







# PBI Education Course Selection Guide

Use the chart below to determine the most appropriate course topic(s) to address specific conduct of concern.

COURSE TOPIC	CONCERNING OR UNPROFESSIONAL CONDUCT	
<p><b>Civility and Communication</b></p> 	<ul style="list-style-type: none"> <li>• Disruptive behavior (e.g., anger or harassment)</li> <li>• Passive or overly aggressive behavior</li> <li>• Ineffective, unproductive, or uncollegial communication</li> </ul>	<ul style="list-style-type: none"> <li>• Inappropriate humor</li> <li>• Lack of self-awareness, self-control, or emotional-control</li> <li>• Inadequate display of empathy/sensitivity</li> </ul>
<p><b>Ethics and Professionalism</b></p> 	<ul style="list-style-type: none"> <li>• Breaking laws, rules, or codes</li> <li>• HIPAA or confidentiality violations</li> <li>• Lying, cheating, omission, or dishonesty</li> <li>• Practicing with an expired license</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory/licensure noncompliance</li> <li>• Fraud or intentional billing inaccuracy</li> <li>• Driving under the influence</li> </ul>
<p><b>Medical Records</b></p> 	<ul style="list-style-type: none"> <li>• Insufficient treatment justification</li> <li>• Inaccuracies in EMR/EHR or copy/paste issues</li> <li>• Incomplete or illegible records</li> <li>• Tardiness in documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Billing/coding inconsistencies, oversights, or inaccuracies</li> <li>• Documentation that does not comply with laws and regulations</li> </ul>
<p><b>Professional Boundaries</b></p> 	<ul style="list-style-type: none"> <li>• Dual relationships</li> <li>• Inappropriate communication channels (e.g., social media, text, email)</li> <li>• Exchange of gifts or money</li> <li>• Practicing outside of scope</li> </ul>	<ul style="list-style-type: none"> <li>• Sexual misconduct, harassment, inappropriate touch, or sexualized humor</li> <li>• Supervisory issues</li> <li>• Addictions</li> </ul>
<p><b>Proper Prescribing</b></p> 	<ul style="list-style-type: none"> <li>• Inappropriate dosing/CDS prescribing</li> <li>• Insufficient patient agreements or drug screen policies</li> <li>• Prescribing to non-patients (also a boundaries issue)</li> </ul>	<ul style="list-style-type: none"> <li>• Poor understanding of drug interactions</li> <li>• Poor justification of prescribing in documentation (also a medical records issue)</li> </ul>
<p><b>Risk Management</b></p> 	<ul style="list-style-type: none"> <li>• Disorganized practice management (e.g., billing errors, inappropriate marketing, scheduling problems)</li> <li>• Failure to obtain adequate informed consent</li> </ul>	<ul style="list-style-type: none"> <li>• Non-compliance with licensure requirements</li> <li>• Non-adherence to basic rules or policies</li> <li>• Inappropriate social media use</li> </ul>