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## COMMUNICATION / PUBLIC HEALTH STANDARD 2

### Inform the Client of the Fees and Obtain His/Her Agreement to a Fee Schedule

**Conditions:**

Given a client who has come to you for massage therapy

**Task:**

Inform the client of the fees and obtain his/her agreement to a fee schedule

**Standard:**

***Quality / Technical:***

- Ensuring that your fee schedule is posted in a location where clients may see it or a copy provided to the client.
- Ensuring that you explain the rates for a massage therapy appointment to the client including what part of the treatment time will be used for taking a health history and assessment / reassessment.
- Ensuring that you explain to the client your policy with regard to cancellation of appointments.
- Providing the client with an opportunity to ask questions about the rate and fee schedule.
- So that any charges that deviate from the set schedule have been agreed to by the client and documented in the clinical notes with the reasons and agreement indicated.

***Timing:***

- When the client arrives to his/her first appointment or prior to arrival.

**Reference:**

O. Reg. 544/94 Part III S. 11 (2) 9

O. Reg. 544/94 Part VIII Section 26. 32