

### 5.2 Fee Schedules and Billing Practices

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**Purpose:**

*Fee schedules and billing practices must be transparent, justifiable, and clearly communicated to the client.*

**Policy:**

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.

Prior to delivering services, 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.

Advertising package deals or time limited pricing is not in keeping with client-centered care and the physiotherapist's responsibility to address the client's treatment goals. This type of fee bundling is not supported by the College of Physiotherapists of Manitoba.

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.