

# FINANCIAL ACCOUNTABILITY

## Introduction

*This information is from the MTAM Standards of Practice and should be considered in conjunction. It is based on nationally-accepted standards of practice and applies to all MTAM Members. It is reviewed annually and subject to change. Last revised: 10/2016*

## Details

**Financial Accountability for professional massage therapists includes all the following:**

- A visibly posted schedule of fees and services must be readily available for current and potential clients/patients.
- Policies and procedures regarding payment and fees for missed or cancelled appointments must be readily available.
- Fees for a proposed course of treatment must be congruent with displayed fee schedule and must be reviewed in detail with patient prior to commencement of treatment.
- Individual financial consideration for deviation from the fee schedule may be applied at the discretion of the massage therapist and documented in the clinical notes indicating the reasoning and agreement.
- The client/patient is entitled to an official receipt for all payments made to the massage therapist. Each receipt will include the date of treatment, treatment provided, and fee received. The massage therapist's name, registration or provider number and signature are required on all receipts as well as any other information required by law, such as business or GST numbers.