants Licensing as CAs, and Therapeutic Taping.

Please be sure to periodically review the P&P for updates, found here: [PandP4.24.25.pdf](#)

I have reviewed many chiropractic assistant initial training logs with cupping listed as part of the hands-on training. Cupping is not within the scope of practice for chiropractic assistants. This includes silicone (movable) cups, suction (stationary) cups, heated cups, and wet cupping.

Chiropractic assistants are allowed to perform Instrument Assisted Soft Tissue Mobilization (IASTM), provided that they have obtained and can provide proof of hands-on training in these modalities and perform them under the direct supervision of a licensed chiropractic physician.

Heather Gilker

Office Specialist II, CA Program, heather.gilker@obce.oregon.gov

From Our Investigators

Clear Communication is Key

A recurring theme in complaints submitted to the Board involves communication breakdowns between doctors and patients. These breakdowns can happen at any stage of the doctor-patient relationship and often turn otherwise resolvable issues into formal complaints. In fact, feeling unheard or disregarded is frequently the tipping point for someone deciding to file a complaint.

Clear communication is the chiropractor's responsibility. Yet we often see a disconnect between what the doctor believes was communicated and what the patient actually heard. Failure to check in and clarify can have serious consequences.

Below are common patient comments that highlight where communication can falter, along with steps to help prevent misunderstandings:

“The doctor didn’t explain what they were going to do – they just did it.”

Patients can be startled when a doctor performs a technique without warning or explanation, especially if they are new to chiropractic care. If a patient experiences pain after an unexpected adjustment, they may feel like they have lost agency or even interpret the touch as inappropriate. This can happen with a new patient or one you've seen for years.

- Assume patients don't know what you know.
- Explain what you plan to do and why.
- Confirm that the patient understands and agrees.
- Check in with them throughout the appointment.

“I told the doctor I was in pain, but nothing was really done about it.”

When a patient reports pain during or after treatment, they expect a clear response, follow-up, and guidance. If that doesn't happen, they may feel dismissed or believe their discomfort wasn't taken seriously.

- Acknowledge the concern, explain your next steps, and follow through.
- Document occurrences of pain, steps taken, and communications.

“I'm sure I signed a consent form, but I didn't really understand the risks.”

New patients can feel overwhelmed during intake. They may nod along or sign forms without fully understanding the information, especially if they're afraid to ask questions. If something goes wrong, they may feel blindsided.

- Encourage questions.
- Practice active listening.
- Don't assume understanding, ask what the patient believes the risks are.
- A signature isn't always informed consent.

Clear communication isn't just about explaining – it's about connecting. That means creating time for patient questions, checking in regularly, listening actively, and confirming mutual understanding. Keeping PARQ in mind at every visit, not just the first, can go a long way toward improving satisfaction and preventing complaints from patients who otherwise just wanted to feel heard.

Vitals and Clinical Indication

Medical chart reviews performed by the Board and Investigators have noted improvement in the documentation of vitals. However, there are still instances where vitals are only partially documented and/or missing in their entirety.

Since October 2018, vitals: height (Ht), weight (Wt), blood pressure (BP) and pulse are required for patients' initial visit examinations. For follow up visits, vitals are measured if it is clinically

indicated. Clinical indication may include, but not be limited to, new presentation or injury, changes in symptoms, history of hypertension/cardiovascular issues, increase in pain, lightheaded/dizziness, etc.

OAR 811-015-0005 (i) Records: [Oregon Secretary of State Administrative Rules](#)

Chart Note Template: [OBCE Chart Note Guide and Templates.pdf](#)

Oregon Chiropractic Practices and Utilization Guidelines (OCPUG): [OCPUG Full doc 05-19-20-22.pdf](#)

Guidelines to Policy and Practice Questions (P&P) page 82, Telehealth Policy and Procedure: [OBCE Telehealth Policy-n-Procedures 03-29-2020.pdf](#)

Scope of Practice (Taking Vitals (height, weight, etc.): [Oregon Board of Chiropractic Examiners : Scope of Practice : State of Oregon](#)

Craig Kawaoka, DC, MEd

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