



ONTARIO
PHYSIOTHERAPY
ASSOCIATION

2024

PHYSIOTHERAPY
FEE GUIDELINE



BACKGROUND

The Ontario Physiotherapy Association (OPA) has prepared a Usual and Customary Fee Guideline (“Fee Guideline”) for physiotherapists, patients, and third-party payers with the intention to provide guidance on fair and reasonable billing for physiotherapists.

The OPA last published a fee guideline in 2002 which was based on market fee data at the time. The fee recommendation set by the OPA in 2002 was \$37.50 per 15-minute unit, which, when converted to a 60-minute rate is \$150.00 and is equivalent to the current 85th percentile of reported fees (seen on page 2).

It is important to note that the data that informs the 2024 Fee Guideline reflects physiotherapy rates that, for the most part, have not been consistently adjusted with inflation. According to the Bank of Canada, inflation between 2002 and 2024 is approximately 60%, with an average annual inflation rate of just over 2% (see [here](#)). As such, this Fee Guideline is based on current physiotherapy rates that do not fully reflect inflation, nor the increased responsibility and skills that resulted from the significant expansion to scope of practice for physiotherapists in 2009 that have long been implemented, such as communicating a diagnosis.

This Fee Guideline is a first step in addressing how physiotherapy fees have not kept pace with inflation or practice changes, to ensure physiotherapists are adequately remunerated for their services.

As the current Guideline is based on existing market fees, additional market research will more precisely map physiotherapy service fees and how they change across Ontario and will support future revisions and refinements to this Fee Guideline, along with the input and experience of members. The OPA will use methods to improve the comprehensiveness of reporting and work toward the identification of usual and customary fee recommendations that comprehensively account for physiotherapy expertise, scope of practice implementation, and inflation, per the consumer price index.

HOW TO USE THIS GUIDELINE

Fees are set by individual clinics and exclude fees mandated by third party payers such as government, workers compensation (WSIB), auto insurance or any other insurer that sets a fee different from the usual fees of a clinic. This Fee Guideline also does not apply to remuneration that is set via contract, such as the Community Physiotherapy Clinic or Bundled Care Programs.

This Fee Guideline is not exhaustive and is not binding on members of the profession. Where appropriate and necessary, actual fees may vary from the Guideline and those variations could be significant.

This Fee Guideline reflects services commonly provided at rates most often reported by physiotherapists, though it does not include every type of service. The omission of a specific type or duration of service does not imply that such service cannot, or should not, be rendered by a physiotherapist, and it does not imply that such service is not within the scope of practice of a physiotherapist.

The Fee Guideline presents a range of fees for 10-minute increments of services. For services not included in this Fee Guideline, it is recommended to use the 10-minute rate range as a baseline, and then consider the education, resources, time requirements, intensity, skill level, and risk of providing the service to determine fees.

Not all physiotherapists will offer all services listed. Nevertheless, any services offered must be in accordance with the Standards and Regulations regarding fees and billing as set out by the College of Physiotherapists of Ontario.

The Fees below have been established using a process that includes:

- A market fee survey of Registered Physiotherapists working in private practice settings across Ontario conducted in November-December 2023;
- Consultation with a working group of physiotherapists from across the province who represent diverse practice models, sizes, locations, and roles (**Appendix A**);
- Review and collaboration with a government consultant (**Appendix B**); and,
- Review and approval by OPA's Board of Directors.

FEE INCREMENTS

The OPA recommends a billing model based on 10-minute increments, which can be multiplied or divided to arrive at the appropriate length for each service at different clinics. This fee is inclusive of any and all services rendered in any venue by a physiotherapist in accordance with accepted professional standards and practices, including but not limited to:

- Treatment planning and preparation
- Assessments and treatments
- Research, documentation, and report writing
- Collaborative care and treatment coordination
- Case management



- Supervision of physiotherapist assistants and delegation of tasks

FEE RANGE PER 10-MINUTE INCREMENT

The OPA proposes a minimum reasonable fee range of \$25.00 to \$30.50 per 10-minute increment, or portion thereof. This will translate to:

- \$75.00 to \$91.50 per 30 minutes
- \$112.50 to \$137.25 per 45 minutes
- \$150.00 to \$183.00 per 60 minutes

The range identified spans the 85th to 90th percentiles of reported clinic fees per the OPA's 2023 Market Fee Survey, and factors in the reported usual and customary fees for assessment, treatment, in-person and virtual services. There is precedent for the 85th percentile as a minimum reasonable fee for physiotherapy services, based on past decisions in Ontario case law, and informed by discussions with stakeholders working on parameters of extended health benefit plans.

These fees are not binding and are not intended to limit fees set by clinics. Fees will vary from member to member based on several factors, including but not limited to practice model and size, geographic location, equipment and travel required for service, level of education and experience, and more.

ANNUAL INCREASES

This Fee Guideline will be updated annually based on the rate published at the time of review. The Ontario Healthcare Component of the Consumer Price Index (CPI) is the best available, external, objective and publicly accessible comparator when calculating annual increases to fees. By way of illustration, application of this methodology would have resulted in a 3.06% increase June 2023-June 2024.

ADDITIONAL TRAINING AND EXPERTISE

Physiotherapists often have additional training, certification and/or expertise that enables them to provide a variety of services that are beyond the education and skill of an entry-level physiotherapist. These services vary greatly among practising physiotherapists and may be subject to higher fees outside the recommended range to account for additional training, certification, equipment, or risk associated with the service.



TRAVEL REMUNERATION

Physiotherapists may travel outside their normal area of practice to deliver services in residences, workplaces, schools, hospitals, athletic training and sports facilities, education and/or research centres. Fees associated with travel time should be calculated using the recommended 10-minute increment fee unit fee. Depending on the distance and duration of travel, remuneration may be calculated at anywhere from 50% - 100% of the physiotherapy rate, also charged in 10-minute increments. For those who charge travel by the kilometre, the OPA proposes setting a fee inline with the Government of Canada's vehicle rates used to calculate travel expenses for tax purposes, which, as of 2024, is \$0.59 per kilometre (see [here](#)).

MISSED APPOINTMENTS

Many physiotherapists define a missed appointment as one in which a client has given notice of cancellation too late for the time to be made available for another revenue-generating purpose. The criterion for insufficient notice varies, but 24 hours is a common time limit. Providing that the client has been advised of this policy, charging up to the full recommended unit rate for appointments cancelled with insufficient notice is a reasonable business practice. Please note that missed appointments do not entitle physiotherapists to unreasonably withhold care, and physiotherapists must continue to practice in accordance with Standards set by the College of Physiotherapists of Ontario.

TRANSPARENCY AND PATIENT CONSENT

Service fees must be fully disclosed to patients before treatment and acknowledgement of and consent to payment of those fees should be received from the patient, or from the patient's representative prior to treatment. In addition to the service fees, the anticipated number of visits and the physiotherapist's policy on missed or cancelled appointments must be disclosed and agreed upon. Consent for fees should also include that fees may be subject to change based on several factors, including but not limited to:

- Changes in staffing and level of expertise
- Changes in the level of risk or complexity of services
- Changes in the equipment or training required to provide the services

When implementing fee increases, 30-60 days' notice should be given to patients and/or their representatives.

APPENDIX A: FEE GUIDELINE WORKING GROUP

WORKING GROUP MEMBERS

| NAME | ORGANIZATION | TITLE |
|--------------------|---|--|
| Angela Dye | Integrated Rehab Professionals; Pickering Sports Medicine & Wellness Centre | CEO, Physiotherapist |
| Angela Growse | Pro Function Sports Injury Clinic & Health Care Team | Physiotherapist |
| Arsh Deol | Shelburne Physiotherapy Centre | Physiotherapist |
| Charlotte Anderson | Alpha Health Services | Owner, Physiotherapist |
| Danielle Cousineau | Symetrics | Owner, Physiotherapist |
| David Egbert | Shelburne Physiotherapy Centre | Owner, Physiotherapist |
| Derek Debassige | Manitoulin Physio Centre | Clinic Director, Physiotherapist |
| Jane Breberina | Lifemark Health | Director, Physiotherapist |
| Jason Bellefleur | Bellefleur Physiotherapy | President, Physiotherapist |
| Jordan Burgess | Amped Physiotherapy | Owner, Physiotherapist |
| Karla Andrews | Andrews In-Home Physiotherapy | Owner, Physiotherapist |
| Kyle Whaley | Propel Physiotherapy | Executive Director, Physiotherapist |
| Michael Belcamino | Walser Physiotherapy and Associates | Partner, Physiotherapist |
| Michael Koonar | Koonar Physiotherapy | Owner, Physiotherapist |
| Patrick Cayen | Ottawa Valley Physiotherapy & Sports Medicine | Owner, Physiotherapist |



APPENDIX B: CONSULTANT AND OPA CONTRIBUTORS

THE CG GROUP

| NAME | TITLE/ROLE |
|------------|------------|
| Don Gracey | Consultant |

ONTARIO PHYSIOTHERAPY ASSOCIATION (OPA)

| NAME | TITLE/ROLE |
|-----------------------|---|
| Aleksandra Nikolovski | Project Manager, Practice & Policy Working Group Chair & Staff Lead Physiotherapist |
| Amy Hondronicols | Director, Practice, Policy, & Member Services Physiotherapist |
| Sarah Hutchison | Chief Executive Officer |