

# Perspectives



August 2020 | [www.collegept.org](http://www.collegept.org) | [info@collegept.org](mailto:info@collegept.org)

Welcome to the August edition of Perspectives.

Summer 2020 is drawing to a close — a bittersweet thing to say. While I am sad to see summer go, I am looking forward to a productive fall at the College.

Until then, I will leave you with a friendly reminder to complete Annual Renewal and PISA, if you haven't done so. You will have received a separate email if you need to complete either or both. The September 30 deadline is quickly approaching. You will find all the information you need to complete both at the end of this newsletter.

Stay safe,

Rod Hamilton  
Registrar  
College of Physiotherapists of Ontario

## Be Aware: Potential Scam Targeting PTs

It has been brought to our attention that some PTs have received calls from an individual claiming to be from the College and working on a pilot project that allows clients to call PTs securely when they are unable to call them at the clinic.

**The College is not operating a pilot project of this nature. If you are contacted by this individual, please do not engage with them and never share your personal details or any information about your patients.**

If you receive a call like this, we appreciate you contacting the College immediately at [investigations@collegept.org](mailto:investigations@collegept.org) or 1-800-583-5885 ext. 227.

## New Case of the Month: It's Just Cosmetic

Rostering with the College for a controlled act is a way to ensure physiotherapists have the knowledge, skills and training to perform higher risk activities, like acupuncture. Even when a PT is rostered for a controlled act, they must ensure they are still providing that service within the scope of physiotherapy practice.

Learn more about one physiotherapist who stepped outside the scope of physiotherapy and into the world of cosmetic acupuncture and let us know what you believe to be an appropriate

outcome. Don't miss this brand new case of the month.

[Read the Case](#)

## Important: Update Your Employment Information

The College must provide the government with current employment information for all physiotherapists at the end of August.

To assist, we are asking all PTs who have not yet renewed OR who have changed jobs or employment status recently to:

- Log in to the PT Portal
- Verify that your employment information is up to date
- Make any necessary changes

If you are not planning to renew your registration until September, we kindly ask that you log into the PT Portal now and update your employment information if it has changed.

Thank you in advance for your help. If you have any questions, contact us at [registration@collegept.org](mailto:registration@collegept.org) or 1-800-583-5885 extension 222.

[Log in to the PT Portal](#)

## Reminder: COVID-19 Return to Work Guidance

As of August 12, the entire province of Ontario has entered Stage 3 of the re-opening plan.

With this next step not much has changed in health care and PTs must continue to follow the direction from the Ministry of Health detailed in the COVID-19 Operational Requirements: Health Sector Restart document.

[Read the Document](#)

## Health Benefits Fraud: Never Worth the Risk

As economic concerns in the wake of COVID-19 continue to build, the possibility for an increase in fraudulent insurance acts or bad business practices is a growing concern.

Health benefits fraud is never worth the risk and carries significant consequences including restrictions on your ability to practice, the possibility of being delisted by insurance providers and even criminal charges.

Health benefits fraud can occur when a clinic, facility, provider or individual intentionally submits false or misleading information about their treatments or services. Some people have become involved in benefits fraud because it was suggested by someone they trust such as a co-worker or employer.

Common examples of health benefits fraud include:

- Billing for services that were not provided
- Submitting false claims or falsifying records

- Submitting a full claim for the same service to multiple insurers

If you suspect health benefits fraud, be sure to report it to the College at [investigations@collegept.org](mailto:investigations@collegept.org) or directly to the relevant insurance provider.

The Canadian Life and Health Insurance Association (CLHIA) maintains [a list with contact information](#).

### Inappropriate Business Practices

## The Use of Advertising and Incentives

Physiotherapists and clinic owners sometimes think of advertising and incentives as ways to attract new patients to their practice. PTs should be well aware of the College's **Advertising Standard**. Even if they are not directly responsible for the clinic's advertising, PTs need to ensure advertising practices meet the standards.

The College's standards provide guidance on the issue of incentives.

- *All invoices for services provided must be clear and transparent so that the patient and any third party payor understands what services/equipment was provided.*
- *Where clinical services are being offered there must be a clinical justification/rationale for the services.*
- *PTs can offer services at a lower fee/no fee as long as this information is captured in the patient chart.*
- *Physiotherapists cannot pay another party for referrals (i.e. physician specialist)*
- *It would be unreasonable to offer free services to a patient before you know if the services are actually clinically indicated.*

Review the **Fees, Billing and Accounts Standard** and **Conflict of Interest Standard** for more information.

Offering incentives can be seen as a cost of doing business but the costs should never be passed on to the patient or a third party payor.

The College is aware that some insurance companies have delisted clinics and providers because they were offering incentives (free shoes with the purchase of orthotics for example). This is a decision made by a third party payor independent of the College.

### Review the Advertising Standard

#### Practice Advice Question

*Can a physiotherapist reduce or waive fees for patients who can't afford it?*

**Get the Answer**

#### Myth vs Fact

*Physiotherapists can provide virtual group classes for patients.*

**Is this a myth or a fact?**

**Find Out**



## Violence in Healthcare

Did you know: Healthcare is ranked the second highest sector with workplace violence lost time injury claims according to WSIB statistics.

The Public Services Health and Safety Association has a variety of tools and resources called Violence, Aggression and Responsive Behaviours tools that are having a positive impact on Ontario's healthcare system.

Check out the website for prevention information specific to different practice settings including hospitals, community care and long-term care.

They also offer [Workplace Violence Risk Assessment tools](#) for acute care and long-term care. The Occupational Health and Safety Act states that employers must assess and control risks of workplace violence to ensure that organizational policies and programs continue to protect workers.

A Workplace Violence Risk Assessment should be completed at least annually, and each organization should have its own processes for determining how often to complete an assessment, and when to evaluate the effectiveness of the process.

[Public Services Health and Safety Association Website](#)

## One Month to Go! The Deadline for Annual Renewal and PISA is September 30, 2020

### Annual Renewal

A friendly reminder that all physiotherapists who have yet to renew their registration with the College that the deadline is **September 30, 2020**.

We will be sending those PTs who have not yet renewed this year a reminder by email. Note: renewing after the deadline results in a \$225 late fee, so be sure to renew by the deadline.

[Renew Now](#)

### PISA

A small number of PTs have yet to complete this year's PISA. PISA was launched earlier this year and subsequently put on hold during COVID-19. The initial deadline was paused and PTs now have until September 30 to complete it. Important: you **MUST** click on the SUBMIT button at the end or the system will not record you as having completed it. Thanks!

If you still need to finish it, keep an eye on your email for a reminder or follow the link below. PISA is a short multiple choice exercise and there is no pass or fail - you just need to complete it.

Also, anyone is welcome to do PISA again if they like or share it with a PT student, a PTA or an employer if they are interested. Note: if you are not a registered PT just enter 00000 in the registration number field and work your way through the questions.

[Complete PISA](#)

# Welcome

## New Registrants

The College would like to welcome our newly registered physiotherapists.

[View the List](#)

## Questions? Ask the Advisor

Free, Confidential Advice Available for the Public and  
Practice Advice for Physiotherapists

Call 1-800-583-5885 ext. 241 or 416-591-3828 ext. 241  
or email [advice@collegept.org](mailto:advice@collegept.org)

Comments or questions related to Perspectives?  
Get in touch at [communications@collegept.org](mailto:communications@collegept.org) or 1-800-583-5885 ext. 234.

[www.collegept.org](http://www.collegept.org)

