# Quick Facts for Insurers from the College of Physiotherapists of Ontario

Regulatory colleges exist to protect the public. Physiotherapists and other regulated health professionals are required to follow rules (called standards) that are set by their colleges. They must also follow additional legislation and laws.

## How does the College protect the public?

* We **license physiotherapists** to practice in Ontario. PTs must renew their registration each year and confirm that their information is up to date.
* We **set the rules that physiotherapists** must follow and ensure quality care throughout their careers.
* We **share information about physiotherapists** (the Public Register) and physiotherapy practice (the College website and e-newsletter).
* We **take and investigate complaints from the public** and others (including insurers).

## Were you aware that:

* Clinics do not have to be owned by a PT or another regulated health professional.
* PTs are not required to write an entry in the chart for every session with a patient.
* PTs do not have to be in the same physical location as an assistant (PTA) they are supervising.
* PT Residents are physiotherapy graduates and can bill for services they provide using their own registration number.
* Assistants can deliver patient care on the PT’s behalf. They can bill services as though the PT delivered the care.
* Physiotherapy can happen anywhere — a clinic, a gym, in someone’s home, a hospital or virtually.

[Review all the College Rules and Resources](https://www.collegept.org/rules-and-resources) and if you have questions about the rules and more, please do not hesitate to call the College’s Practice Advisors to discuss.

## Consider bookmarking these resources for easy access:

* [Fees, Billing and Accounts Standard](https://www.collegept.org/rules-and-resources/fees-billing-and-accounts)
* [Working with Physiotherapist Assistants Standard](https://www.collegept.org/rules-and-resources/working-with-physiotherapist-assistants)
* [Supervision Standard](https://www.collegept.org/rules-and-resources/supervision)
* [About Virtual Practice](https://www.collegept.org/registrants/virtual-practice-in-physiotherapy)

## Have a question related to physiotherapy or the rules PTs must follow?

Give the College Practice Advisors a quick call. They will do their best to answer your questions or send you to the right resource. This service is free and confidential. Email [advice@collegept.org](mailto:advice@collegept.org) or call 1-800-583-5885 ext. 241.

## Find a physiotherapist on the Public Register

Use this online tool for real-time updates about all registered physiotherapists in Ontario. Confirm someone is registered to practice and see if they have any terms, conditions or limitations on their certificate to practice. [Visit the Public Register](https://collegept1.microsoftcrmportals.com/public-register/)

## Want to discuss or make a complaint about a physiotherapist?

Be sure to reach out if you would like to speak with our investigations team or want to make a formal complaint about a PT. Staff are happy to work with you. Contact [investigations@collegept.org](mailto:investigations@collegept.org) or call 1-800-583-5885 ext. 227.

## Looking for all of the health regulators in Ontario?

Find a complete list of Ontario health regulators — all 26 health colleges in one place. [Ontariohealthregulators.ca](https://ontariohealthregulators.ca/)