

Opening a Practice Checklist

Before accepting your first patient as a physiotherapy business owner, you must ensure that your business practices will be in accordance with the Standards.

The following checklist compiles all of the professional obligations that you should consider before opening your practice or seeing patients privately. If you are looking for additional information or have specific questions about opening a practice, please contact the Practice Advisor at practiceadvice@collegept.org or 647-484-8800 or 1-800-583-5885 ext. 241.

Fees, Billing and Accounts

- Decide what forms of payment you will accept (e.g. cash, debit, credit, third party payers) and understand your obligations.
- Have a written fee schedule for each funding stream that will be accepted at your practice. See the [Fees, Billing and Accounts Standard](#) for fee schedule requirements.
- Have a billing system that allows for regular audits and an itemized account for services and/or products if the patient or payer requests one.

Physical Work Environment

- Consider patient safety when setting up your work space or clinic. If you are purchasing an existing business, evaluate the existing setup of the clinic and make any improvements necessary to ensure patient safety.
- Ensure that your work space will be in compliance with the requirements of the [Accessibility for Ontarians with Disabilities Act](#).
- Ensure that there are areas that allow privacy for patients when possible.
- Plan for possible emergencies and document protocols for action.

Infection Control and Equipment Maintenance

- Ensure that current infection prevention and control measures that are relevant to your practice setting will be written and used. See [Infection Control and Equipment Maintenance Standard](#) for more information.
- Have a process for safe management and disposal of waste and sharps.
- Ensure that there is a process for routine servicing and maintenance of the equipment you will use.

Record Keeping and Privacy

- Ensure that there is a system in place that allows for the clinical and financial records requirements of the [Record Keeping Standard](#) to be met.
- Understand the obligations of the Health Information Custodian (HIC) and an agent of the HIC, and ensure that staff are aware of who the HIC or agent of the HIC is (if applicable).
- Learn the difference between personal information and personal health information, and how this relates to your business.
- Develop a privacy policy about the collection, use and disclosure of personal information and personal health information, the steps that will be taken to protect this information, and how patients will be able to access their information.
- Have a system in place for the secure storage of clinical and financial records for the designated retention period. The storage of records must meet the privacy requirements of the [Personal Health Information Protection Act \(PHIPA\)](#) and it must be possible for these records to be reproduced throughout the retention period.
- Ensure that there is a policy about how the personal health information of patients will be released in accordance with PHIPA when requested.

Working with Physiotherapist Assistants (PTAs)

- Ensure that adequate supervision will be provided for physiotherapist assistants in accordance with the [Working with Physiotherapist Assistants Standard](#). This involves having a written communication plan, ensuring that the competency of PTAs will be routinely evaluated, and ensuring that an alternate supervisor is designated if a supervising physiotherapist cannot be reached.
- Ensure that the billing system in place allows for names and job titles of PTAs to appear on patient invoices.

Advertising

- Ensure that your marketing materials (advertisements) meet the requirements of the [Advertising Standard](#).

Maintaining Boundaries

- Be sensitive to the practice setting of your business, especially when providing care in an informal environment such as a patient's home. Please refer to the [Boundaries and Sexual Abuse Standard](#) for more information about managing professional boundaries.

Conflict of Interest

- Avoid business arrangements that include real, potential, or perceived conflicts of interest. See the [Conflict of Interest Standard](#).

College Membership Requirements

- Ensure that your liability insurance meets the requirements of the College. You should also consider other types of liability insurance for your business.
- Update your employment information with the College within 30 days of changes to your employment. Contact the Registration Team at registration@collegept.org.
- If you decide to incorporate your business apply for a certificate of incorporation with the Registration Team.
- Ensure that you are rostered for any controlled acts you will be performing and for supervising PTAs (if applicable).

Additional Considerations

- Develop a business plan.
- Ensure that you have the financial resources needed to start your business.
- Seek legal advice about the following: registering your business, incorporating your business, zoning by-laws for your area, employment contracts, leases, and partnership agreements.
- Seek the advice of an accountant on taxation for your business, bookkeeping and payroll set-up options, and incorporation.
- Seek the advice of an insurance broker about insurance for your building, employee health benefits packages, and other insurance-related concerns.

Resources

- [How to apply for a Certificate of Incorporation](#)
- [Canada Revenue Agency: Employee or self-employed?](#)
- [Canadian Physiotherapy Association: Independent Contractors](#)
- [Canadian Physiotherapy Association: Coverage options for business owners](#)
- [Tax information for businesses: Do you need a business number?](#)
- [Ontario Human Rights Commission](#)
- [E-learning Module on Duty to Accommodate](#)
- [All about Consent](#)
- [Privacy Checklists](#)
- [Personal Health Information and Protection Act \(PHIPA\)](#)
- [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#)
- [Information and Privacy Commissioner of Ontario \(IPC\)](#)