

NOVA SCOTIA COLLEGE OF PHYSIOTHERAPISTS

GUIDELINE

ISSUED: January 2004

REPLACES: November 2001 & Draft Sept 2003

TOPIC: Administrative Fee Guidelines for retrieval and photocopying of charts

Policy Statement:

The Nova Scotia College of Physiotherapists (NSCP) recognizes the need for clinics to charge a reasonable administrative fee for the retrieval and photocopying of patient charts. Pursuant to Section II, paragraph 19 (b) 22 of the Bylaws of the Nova Scotia College of Physiotherapists, it is considered professional misconduct to charge a fee for services not performed or that is excessive in relation to the services performed. This policy shall provide guidelines to provide a greater means of predictability in determining what constitutes misconduct when charging fees for these services. These guidelines are provided to allow physiotherapists to account for their own costs (for example the retrieval of charts from off-site storage) but remain “reasonable” and not “profit generating” in the eyes of the public.

Administrative Fee Guidelines:

Chart Retrieval

Base Fee up to \$50/ chart

The base fee for the retrieval of chart includes the costs associated with salary, travel and recovery of the chart.

Surcharge

In the unlikely event, the retrieval of the chart requires in excess of 1.5 hours, a fee of \$10 per one half hour interval (up to an additional \$40) may be charged. Billing should reflect the extra time required and rate charged.

Photocopying: up to \$1.00/ page

The \$1.00 per page photocopying fee includes all costs associated with salary, materials, etc.

It is not appropriate to change the fee structure for retrieval and photocopying based on the party requesting the file. Physiotherapists are reminded that their patients bear the costs, either directly or indirectly, of the retrieval and copying of these charts. **Physiotherapists may enter into contracts with third party in an attempt to ensure payments upon release of a copied chart.**

Pursuant to Section 3:1 of *The Release of Information* policy, the physiotherapist should feel confident that it is in the best interest of the patient to release the photocopy of the physiotherapy chart. If s/he believes the release of the record could harm the patient, s/he is encouraged to explain this to the patient or their lawyer and to refuse to release the record unless there is a court order.