



Standard of Practice: Fees and Billing

Date: January 1, 2024

Amended:

Client outcome

The client is charged reasonable fees that are explained to them before receiving care.

Registered Massage Therapist outcome

The Registered Massage Therapist (RMT) charges fees that are fair and equitable, reasonable, transparent, and communicated to the client.

Requirements

The RMT must:

1. Keep a financial record for each client that contains the particulars of the services provided, the fees charged, and a copy of the receipt issued to the client;
2. Not submit an account or charge for services that the RMT knows is false or misleading;
3. Not sell or assign any debt owed for professional services to a third party (for example, a collection agency). This does not include credit card companies that would take action to receive payment; and
4. Ensure the client is aware of any penalties for missing or canceling appointments in advance of their first appointment and inform the client of any changes to the policy thereafter.

Fees must:

5. Be communicated to the client prior to providing services;
6. Be itemized on a receipt;
7. Not differ from the posted fee without noting the rationale and difference in the client's health record, and without the prior acceptance of the client;
8. Not be excessive or unreasonable; and
9. Not be reduced for prompt payment.

For guidance on issuing receipts, please refer to MTANS's Issuing Receipts Policy.

Relevant documents

- Preventing Fraud and Ensuring Ethical Billing Practices Guidelines
- Issuing Receipts Policy
- *Personal Health Information Act* (Nova Scotia)