**Standard**
The physiotherapist is responsible for ensuring that the fees charged for [physiotherapy services](#) are transparent and justifiable to enable clients to make informed choices.

**Expected outcome**
*Clients* can expect that fee schedules and billing practices for physiotherapy services are transparent, justifiable, and clearly communicated.

**Performance expectations**
The physiotherapist:
- Maintains current knowledge of funding sources for physiotherapy services and complies with funding requirements, policies and procedures.
- Clearly communicates applicable fees to clients and payors prior to the provision of physiotherapy services.
- 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, interest charges).
- Provides clients with clear, transparent, accurate, and comprehensive invoices/receipts, in a timely manner.
- Maintains accurate and complete financial records related to the provision of services.
- Is responsible for all billing under her/his registration number, identifying and correcting any errors in a timely manner.
- Confirms processes are in place to resolve issues arising from billing disputes.

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**Clients** are recipients of physiotherapy services, and may be individuals, families, groups, organizations, communities, or populations. An individual client may also be referred to as a patient. In some circumstances, clients/patients may be represented by their substitute decision-makers.

**Comprehensive** refers to “complete; including all or nearly all elements or aspects of something.”

**Physiotherapy services** are “services provided by or under the direction of a physiotherapist. This includes client assessment and intervention, and related communication with and reporting to various parties for the purposes of delivering patient care.”

**Timely** refers to “happening at the correct or most useful time: not happening too late.”

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**Related Standards**
- [Client-Centered Care](#)
- [Conflict of Interest](#)
- [Documentation and Record Keeping](#)
- [Legislative Responsibilities](#)