



# PRACTICE STATEMENT

Code of Ethics  
Number: 5.2

Approved By Board: February 14, 2002

Issued:

Updated:

Replaced:

## **TOPIC: FEE SCHEDULES AND BILLING PRACTICES**

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### **POLICY:**

It is the opinion of the Council that certain policies must be adhered to with respect to fee schedules and billing practices for the protection of the client. These policies are as follows:

1. The physiotherapist must have established written fee schedules for physiotherapy services provided in his / her practice. The client or patient must be informed of these costs and of the terms and conditions of payment prior to receiving the services.
2. The physiotherapist shall charge fees for professional services subsequent to and commensurate with the services rendered.
3. A physiotherapist may enter into agreements with payers or patients to provide physiotherapy services at a different rate or pro-bono (free). Such agreements must not violate the ethical principles of the College in that the same level of care must be provided to all patients regardless of the fee charged. Information regarding the agreed rate should be available on the client's record/invoice.
4. 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. Patients should acknowledge in writing that he/she understands this policy.

**A Practice Statement is a formal position of the College with which members shall comply.**