



# Public Notice

**Registrant: Lilian Chung, Registered Physical Therapist**

**Location: Burnaby, BC**

**Effective Date: May 14, 2025**

**Nature of Action:** On November 27, 2023, a complaint was received from an insurance company concerning Lilian Chung, RPT (the “Complaint”). At the time of the events giving rise to the Complaint, the registrant was participating in a “physiotherapy led kinesiology” program at a clinic in Burnaby. A panel of the Inquiry Committee of the College of Health and Care Professionals (the “Panel”) investigated the Complaint pursuant to section 32(1) of the *Health Professions Act* (the “Act”).

**Action Taken:** On April 29, 2025, Ms. Chung voluntarily entered into an undertaking and consent agreement (the “Agreement”), pursuant to sections 33(6)(c) and 36 of the Act, in which she:

1. consented to a reprimand for engaging in improper billing practices;
2. agreed to make all efforts to adhere to the physical therapy practice standards and undertakes to:
  - a) ensure that fees are only charged for physical therapy services that have been provided to clients.
  - b) apply critical thinking and professional judgment when interpreting assessment findings and determining physical therapy diagnoses.
  - c) engage clients in the development of intervention plans that align with their assessed needs and goals.
  - d) conduct regular re-evaluations of client progress, monitor responses to interventions, and make necessary adjustments, including discontinuing services that are no longer required or effective.
  - e) collaborate with clients and other healthcare providers to develop and implement appropriate discharge plans.
  - f) provide proper supervision to any supervisees under her oversight in accordance with professional standards and regulatory requirements.
3. agreed to successfully complete the PROBE Professional Ethics and Boundaries course, at her cost.

The Panel determined this to be a serious matter under s.39.3 of the Act requiring publication.

## **Reasons for the Action:**

On May 14, 2025, the Panel approved the Agreement between the College and Ms. Chung to address practice concerns that occurred between July 29, 2021 and September 25, 2023, related to Ms. Chung’s billing practices, proficiency in conducting timely physical therapy reassessments, developing physical therapy treatment plans, collaboration on discharge plans, and supervision of physical therapy support workers. In reaching its disposition in this matter, the Panel considered that the public must be confident not only in the clinical skills of a physical therapist, but that a physical therapist ensures that their services are



billed correctly because improper billing can lead to a negative perception of the profession.

The Panel is satisfied that the Agreement contained sufficient terms to ensure the Registrant learns from this experience, that the profession is cautioned from engaging in similar conduct, and the public is adequately protected.