



Standards of Practice

Fees and Billing

Standard

The physiotherapist is responsible for ensuring that the fees charged for **physiotherapy services** 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 are transparent, justifiable, and clearly communicated.

Performance expectations

The physiotherapist:

- Maintains current knowledge of funding sources for physiotherapy services and complies with funding requirements, policies and procedures.
- Clearly communicates applicable fees to clients and payors prior to the provision of physiotherapy services.
- Provides a fee schedule that includes transparent and accurate information about billing policies and all potential charges (e.g., assessments, reports, cancellations, equipment, any additional specialized fees, interest charges).
- Provides clients with clear, transparent, accurate, and **comprehensive** invoices/receipts, in a **timely** manner.
- Maintains accurate and complete financial records related to the provision of services.
- Is responsible for all billing under her/his registration number, identifying and correcting any errors in a timely manner.
- Confirms processes are in place to resolve issues arising from billing disputes.

Clients are recipients of physiotherapy services, and may be individuals, families, groups, organizations, communities, or populations. An individual client may also be referred to as a patient. In some circumstances, clients/patients may be represented by their substitute decision-makers.

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

Physiotherapy services are “services provided by or under the direction of a physiotherapist. This includes client assessment and intervention, and related communication with and reporting to various parties for the purposes of delivering patient care.”

Timely refers to “happening at the correct or most useful time: not happening too late.”

Related Standards

- Client-Centered Care
- Conflict of Interest
- Documentation and Record Keeping
- Legislative Responsibilities

Resources

- College of Physiotherapists of Ontario. (2008). Advertising; Fees & Billing; and Conflict of Interest. Guide to the Standards for Professional Practice. Available at: http://www.collegept.org/Assets/website/registrants'guideenglish/standards_framework/standards_practice_guides/GuideToAdvertisingFeesBillingConflictOfInterest.pdf
- Physiotherapy Alberta College + Association. (2015). Good Practice: Ethical Advertising. Available at: http://www.physiotherapyalberta.ca/news_items/good_practice_ethical_advertising