

### 4.38 Funding Fees and Billing

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#### 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 be made aware of the fees and billing practices of the physiotherapist before they become subject to them.

#### Performance expectations

The physiotherapist must:

- A. Maintain current knowledge of relevant funding sources for physiotherapy services and complies with funding requirements, policies and procedures.
- B. Prior to the client being subject to any fee, confirm 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:
  - i. Assessment and treatment fees.
  - ii. Reports and fees for copies of client records.
  - iii. Equipment and any additional fees.
  - iv. Fees and policies related to individual physiotherapy care in a group setting. ie. Joint Replacement Class
  - v. Cancellation or late fees and interest charges.
  - vi. Refund policies.
- C. Make a reasonable effort to ensure that clients understand the fees and billing practices of the physiotherapist before they become subject to them.
  - i. Post a current fee schedule in the clinic where it is clearly visible to clients. This information should also be available through electronic media (websites/etc.) if in customary use.

- ii. Prior to providing services, a physiotherapist may enter into agreements with payers or patients to deliver physiotherapy services at a different rate or pro bono (free). These agreements must comply with the ethical principles of the College, ensuring that all patients receive the same level of care regardless of the fee charged. The agreed-upon rate must be documented in the client's record or invoice.
  - iii. When a patient presents with distinct and separate dysfunctions, and separate assessments and treatments are required, the physiotherapist may be entitled to bill for each assessment and treatment individually. Physiotherapists must inform and obtain approval from patients and third-party payers prior to commencing assessment and or treatment for multiple dysfunctions.
- D. Establish fees for access to client records that are:
- i. consistent with the requirements of Personal Health Information Act (PHIA)
  - ii. reflective of the costs of providing a copy of the client record and are consistent.
- E. Promptly provide 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, service providers and terms of payment.
- F. Not represent non-physiotherapy services as physiotherapy on invoices or receipts.
- G. Be responsible for all billing under their registration number, and to identify and correct any errors promptly.
- H. Resolve issues arising from billing disputes.
- I. If selling products:
- i. Not sell the product at a price in excess of fair market price paid by the physiotherapist plus a reasonable handling cost.
  - ii. 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.