COTBC

College of
Occupational Therapists
of British Columbia

COTBC Practice Standards for Managing Client Information, 2014

Practice Standard #5: Records Respecting Financial Matters

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Practice Standard #5: Records Respecting Financial Matters

The occupational therapist will ensure that a financial record is kept for every client to whom a fee is charged by the occupational therapist.

Financial records may be kept separate from clinical records, and may provide a way to track services offered on an ongoing basis.

Practice Expectations

The occupational therapist's financial records will do the following:

1. Identify the client to whom the service or product was provided.
2. Identify the person(s) who provided the product or service, the job title(s), and the fee of each provider.
3. Give a description of the service or item sold, a cost of the item or service, and the date provided.
4. Identify the date and method of payment received.
5. Provide an accurate fee schedule for the services rendered.
6. Identify the reason a fee may have been reduced or waived.
7. Where the fees were charged to a third party, provide the full name and address of the third party.
8. Identify any balance owing.
9. Provide information that documents the retention of a collection agency.

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Practice Standards in this series: ***Managing Client Information*** **(2014)**

1. **Collecting and Recording Client Information**
2. **Protecting Client Information (Privacy and Security)**
3. **Client Access to the Occupational Therapy Record**
4. **Disclosing the Occupational Therapy Record**
5. **Records Respecting Financial Matters**
6. **Retention and Destruction of the Occupational Therapy Record**

For more information regarding this series of practice standards, or other practice supports, please contact the College at:

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