

Welcome!

Understanding Billing Expectations



Regulatory Talks Webinar 2026

We will start promptly at 12:00 pm.



College of Dietitians of Ontario
Ordre des diététistes de l'Ontario

Introductions



Diane Candiotta, MNSP, RD
Practice Advisor &
Policy Analyst



Carole Chatalalsingh, Ph.D, RD
Director of Professional Practice

Billing Best Practices for Dietitians

Reg Talks webinar



College of Dietitians of Ontario
Ordre des diététistes de l'Ontario

Honouring the traditional territories



“ ———
We have described
for you a mountain,
we have shown you
the path to the top.
We call upon you to
do the climbing.

- THE HONOURABLE
MURRAY SINCLAIR

Agenda

01 | Review of standards and practice guidelines

02 | Overview of Billing Standard

03 | Applying the standard to previous complaints

04 | Common Practice Questions

05 | Q & A Period



Standards and Guidelines

Poll Question 1

What is the purpose of the College's new Professional Billing Standard and Practice Guidelines?

- A. Defines minimum performance expectations and suggestions when billing or invoicing clients.
- B. Provides a “how to” run a private practice and set up a business.
- C. Guides practice independently without other College resources and legislation.

Poll Question 1

What is the purpose of the College's new Professional Billing Standard and Practice Guidelines?

- A. **Defines minimum performance expectations and suggestions when billing or invoicing clients.**
- B. Provides a “how to” run a private practice and set up a business.
- c. Guides practice independently without other College resources and legislation.

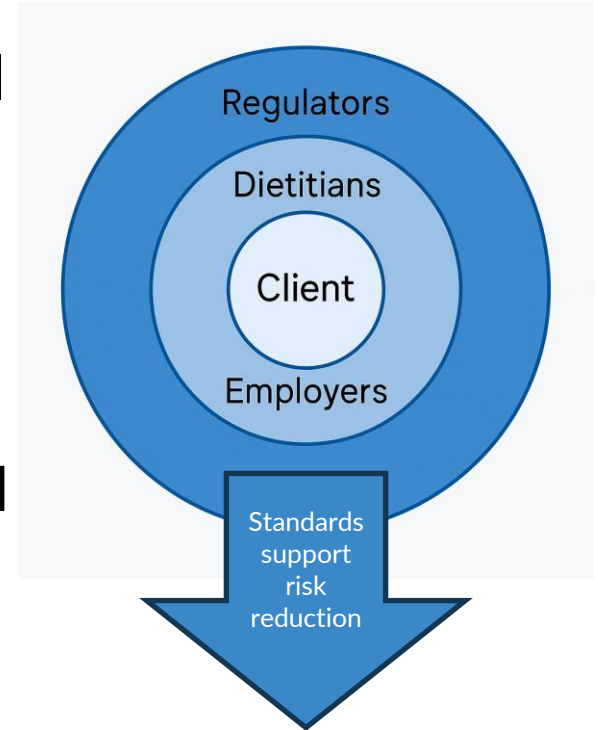
Standards and Practice Guidelines

What is a College standard?

- Minimum performance expectations for all dietitians in Ontario
- “Must” statements or required behaviours

What are College practice guidelines?

- Support dietitians for safe, competent, and ethical practice
- “Should” statements or encouraged/voluntary behaviours



External resources you should know about

- **Infographic (on public page)**
- **Professional Billing FAQs (on Billing Standard [page](#))**
 - Topics include:
 - Fees and refunds
 - Example: Should I have a refund policy?
 - Business practices
 - Example: Do I need to charge tax on my invoices?
 - Preventing fraud
 - Example: Can I change the service date on a client's invoice?



CDO's Billing Standard



The Billing Standard's principles

- Transparency
- Accuracy
- Truthful
- Accountability



The Billing Standard statements

Standard 1: Dietitians must ensure their billing is transparent, accurate and truthful.

Standard 2: Dietitians must ensure accountability for billing.



Billing in dietetics literature: What does the research say?

- Knowledge levels
- Increased clinical complexity
- Shift in payer mix
- Limited awareness of payment changes

Implications:

Understand billing and coding systems

Advocate for value of nutrition services

Improve education for businesses



Image by [ElasticComputeFarm](#) from [Pixabay](#)

Jortberg, B. T., Parrott, J. S., Schofield, M., Myers, E., Ayoob, K. T., Beseler, L., Davis, A., Jimenez, E. Y., Pavlinac, J., & Smith, K. (2020). Trends in Registered Dietitian Nutritionists' Knowledge and Patterns of Coding, Billing, and Payment. *Journal of the Academy of Nutrition and Dietetics*, 120(1), 134-145.e3. <https://doi.org/10.1016/j.jand.2019.05.008>

The Standard: Key Definitions

Poll Question 2

Which of the following statements meets the definition of bundles and packages in the Standard?

- A. A dietitian provides a set of services to a client over a predetermined period of time.
- B. A dietitian lists services including fees, payments and any outstanding balances in a statement.
- C. A dietitian provides a statement with specific information about the services for which payment has not been made yet.
- D. All are examples of bundles/packages.

Poll Question 2

Which of the following statements meets the definition of bundles and packages in the Standard?

- A. **A dietitian provides a set of services to a client over a predetermined period of time.**
- B. A dietitian lists services including fees, payments and any outstanding balances in a statement.
- C. A dietitian provides a statement with specific information about the services for which payment has not been made yet.
- D. All are examples of bundles/packages.

What billing strategies are encouraged by CDO?

- Obtain client consent prior to providing service
- Explain fees, fee schedules, payment options, due dates to clients
- Accurately record services and maintain financial records
- Provide itemized accounts (receipts/invoices), if requested
- Clear written terms, polices if offering bundles, packages or block fees
- Being accountable for billing even if others manage
- Transparently inform clients of any fee splitting/fee sharing

What must be on invoices or receipts

Dietitian Name, RD (*My Nutrition Business):

CDO ID #55555

123 Street Name, Anytown, ON X1X 2X2 (905) 555-5555

Client: Ms. Anita Baker & contact info: anita.baker@email.net

Date of service: January 12, 2026

Service provided: Initial nutrition assessment x 1 hour @\$xxx

Payment received: e-transfer

Balance owing: \$0

HST number (if applicable)

Any other information: as required by third-party or insurer, if needed

Poll Question 3

Are dietitians required to provide refunds?

- A. Dietitians have the discretion to decide whether to provide refunds, but a written policy is recommended.
- B. A policy for refunds is required if you provide packages, bundles or block fees, but you are not required to issue refunds.
- C. Dietitians must provide refunds as per the College Billing Standard.
- D. A and B only.

Poll Question 3

Are dietitians required to provide refunds?

- A. Dietitians have the discretion to decide whether to provide refunds, but a written policy is recommended.
- B. A policy for refunds is required if you provide packages, bundles or block fees, but you are not required to issue refunds.
- C. Dietitians must provide refunds as per the College Billing Standard.
- D. **A and B only.**

Poll Question 4

Which of the following is true about billing practices?

- A. Dietitians receive an incentive for a client referral.
- B. Dietitians must conduct billing audits.
- C. Dietitians are accountable for billing practices, even if managed by others.

Poll Question 4

Which of the following is true about billing practices?

- A. Dietitians receive an incentive for a client referral.
- B. Dietitians must conduct billing audits.
- C. **Dietitians are accountable for billing practices, even if managed by others.**

Reviewing previous College complaints



Previous ICRC concerns: Case 1

Client complained about RD fee increase

Was fee increase appropriate and handled correctly?

- Client saw RD previously years earlier
- Had concerns about change in fees
- *Professional Misconduct Regulation (under Dietetics Act) :*
28. Charging a fee that is excessive in relation to the service charged for.

Previous ICRC concerns: Case 1

- RDs have the right to increase fees
- Nothing excessive or inappropriate about fee charged
- Client informed in advance
- RD acted appropriately
- No further action

Case 1: Applying the Billing Standard

Reasonable fees:

Standard 1: Practice Guideline 4

4. Seek fee guideline resources for dietetic services and/or products (e.g., fee guidance from professional associations) and be aware of the market/standard rates of dietetic services/products in their area to set fees that are reasonable and appropriate.

Case 1: Applying the Billing Standard

Communicating fee changes/increases:

Standard 1: Practice Guideline 7

When communicating fee increases to clients:

1. Provide a reasonable notice period to clients for any fee increase.
2. Arrange alternative services for clients who require dietetic services but are unable to pay a fee increase or give the client reasonable notice to arrange alternative services themselves consistent with the *Professional Misconduct Regulation*.

Previous ICRC concerns: Case 2

Client = 16 years old

RD requested pre-payment for 5 sessions

Client's parent wanted refund and wanted to cancel remaining sessions (3)

- Concerns about:
 - ? Inappropriate pre-payment
 - Communication
 - Lack of clarity and transparency about refunds and fees

Previous ICRC concerns: Case 2

- Client could consent to treatment and direct own care
- RD had to maintain confidentiality of client and not disclose to parent without express consent from client
- No concerns re: communication to parents
- Client's parent included in some but not consistently included in all communications creating confusion

Previous ICRC concerns: Case 2

Billing FAQ

- Refund policy provided in writing to client & parent in advance
- Some lack of flexibility from RD on policy
- Expectations for client & family-centred care
- At RD's discretion to issue refund, but should try best to work collaboratively with clients/parents as able

Case 2: Applying the Billing Standard

Standard 1, section 5 & 11:

- Clearly communicating fees... before services are provided. This includes informing clients of all available payment options, any administrative fees, bundles, packages, or block fees,

Practice Guidelines and Billing FAQ

- Standard 1, Practice Guideline 2. Being mindful of clients' expectations
- 4. I provide family-based treatment. What should I consider when preparing client invoices?
- 7. Should I have a refund policy?



Practice Questions

Practice Question 1: Do I need to charge tax on my invoices?

- Depends on type of service provided.
- Dietetic services typically tax exempt
- RDs must check with CRA or review Excise Tax Act
- Not sure? Call CRA or talk to an accountant.

Practice Question 2: Can I charge fees in advance of providing dietetic services?

- At RD discretion
- Issue receipt for advanced payment – service not yet provided
- Issue itemized receipt when service is provided
- Be transparent about what is charged, when and how the charge will occur and refund and cancellation conditions.

Practice Question 3: Can I charge fees for cancelled or missed appointments?

- At RD discretion
- Encouraged to create a policy for missed or cancelled appointments and communicate clearly to clients in advance
- Reasonable cost recovery
- Financial burden – circumstances where it may be warranted to reduce, waive, or allow flexibility on compassionate grounds

Practice Question 4: What does setting “reasonable fees” mean?

- Not defined in legislation
- Environmental scans – geography, practice area, experience level
- Seeking guidance – Dietitians of Canada, other RDs
- Nature and complexity of service, time spent, cost of materials, travel time, etc.
- Insurers – maximum fee guidance



Practice Question 5: I may be joining an interdisciplinary practice with other healthcare professionals. What should I consider regarding billing and fee-sharing/splitting?

- Do you have a contract/partnership agreement?
- Does it describe the conditions for fee sharing/profit sharing and billing responsibilities?
- Conflict of interest considerations – avoiding accepting or offering financial incentives for referrals (person, service or program)
- Health records management considerations

A photograph of two women sitting at a table, looking at a tablet together. The woman on the left has curly hair and is wearing a light-colored top. The woman on the right has short white hair, wears glasses, and a light-colored cardigan. They are both smiling. The background shows a window with a plant. The entire image is overlaid with a semi-transparent blue filter.

Question and Answer period

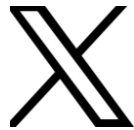
Stay Connected with the College



[College of Dietitians of Ontario](#)



[@collegedietitiansontario](#)



[@CDOntario](#) (formerly Twitter)



[@CollegeofDietitians^{CA}](#)



[@CDOntario](#)

Contact Info & Evaluation

Contact us at practice.advisor@collegeofdietitians.org

We appreciate all feedback.

Take 10 minutes to let us know what you think.

Survey link

Thank You

-  @CollegeDietitiansOntario
-  @cdntario
-  @CDOntario
-  @College of Dietitians of Ontario
-  @CollegeofDietitians

collegeofdietitians.org



College of Dietitians of Ontario
Ordre des diététistes de l'Ontario