



Type: Consent Resolution

Name: Vicky Bhardwaj, RMT

Location: Kelowna, BC

Date of Action: June 4, 2025

Nature of Action: The registrant, Vicky Bhardwaj, voluntarily entered into an undertaking and consent agreement with a panel of the Inquiry Committee of the College to address the conduct that was the subject of a complaint investigation (the “Conduct”).

As part of the agreement, Ms. Bhardwaj agreed to the following terms:

1. Formal reprimand from the College.
2. Undertaking not to repeat the Conduct.
3. Completion of intensive remedial coursework on professional ethics.
4. Suspension of Ms. Bhardwaj’s registration with the College for a period of 3 months.
5. Cooperation with random audits of Ms. Bhardwaj’s practice and billing and clinical records for a period of 12 months.
6. Payment of a portion of the costs of the investigation in the amount of \$350.

Reasons: The undertaking and consent agreement relates to a complaint made by a patient on December 13, 2022.

Ms. Bhardwaj admitted to submitting to an insurance provider 97 fraudulent massage therapy claims for treatments related to 10 patients that were not provided as claimed by Ms. Bhardwaj (the “False Claims”). The insurance provider completed an investigation of Ms. Bhardwaj’s claims and concluded that the claims were false and that Ms. Bhardwaj had engaged in deliberate misconduct. Despite being aware of the insurance provider’s investigation and its findings, Ms. Bhardwaj failed to report the results of the investigation to the College as required by the Code of Ethics for registered massage therapists. The matter subsequently came to the College’s attention by complaint.



During the College's investigation, Ms. Bhardwaj falsely denied that she had submitted the False Claims, other than those claims related to the Complainant and the Complainant's husband, and that she submitted fraudulent claims for treatment that occurred while she was out of the country.

The above-noted conduct violates the Code of Ethics for registered massage therapists and constitutes professional misconduct.

Ms. Bhardwaj's misconduct represents a fundamental breach of trust between a healthcare professional and the public. Fraudulent billing is unethical and can lead to the misuse of public or private resources intended for patient care. This conduct has the potential to harm both individual patients and the reputation of the profession as a whole.

Ms. Bhardwaj also admitted to failing to keep proper health care records and failing to produce health care records for College inspection, which are violations of the College's Bylaws.

The panel of the Inquiry Committee is satisfied that the terms of the undertaking and consent agreement will protect the public interest.