

Standard of Practice: Conflict of Interest

Client Outcome

The client receives services that are solely in their best interest and not compromised by any potential, real or perceived personal or financial interest.

Registered Massage Therapist Outcome

The Registered Massage Therapist (RMT/MT) avoids any potential, real or perceived personal or financial **conflict of interest**. If the conflict of interest cannot be avoided, it must be managed and disclosed to the **client**.

Requirements

The RMT must avoid practising while in a conflict of interest, including but not limited to:

1. Providing or receiving a monetary or **other benefit** for referring a client to or from any other business (for example, a referral fee).
2. Recommending a product or service in which the RMT has a personal or financial interest without first disclosing the nature of the interest and advising the client that they may obtain a suitable alternative product or service elsewhere. Document this discussion in the client **health record**.
3. Sharing revenue, fees or income with someone associated with their practice who is not a regulated health professional in Ontario, unless the RMT has a written agreement in place that ensures the RMT is still held responsible for the professional aspects of their practice including record keeping and billing.
4. Renting premises to or from any person or business where the rent is determined, in whole or in part, by the volume of client referrals to or from the landlord.

Relevant Legislation and Regulation

Professional misconduct in Section 26 of
Ontario Regulation 544/94 under the *Massage Therapy Act, 1991*

Resources and Guidance

To meet or exceed the Standard, please see the following:

- *Conflict of Interest Guideline*
- *Code of Ethics*

Related Standards of Practice

- Consent

Related Career-Span Competencies (CSCs)

- Act with professional integrity
- Comply with legal requirements