

# Standards of Practice

# Funding, Fees, and Billing

## Standard

The physiotherapist is responsible for ensuring that the fees charged for physiotherapy services and products are transparent and justifiable to enable clients to make informed choices.

## Expected outcome

Clients can expect that fee schedules and billing practices for physiotherapy services and products are transparent, justifiable, and clearly communicated and that they will understand the fees and billing practices of the physiotherapist before they become subject to them.

## Performance expectations

The physiotherapist:

- Maintains current knowledge of relevant funding sources for physiotherapy services and complies with funding requirements, policies, and procedures.
- Prior to the client being subject to any fee, confirms the client or payor has been provided a **comprehensive** fee schedule that includes transparent and accurate information about billing policies and all potential charges, including but not limited to:
  - Assessment and treatment fees
  - Fees for copies and reports of client records
  - Equipment and any additional fees
  - Fees and policies related to **bundled physiotherapy services**
  - Cancellation or late fees and interest charges
  - Refund policies.
- Makes a reasonable effort to ensure that clients understand the fees and billing practices of the physiotherapist before they become subject to them.
- Establishes fees for access to client records that are:
  - Consistent with the requirements of applicable legislation
  - Reflect the costs of providing a copy of the client record
  - Consistent regardless of the party requesting access
- **Promptly** provides clients and/or payers with clear, transparent, accurate, and comprehensive invoices or receipts and all explanations required so that the client understands the fees charged and terms of payment.
- Does not represent non-physiotherapy services as physiotherapy on invoices or receipts.

- Is responsible for all billing under their registration number and to identify and correct any errors promptly.
- Employs policies and measures to mitigate the risks related to pre-payment of services before accepting pre-payment or engaging in bundled service provision, including but not limited to:
  - Providing the client with the option to purchase one service at a time
  - Providing refunds for unused physiotherapy services
  - Issuing physiotherapy receipts only after physiotherapy services are delivered
- Resolves issues arising from billing disputes.
- If selling products, must inform the client that they have the option to purchase the product from another supplier, and that their choice to do so will not affect their physiotherapy services.

**Bundled physiotherapy services** means a program of treatment or set of physiotherapy services intended to be delivered as a comprehensive plan of care over a course of several physiotherapy interactions.

**Comprehensive** refers to “complete; including all or nearly all elements or aspects of something.”

**Promptly** means with little or no delay.

## Related Standards

- Communication
- Conflict of Interest
- Documentation
- Dual Practice
- Title, Credentials, and Specialty Designations