

COLLEGE OF PHYSIOTHERAPISTS OF NEW BRUNSWICK

SAMPLE PRIVACY POLICY For New Brunswick Physiotherapists

Introduction

At XYZ Physiotherapy Clinic, we are committed to protecting the privacy of personal information. We will not disclose personal information without consent or reasonable and lawful notice, except when required or permitted by law.

Our Privacy Commitment

At XYZ Physiotherapy Clinic, we protect the privacy of patients by:

- Collecting only the personal information that it is reasonable for us to collect to provide physiotherapy services to you;
- Advising you how your information might be disclosed and obtaining your consent;
- Having safeguards in place to protect your personal information;
- Sharing your personal information only for the purposes and with those agreed to in a signed consent form, or as otherwise permitted by law;
- Ensuring that any contractors we hire who may have access to any of your personal information also take steps to protect the privacy of your information;
- Training staff and adapting the office space to ensure maximum protection of your privacy.
- Ensuring the personal information we have is complete, accurate and up to date;
- Providing you with access to your personal information and a mechanism for requesting corrections;
- Making our Privacy Officer available to answer your questions; and
- Periodically reviewing our Privacy Policy to ensure our policy is sufficient to provide adequate protection for your personal information.

What information do we collect?

We collect personal information that is necessary to provide physiotherapy services to you and that is necessary to facilitate payment for those services. The personal information we collect includes contact information, health information and financial information.

- Contact information includes your name, phone number, address and the name of an emergency contact person.
- We collect a variety of health information including your health history, the nature of the treatment that you are receiving, the names of your other health care providers, family medical history, your subjective complaints, objective findings, diagnoses, reason for discharge and discharge plan.
- Financial information may include information about your insurance benefits coverage, credit card information, the name of your employer and other information to facilitate payment for services provided.

What are the purposes for collecting your information?

- The purpose of collecting contact information is to open and update your patient file, invoice for services, remind you of appointments or the need for further treatment and to provide informational materials about our clinic.
- The purpose of collecting health information is for the purpose of assessment, diagnosis and the provision and evaluation of physiotherapy treatment.
- The purpose of collecting financial information is to make arrangements for payment of physiotherapy services.

Do we share your information with others?

Contact information may be disclosed to third party health benefit providers and insurance companies where you have submitted a claim for reimbursement or payment of all or part of the cost of treatment or where we have been asked to submit a claim on your behalf.

Health information may be disclosed to:

- Third party health benefit providers and insurance companies where you have submitted a claim for reimbursement or payment of all or part of the cost of treatment or have asked us to submit a claim on your behalf;
- Work Safe NB or to your employer, if you have made a compensation claim;

- Other health care professionals who are also providing you with treatment;
- Your lawyer, if you were injured in an accident; and
- Research teams in an anonymous form to facilitate outcome research.

Financial information may be disclosed to your insurer, credit card company or as necessary to facilitate payment. In addition, personal information may be disclosed without your consent, when we are required to do so by law.

What steps do we take to protect your personal information?

- Our records containing your personal information are stored in a secure place.
- Our electronic records are stored on hardware that is secure.
- Passwords are used on all computers.
- We take care to protect screen monitors from public viewing.
- Paper records are transferred outside our office in sealed envelopes by secure methods.
- Telephone discussions with patients are carried out with sensitivity to ensure that your personal information is not inadvertently disclosed to other patients.
- Electronic information is transferred in secure files and made anonymous wherever possible.
- We do not share your personal information outside our office for any marketing, promotional, publicity, educational or research purposes without your consent.
- Our staff is trained to handle your information only through the protected measures outlined in our privacy procedures.
- If we hire consultants or contractors who might have access to any of your personal information, we will take steps to ensure that the consultant or contractor also protects your privacy.

How can I access and correct my Personal information?

You can make a request to look at your personal information by asking a staff member at the clinic. They may refer you to our Privacy Officer. We will attempt to help you understand the reasons we have information that is in your records. You may request that we consider making changes to your personal information if it is inaccurate, incomplete or not up-to-date. If you believe that there is a factual mistake in your personal information, you may request that we change it, and we will consider your request.

If you request a copy of your record, we will provide it to you in a reasonable period of time. If we charge you for the cost of copying the record, we will advise you of the cost in advance.

How long do we keep your information?

We are required by legislation to keep records containing personal information for a specified period of time. We keep your records for a minimum of 7 years from the last date of service.

We destroy personal information in paper records by shredding it on the expiry of the 7 year period, or later as the PT may decide is appropriate in certain cases. We destroy electronic personal information by deleting it. When discarding hardware, we make sure the hard drive is destroyed.

Who should I contact for more information?

If you have a concern about your personal information, please feel free to ask the physical therapist treating you, or another staff member. If you have a concern that is not being resolved and you wish to make a complaint, please address your concern in writing to our Privacy Officer: _____(insert name)

Policy Review Dates

_____ PT's name: _____
 _____ PT's name: _____
 _____ PT's name: _____
 _____ PT's name: _____