

## **Questions and answers regarding the new schedule of rates and compulsory posting**

### **May I ask for less than the amount in the posted rate?**

YES, compulsory posting and observance of rates are intended to ensure that the patient knows what to expect in advance. Paying less than the posted amount does not pose any problems.

### **Can I adopt rates that differ from the FMOQ rates?**

YES, the FMOQ schedule of rates is provided for information purposes only. You are free to adapt it to your needs. Moreover, it has been sent to the *Collège des médecins du Québec*, which should not question your rates if you keep to the schedule.

### **May I provide the information regarding a potential recourse on the receipt rather than the invoice?**

YES, the RAMQ wants the patient to be able to determine whether the services are insured, and will have to make its own determination if a patient requests a reimbursement. Although the law only requires that the notice appear on the invoice, the receipt, which testifies to the fact that the patient has made a payment, is just as useful. Since any patient requesting reimbursement from the RAMQ must also present a receipt to prove that he has actually paid the fees, it is entirely acceptable to show it on the receipt.

### **Will the FMOQ produce large format posters?**

NO, the plasticized rates schedules sent out by mail are adequate to satisfy the requirements of the law. You can have them enlarged if you feel it is appropriate.

### **Do I have to post my rates on a wall in the waiting room and in every waiting room?**

The law requires that you post your rates so that your patients can consult them. It is up to you to decide on the location that best meets this requirement. If you have more than one waiting room, it is probably appropriate to post the rates in each one. With regard to posting your rates in the office of the person who collects fees from patients, this practice probably does not meet the legal requirement, unless you make sure your rates are brought to all patients' attention before seeing you in a consultation.

### **Will the FMOQ produce invoices for distribution to members?**

NO, it is up to doctors themselves to produce invoices and receipts. Your invoices and receipts should identify the clinic or doctor who is charging the fees, in addition to details of the services, as well as the rate charged for each service.

### **What constitutes a commercially produced splint?**

A commercially produced splint is one that is ready to use "out of the box." If you have to cut or shape it, it is not a commercially produced splint, even if the base is manufactured (*Alumafoam*, pre-assembled plaster section with padding within a *stocking*).