



Brooklin Village Physiotherapy

"It Takes A Village....."

Patient Information

Name: _____ Date of Birth: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone (Res): _____ (Cell): _____

Email: _____

Would you like to receive appointment confirmations through Email: _____

Family Doctor

Name: _____ Phone: _____

Address: _____

Referring Doctor (if different from Family Doctor)

Name: _____ Phone: _____

Address: _____

Please complete the following general health information

Yes/No

Do you have cardiac problems?

Do you have a history of high blood pressure?

Do you have a pacemaker?

Are you a diabetic?

Are you pregnant? (if appropriate)

Do you have epilepsy?

Do you have a history of cancer?

Have you had any recent or major surgery?

Any other serious medical conditions which your physiotherapist should be aware of?

Are you currently receiving any other treatment? _____

How did you find out about Brooklin Village Physiotherapy? _____

Emergency Contact Information

Name: _____ Phone: _____

Payment and Cancellation Policy

Brooklin Village Physiotherapy is NOT covered through OHIP.

Payment will be due on the day of treatment and can be made by VISA, MasterCard, debit, cash or cheque.

We require 24 hours notice for canceling appointments. Insufficient notice or missed appointments (no shows) may result in a cancellation fee of \$25.00 per instance, which is not covered by your insurance plan.

Please sign below to accept these conditions:

Patient's Signature: _____ Date: _____

5959 Anderson Street, Brooklin, Ontario L1M 2E9

t: 905-655-7776 f: 905-655-7883

e: brooklinphysio@hotmail.com w: www.brooklinvillagephysio.ca

R.C. Fryzuk Physiotherapy Professional Corporation



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Privacy Policy and Who We Are

Brooklin Village Physiotherapy is committed to protecting your privacy and the confidentiality of your personal information. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the goods and services we provide. In order to comply with the privacy legislation, we have developed a privacy policy. Any personally identifiable information about a client is considered personal information (e.g. age, phone number, address, etc.). We promise to protect your personal information and this document describes our Privacy policies.

At the time of writing, our clinic includes six physiotherapists and support staff. We work with other organizations that may have limited access to personal information we hold. These include The Orthotic Group, accountants, lawyers, credit card companies (VISA and Mastercard), and banks (debit). We restrict their access to any personal information as much as reasonably possible. We also have their assurance that they follow appropriate privacy principles.

WE COLLECT PERSONAL INFORMATION: PRIMARY PURPOSES

About Clients:

Like all physiotherapists, we collect, use and disclose personal information in order to serve our clients. For our clients, the primary purpose for collecting personal information is to provide physiotherapy treatment. For example, we collect information about a client’s health history, including their family history, physical condition and function and social situation in order to help us assess what their needs are, to advise them of their options and then to provide the health care they choose to have.

A second primary purpose is to obtain a baseline of health and social information for when we provide ongoing health services. This allows us to identify changes that are occurring over time. It is rare for us to collect client information without the client’s consent. Two rare instances that may occur, in which case consent is not possible to obtain are; in the case of an emergency e.g. the patient is unconscious or, if we believe it is impractical to gain consent. An e.g. of this is if a family member passed on a message from our client and we have no reason to believe this is not genuine.

PERSONAL INFORMATION: RELATED AND SECONDARY PURPOSES

You can choose not to be a part of some of the secondary purposes listed below by declining to receive notice of special events or opportunities, or by paying for your services in advance. We do not, however, have much choice about some of these related or secondary purposes (e.g. external regulation). Like most organizations, we also collect, use and disclose information for purposes related to or secondary to our primary purposes.

Examples are as follows:

- To invoice clients for goods or services that were not paid for at the time, to process credit card payments or to collect unpaid accounts.
- To advise clients that their product or service should be reviewed (e.g. to ensure a product is still functioning properly and appropriate for their then current needs and to consider modifications or replacement).

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- To advise clients and others of special events or opportunities (e.g. a seminar, development of a new service, arrival of a new product) that we have available.
- Our clinic reviews client and other files for the purpose of ensuring that we provide high quality services, including assessing the performance of our staff. In addition, external consultants (e.g. auditors, lawyers, practice consultants) may on our behalf do audits and continuing quality improvement reviews of our clinic, including reviewing client files and interviewing our staff.
- Clients or other individuals we encounter may have questions about our services after they have been received. Moreover, we provide ongoing services for many clients over a period of months or years. This allows us to draw upon our client records to answer any questions. Our College requires us to keep client records for ten years after the last contact date. For more information on retentions please see the heading Retention and Destruction of Personal Information.
- Physiotherapists are regulated by the College of Physiotherapists of Ontario who may inspect our records and interview our staff as a part of their regulatory activities. In addition, as professionals, we will report serious illegal behavior to the authorities. External regulators have their own strict privacy obligations. Sometimes reports include personal information about our clients, or other individuals, to support the concern (e.g. improper services). Also, like all organizations, various government agencies (e.g. Canada Customs and Revenue Agency, etc.) have the authority to review our files and interview our staff as a part of their mandates. In these circumstances, we may consult with professionals (e.g. lawyers, accountants) who will investigate the matter and report back to us.
- The cost of some goods/services provided by the organization to clients is paid for by third parties (e.g. WSIB, private insurance). These third-party payers often have your consent or legislative authority to direct us to collect and disclose them certain information in order to demonstrate client entitlement to this funding.
- If assets were to be sold, the purchaser would want to conduct a “due Diligence” review of the Clinic’s records to ensure that it is a viable business that has been honest. This due diligence may involve some review of our accounting and service files. The purchaser would not be able to remove or record personal information. Before being provided access to the files, the purchaser must provide a written promise to keep all personal information confidential. Only Reputable purchasers who have already agreed to buy the organization’s business or its assets would be provided access to personal information, and only for the purpose of completing their due diligence search prior to closing the purchase.

PROTECTING PERSONAL INFORMATION

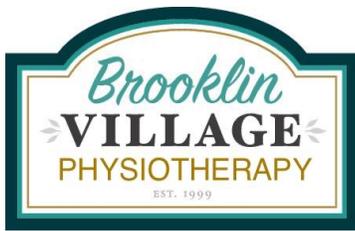
- Paper information is either under supervision or secured in a locked or restricted area.
- Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on the computers.

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- Paper information is transmitted through sealed, addressed envelopes or boxes by reputable companies.
- Electronic information is transmitted either through a direct line or is anonymized or encrypted.
- Staff is trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy.
- External consultants and agencies with access to personal information must enter into privacy agreements with us.

RETENTION AND DESTRUCTION OF PERSONAL INFORMATION

We need to retain personal information for some time to ensure that we can answer any questions you might have about the services provided and for our own accountability to external regulatory bodies.

We keep our client files for about ten years. Our client and contact directories are much more difficult to systematically destroy, so we remove such information when we can if it does not appear that we will be contacting you again. However, if you ask, we will remove such contact information right away.

We destroy paper files by shredding and electronic information by deleting it. When the hardware is discarded, we ensure that the hard drive is physically destroyed.

YOU CAN LOOK AT YOUR INFORMATION

With few exceptions, you have the right to see what personal information we hold about you, however we will need to confirm your identity. We reserve the right to charge a normal fee for such requests.

We may ask you to put your request in writing. If we cannot give you access, we will tell you within 30 days and tell you the reason, as best we can, as to why we cannot give you access.

If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions we may have formed. We may ask you to provide documentation that our files are wrong. Where we agree that we made a mistake, we will make the correction. If we do not agree that we have made a mistake, we will still agree to include in our file a brief statement from you on the point. Whether agreeing or disagreeing we will notify anyone we sent this information to.

DO YOU HAVE A QUESTION?

If you have concerns about our competence or professionalism you can contact:

- Our Information Officer *Cheryl Davies*, can be reached in person or by phone at:
 - a. 5959 Anderson St. Ste L3, Brooklin, ON L1M 2E9
 - b. (905)655-7776

If you wish to make a formal complaint, you may make it in writing. She will acknowledge receipt of your complaint; ensure that it is investigated promptly and provide you with a formal decision and reasons in writing



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- College of Physiotherapists of Ontario: This policy is under the Personal *Information Protection and Electronic Documents Act*. There are some rare exceptions to the commitments set out above.
- For more general inquiries, the Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector and deals with privacy disputes. The Privacy Commissioner can be reached at: 1(613)995-8210 or Toll Free: 1(800)282-1376

NOTE TO PATIENT

We want your informed consent. This means that we want you to understand the services we will provide you and what we do with personal information we obtain about you. If you have any questions on any of this, please ask.

CONSENT FOR PERSONAL INFORMATION

I understand that to provide me with rehabilitation services and products this clinic will collect some personal information about me (e.g. home telephone number, address, Health Number, Medication used and so on).

I have reviewed this clinic’s Privacy Policy with respect to the collection, use and disclosure of personal information, steps taken to protect the information and my right to review my personal information. I understand how the Privacy Policy applies to me. I have been given a chance to ask any questions I have about the Privacy Policy and they have been answered to my satisfaction.

Please check if appropriate:

I do not want to receive e-mails pertaining to my treatment (ie. exercises, education, enquiries about how I am doing, etc.)

I do not want any reminders about outstanding bills or related information sent by e-mail

I understand that, as explained in the Privacy Policy, there are some rare exceptions to these commitments.

SIGNATURE: _____ DATE: _____