

Discipline Summary
Thanh Nguyen (Kitchener, ON)
July 10, 2026

Decision

On July 10, 2026, the Ontario Massage Therapists Discipline Tribunal (Tribunal) found that Ms. Nguyen committed the following acts of professional misconduct:

1. contravening a standard of practice of the profession or a published standard of the College, or failing to maintain the standard of practice of the profession, in particular, *Communication/Public Health Standard 14: Client Health Record* and the *Standard of Practice: Fees and Billing*;
2. failing to reply appropriately or within a reasonable time to a written inquiry made by the College that requests a response;
3. failing to keep records as required;
4. falsifying a record relating to the member's practice;
5. submitting an account or charge for service that the member knows is false or misleading;
6. contravening the *Massage Therapy Act, 1991*, the *Regulated Health Professions Act, 1991* or the regulations under either of those Acts, more particularly, subsection 76(3.1) of the Health Professions Procedural Code, which requires members to cooperate fully with an investigator;
7. advertising or permitting advertising with respect to the member's practice in contravention of Part II of the Regulation, in particular section 6(2)(a) of the Regulation requiring that an advertisement respecting a member or their practice shall not contain anything that is false, misleading or deceptive;
8. failing to make arrangements with a patient for the transfer of the patient's records in the care of the member, when;
 - i. the member retires from practice, or
 - ii. when requested to do so by the patient; and

9. engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional.

Ms. Nguyen's misconduct included multiple instances of submitting false claims to insurers for treatments she did not provide. When Ms. Nguyen was later delisted by insurance companies, she created different practitioner and clinic profiles to circumvent the delisting and continue submitting claims. She also falsely advertised the availability of direct billing to certain insurers despite having been delisted by them. Ms. Nguyen's misconduct extended to her recordkeeping practices as she failed to maintain clinical and financial records in accordance with the standards. She also delayed providing patient records to an insurance company looking to confirm claims for reimbursement.

Penalty and Costs

The Tribunal made the following order on penalty and costs:

1. Ms. Nguyen must appear before the panel to be reprimanded immediately following the hearing of this matter, with the fact of the reprimand and the text of the reprimand to appear on the public register of the College;
2. The Tribunal directs the Registrar to suspend Ms. Nguyen's Certificate of Registration for a period of at least 14 months, to commence on July 10, 2026 and continuing for 14 months, or until she complies with the provisions outlined in paragraphs 3(a), 3(b), and 3(c) below, whichever is longer;
3. The Tribunal directs the Registrar to impose the following specified terms, conditions and limitations on Ms. Nguyen's Certificate of Registration, all to be completed at her own expense:
 - a. An unconditional pass of the PROBE Ethics and Boundaries Program prior to her return to practice;
 - b. Successful completion of the College's Recordkeeping course, to the satisfaction of the Registrar, prior to her return to practice;
 - c. Successful completion of the College's Professionalism course, to the satisfaction of the Registrar, prior to her return to practice;
 - d. Successful completion of up to 3 compliance audits related to her billing, recordkeeping, and advertising practices within two years of her return to practice, with each compliance audit costing no more than \$500; and
 - e. a requirement to respond to all communications from the College within 15 days.

4. Ms. Nguyen must pay the College costs in the amount of \$5,110, to be paid in 24 monthly instalments, with the first payment due 30 days from July 10, 2026, and then monthly thereafter, as follows:
 - a. Payments #1-23 in the amount of \$212.91; and
 - b. Payment #24 in the amount of \$213.07.

The complete decision and reasons will be available online from the [Canadian Legal Information Institute \(CanLII\)](#).

Reprimand Delivered to Ms. Nguyen

The following reprimand was delivered by a panel of the Tribunal:

Ms. Nguyen, as a Registered Massage Therapist, you are expected to adhere to professional standards related to billing and recordkeeping. We found that you breached these standards in several ways, including by submitting false claims to insurance companies for treatments you did not provide and by failing to maintain patient records.

When you were subsequently delisted by insurance companies, you attempted to circumvent the delisting by submitting claims that misrepresented the treatment provider. Despite being delisted, you falsely advertised on your website that direct billing to an insurer who had delisted you was available to your patients and did not remove the false information when directed to.

You also delayed providing supporting documentation when an insurer requested it to confirm a patient's claims, leading to delays in reimbursement.

You failed to produce records for patients you claimed to have treated in your home practice and did not have a schedule to support these appointments.

When your activities came to the College's attention, you were uncooperative and prolonged the investigation.

The misconduct spanned many years and demonstrates a disregard for the standards of practice and your responsibilities as a regulated healthcare professional. You committed multiple kinds of misconduct that represent a sustained pattern of disregard for many professional obligations. The conduct undermines the public's confidence in the profession and impacts the profession's reputation with insurers. In addition, by falsely submitting claims in the names of your colleagues, your misconduct directly endangered the reputation of other health professionals, including another RMT.

The panel would like to remind you that practising as a Registered Massage Therapist is a privilege and not a right. The suspension and the requirement to complete remedial coursework are an opportunity to renew your understanding of your professional

obligations and recommit yourself to upholding these obligations. The compliance audits are an additional opportunity to demonstrate you have applied the knowledge and tools gained by completing the coursework and are practising in a manner consistent with your obligations. The panel expects that you have learned from this experience and we will not see you before us in the future.