

BILLING: WHAT TO EXPECT FROM YOUR DIETITIAN

ARE YOU PAYING FOR DIETITIAN SERVICES?

This document summarizes expectations for dietitians who bill or invoice clients found in the Professional Billing Standard for Dietitians in Ontario.

BEFORE SIGNING UP WITH A DIETITIAN

You should be clear about all fees and payment options, including how and when to make payments.



WHAT MUST DIETITIANS DO?

- Provide a clear explanation of the services or products you receive and their fees.
- Tell you what the payment options are, including payment methods accepted and due dates.
- Obtain your consent for services.
- Accurately record services and products provided to you.
- Keep your health and financial records secure.
- Give you an itemized receipt, if you request it.
- Charge reasonable fees that are not excessive in relation to the services provided.
- Provide clear policies about payments and refunds, particularly if they are offering bundles, packages or block fees.
- If they are splitting fees with another dietitian, you should be informed about fee splitting before they provide services to you.

WHO CAN I CONTACT WITH MY QUESTIONS OR CONCERNS?

Questions? Email a Practice Advisor
Contact practice.advisor@collegedietitians.org

Concerns or complaints about dietetic care or service?
Contact complaints@collegedietitians.org



College of Dietitians
of Ontario