Standard 10. 
Fees and Billing

STANDARD
The physical therapist is responsible for ensuring that the fees charged for physical therapy services are transparent and justifiable, enabling clients to make informed choices.

EXPECTED OUTCOME
Clients can expect that fee schedules and billing practices for physical therapy services are transparent, justifiable, and clearly communicated.

PERFORMANCE REQUIREMENTS
The physical therapist:

a. Clearly communicates applicable fees to clients prior to the provision of physical therapy services.

b. Provides a fee schedule that includes transparent and accurate information about billing policies and all potential charges (e.g., assessments, reports, cancellations, equipment, any additional specialized fees).

c. Provides clients with clear, transparent, accurate, and comprehensive invoices/receipts, in a timely manner.

d. Maintains accurate and complete financial records related to the provision of services.

e. Is responsible for all billing under their registration number, identifying and correcting any errors in a timely manner.

f. Confirms processes are in place to resolve issues arising from billing disputes.

g. Ensures fees are only charged for services provided.

RELATED STANDARDS OF PRACTICE
- Standard 2. Client-Centred Care
- Standard 6. Conflict of Interest
- Standard 8. Documentation and Record-Keeping
- Standard 12. Legislative Responsibilities