

True or False: Debunking the Legislation – March 2025

It can be challenging to decipher legislation at times, and there are often gray areas where legislation is concerned. If you have questions about the legislation or want guidance regarding your practice, please feel free to reach out to the College at info@manitobaphysio.com and we are happy to support you.

Let's look at a common issue and see if you would consider this statement to be True or False:

I can keep my patient's credit card on file to charge for a missed appointment.

True – if the registrant has closely considered the relevant policies and ensures the patient understands the billing procedure. The Practice Direction on Funding, Fees and Billing states the following regarding Missed appointments, “Patients may be charged for a missed appointment time or for failing to cancel an appointment without sufficient notice, provided the physiotherapist has an explicit policy on charging for missed appointments and has communicated the policy clearly to all patients in advance of providing services.”

The policy states that physiotherapists will:

- Have established written fee schedules for physiotherapy services provided in the practice: billing schedules should include all potential costs related to physiotherapy services including, but not limited to assessments, reports, cancellations, equipment, and any additional specialized fees.
- Post a current fee schedule in the clinic where it is clearly visible to clients or as part of the consent form. This information should also be available through electronic media (websites/etc.) if in customary use.
- Inform the client of all costs as well as the terms and conditions of payment prior to receiving services.

The Practice Direction states that cancellation/missed appointment fees can be charged if the patient can access the fee schedule and have been informed of the cost and terms and conditions laid out in your clinic policy. It is also an expectation that any information obtained from the patient for billing purposes would be stored securely and disposed of confidentially once all services were completed.

Using this information, the registrant would need to ensure their policy and business practice of keeping a credit card on file for these charges meets the expectations of the standard.