

4.40 Dual Practice

Standard:

The physiotherapist clearly identifies instances when they are providing non-physiotherapy services.

Expected outcome

Clients can expect that the physiotherapist will clearly identify instances where the services provided do not constitute physiotherapy.

Performance expectations

The physiotherapist must:

- A. Not represent non-physiotherapy services as physiotherapy or use protected titles when providing non-physiotherapy services.
- B. If offering non-physiotherapy services, establishes each service as a distinct entity, maintaining:
 - i. Separate billing and financial records for each service, issuing invoices that clearly, transparently, accurately indicate the service provided.
 - ii. Separate client records for each service or separate entries in a shared client record that clearly identify which professional role/service was provided at each client visit.
 - iii. Separate appointment books and/or distinct days and times for providing each service.
 - iv. Separate advertising, marketing and promotional activities for each service.
 - v. Clearly documents which health service was provided at each client visits.
- C. Provides physiotherapy services, if the client sought physiotherapy services, unless the physiotherapy services sought are not in the client's best interests.
- D. Clearly communicates with clients and others when the services proposed do not constitute physiotherapy services.
- E. Advises the client of the implications of receiving non-physiotherapy services, including potential funding implications, obtaining client informed consent for non- physiotherapy services.