

JOINTREHAB

physiotherapy ♦ massage therapy

Privacy Policy

In order to provide our patients with safe and effective treatments, Joint Rehab is committed to responsibly collecting, using, retaining and disclosing personal information.

WHAT IS PERSONAL INFORMATION?

Personal information is information that identifies you specifically such as your name, birthday, home address, phone numbers, detailed health history, conditions, and health care services received.

1. ACCOUNTABILITY

Under the direction of our Information Officer, we are responsible for maintaining and protecting the personal information we collect, use, retain and disclose.

2. PURPOSES

Personal information is collected, used, retained and disclosed in order to provide safe and effective physiotherapy and massage therapy treatments. For example, we collect information about a patient's health history in order to help us assess what their health needs are, to advise them of their options, to avoid contraindicated treatment, to obtain a health "baseline" which will serve to measure changes over time, and to contact you when necessary.

3. CONSENT

We ask for and receive your consent to collect, use, retain and disclose your personal information. The only exceptions would be in cases where use or disclosure is required or permitted by law, for example in the course of a criminal investigation or medical emergency. You have the right to withdraw your consent at any time by notifying our Information Officer in writing. If you do not provide your consent we will be unable to provide physiotherapy or massage therapy treatments to you.

4. LIMITING COLLECTION

Information is only collected for the purposes mentioned above. This information may be shared by all physiotherapists and massage therapists in the clinic who treat you. We use information, such as addresses and phone numbers, to make introductory calls about our services, to set up appointments, to follow up on treatments, to discuss therapy options and to provide information on any major business changes. We do not mail flyers, or distribute name lists to any other business or entity.

5. LIMITING COLLECTION, USE, RETENTION AND DISCLOSURE

We keep our client files for ten years, or longer if required by law, after which it is destroyed by shredding.

6. ACCURACY

We take reasonable steps to ensure your information is accurate, complete and up-to-date.

7. SAFEGUARDS

Information on paper is retained within staff areas. If we are required to mail personal information, it is sent in sealed envelopes, hand delivered or sent by reputable companies, such as bonded couriers. Staff collect, use, retain and

disclose personal information only as necessary in order to fulfill their duties and in accordance with our privacy policy.

8. OPENNESS

Information is available through our Information Officer.

9. INDIVIDUAL ACCESS

You have the right to see what personal information we hold about you upon your request. We will help with any information you do not understand. However we will need to confirm your identity and we reserve the right to charge a nominal fee. If you believe there is a mistake in the factual information, you have the right to ask for it to be corrected. We may ask for documentation as proof that our files are incorrect.

10. PROVIDING RECOURSE

If you have any questions or concerns, you may contact our Information Officer:
Renuka Kulasingham, co-owner, Joint Rehab

This policy is made in compliance with the **Personal Health Information Protection Act (PHIPA)**. The goals of PHIPA are to protect the privacy of individuals and to protect confidentiality and security of personal health information in a manner that facilitates the effective provision of health care. For information contact:

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Toronto, ON M4W 1A6
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