

## Standard for Fees and Billing

Patients must be able to make informed decisions about the cost of their care. Fees must be reasonable, consistent, and clearly explained in advance.

Members are accountable for any fee, billing, or account that uses their name and registration number. They must employ ethical billing practices and keep thorough records.

This standard addresses the following principles:

[Principle 1: Members must charge fees that are reasonable, consistent, and clearly explained.](#)

[Principle 2: Members must use ethical billing practises.](#)

[Principle 3: Members must maintain a financial record for every patient to whom a fee is charged.](#)

### **Principle 1: Members must charge fees that are reasonable, consistent, and clearly explained.**

#### *Applying the principle to practice*

Members must set fees and charges that are reasonable for the service provided or product sold. They must post a written fee schedule listing:

- The fee for each service provided (for example, assessment, re-assessment, treatment)
- Cost of products for sale
- Charges for administrative services (such as copying records, completing forms, preparing reports)
- Late payment or interest charges
- Charges for cancellations or missed appointments.

Before providing any service, members must ensure that the patient is fully informed of the fees.

All fees and billing records must be kept in English at all times.

#### **Consistency**

Members must not offer or give a reduction in fees for prompt payment.

They must not depart from their set fee schedule unless they and the patient have agreed on the reasons for doing so before providing the service. These reasons must be documented.

#### **Fees for a package of services**

Members may not charge fees for a package of services.

### **Principle 2: Members must use ethical billing practises.**

Members are accountable for the use of their name and registration number on their Certificate of Registration.

### *Applying the principle to practice*

Members must explain billing to their patients for procedures like paying balances owed and accepted methods of payment.

Members must have a process for regular review of fees and billing practices.

#### **Use of registration information**

Members must have processes in place to prevent the improper use of their name and registration number. If there is fraudulent use of a member's registration information, they must report it to the College, to insurers, and to other authorities as required.

### **Principle 3: Members must maintain a financial record for every patient to whom a fee is charged.**

#### *Applying the principle to practice*

All records for fees and billing must be kept in English at all times.

Members must provide receipts that accurately reflects the service provided and/or product sold. A record of receipts issued and payments received form the financial record. Financial records can be stored in the patient's health record, in the member's accounting records, or both. They must be kept for 10 years from the last patient visit. For patients who are minors, records must be kept for 10 years after they turn 18.

#### **Record keeping**

Members must provide receipts that contain:

- The member's registration information
- Names of others involved in the care such as staff or students
- The clinic name, address, telephone number
- The patient's full name, address, and telephone number
- The date and duration of service
- An accurate description of the services and products provided
- The type of payment used and amount received
- Any balance on the account
- HST registration number, if applicable

If the receipt is a duplicate, this must be marked.

If a patient or a third-party payer, such as an insurer, requests it, members must be able to provide an itemized account of fees.

#### *Learn more about fees and billing:*

[Professional Misconduct Regulation of the Traditional Chinese Medicine Act, 2006](#)

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario: [Jurisprudence Course Handbook](#)

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario: Standard for Record Keeping