

Patient Fees Posting

The *DEFINITION OF PROFESSIONAL MISCONDUCT AND/OR INCOMPETENCE*, revised September 19, 1996, states in part that “The Board will define Misconduct and Incompetence as: ...2. 1) failure to advise the patient of the fees charged by the naturopathic doctor or charging a fee for services not performed”.

The Board has received calls from patients who feel they were not properly informed as to the fees of the naturopathic doctor they were seeing. Concerns have also arisen when a naturopathic doctor has changed her/his fees without notifying patients; this may arise when the patient has not seen the N.D. for an extended period of time.

In order to address this concern the Board *requires registrants to:*

Inform their patients in writing of the fees charged for visits and any services provided. This can be done either as a sign posted in an area that is clearly visible to patients, or in written information which is provided to all patients.

An example of posting of patient fees might be a clearly visible sign at the reception desk (or area) stating:

EXAMPLE ONLY:

PATIENT FEES

Initial consultation, 1 hour, \$XXX.00

Subsequent Visits, 30 minutes, \$XX.00

Telephone Consultations of more than 5 minutes, \$XX.00

Alternatively, a naturopathic doctor may choose to include a section in their initial information package or their Consent to Treatment documentation, which provides a list of the fees.

(from SCHEDULE ‘A’ to the Board minutes of April 16, 1999)