

EXAMPLES OF PROFESSIONAL MISCONDUCT: *BUSINESS PRACTICES*

Introduction

This information is based on nationally-accepted standards of practice and applies to MTAM Members. This information is reviewed annually and subject to change. Last revised: 10/2016

Definition

Professional misconduct is an act or omission that is in breach of the accepted ethical and professional standards of practice.

Details

The following are acts of business misconduct:

- Submitting an account or charge for services that the massage therapist knows is false or misleading.
- Charging or accepting a fee or amount that is excessive or unreasonable in relation to the services performed.
- Charging or accepting a fee or amount under any agreement, where the fee or amount is excessive or unreasonable having regard to the services to be performed or that may be performed pursuant to the agreement.
- Failing to advise, in advance of services being rendered, of the fees proposed to be charged for the services to be rendered.
- Failing to abide by a written undertaking or to carry out an agreement entered into by a massage therapist to the provincial association or superseding applicable regulatory body.
- Offering or giving a reduction for prompt payment of an account.
- Failing to itemize an account for professional services, if requested by the patient or the person or agency that is to pay, in whole or in part, for the services.
- Selling or assigning any debt owed to the massage therapist for professional services. This does not include the use of credit cards to pay for professional services.