

## **Crowfoot Physiotherapy Privacy Policy**

At Crowfoot Physiotherapy, we are committed to protecting the privacy of your 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 Crowfoot Physiotherapy, we protect your privacy by:

- Collecting only the personal information required for physiotherapy services
- Advising you how your information may be disclosed and obtaining your consent
- Safeguarding your personal information
- Sharing your personal information only for the purposes stated and agreed to in a signed consent form or otherwise permitted by law
- Ensuring any contractors hired who may have access to your information also protects the privacy of your information
- Training staff and adapting the office space to ensure maximum protection of your privacy
- Ensuring personal information is current, complete and accurate
- Providing you access to your personal information and a mechanism for requesting corrections
- Having our privacy officer, Beverly Landry, available to answer your questions
- Reviewing our privacy policy quarterly ensure it provides adequate protection for your personal information.

### **Information Collected**

The personal information we collect is required in order to provide you with physiotherapy services and to facilitate payment for services rendered.

- Contact information: your name, phone number, address, personal health number
- Health information: your health history, treatment received, names of other healthcare providers, family medical history, your subjective complaints, objective findings, diagnoses, reason for discharge, and discharge plan
- Financial information: your insurance benefit coverage information, credit card information, employer's name, and other information to facilitate payment for services provided

### **What do we use your information for?**

We use contact information to open and update your patient file, invoice for services, remind you of appointments and/or the need for further treatment. We use health information to assess, diagnose and to provide and evaluate physiotherapy treatment. We use financial information to arrange payment for physiotherapy services rendered.

### **With whom do we share your information?**

Contact information: may be disclosed to third-party health benefit providers/insurers when reimbursement claims for all or part of the treatment cost have been submitted.

- Health information – may be disclosed to:
  - o Third-party health benefit providers and insurance companies when a claims is submitted for reimbursement or payment of all or part of the cost of treatment or we have been asked to submit a claim on your behalf.

- The WCB or your employer if you made a WCB claim
- Other healthcare professionals also providing you with treatment
- Your lawyer, if you were injured in an accident
- Research terms in an anonymous form to facilitate outcome research
- Financial information – may be disclosed to your insurer or credit card company as required to facilitate payment

**NOTE:** personal information can also be disclosed without your consent if we are required to do so by law.

#### **How we protect your personal information:**

- We maintain electronic medical records through Jane. Jane Data is encrypted using 256-bit encryption.
- We store electronic records on secured hardware, use antivirus software and passwords on all computers and take care to protect screen monitors from public viewing.
- All paper records are immediately scanned into the electronic medical records system and shred on site.
- We conduct telephone discussions with sensitivity to ensure that your personal information is not inadvertently disclosed.
- Workspaces including fax machines, mobile devices, computers, and other office equipment is located within staff-only areas where access is restricted. All computers are password protected with additional password protection for the electronic medical records system.
- Electronic information is transferred in password-protected and/or encrypted emails and made anonymous wherever possible. All computers are equipped with anti-virus/malware software, firewalls, intrusion detection, and encryption.
- We do not share your personal information outside our office for any marketing, promotional, publicity, educational, or research purposes without your consent.
- We train staff to handle your information only through the protected measures outlined in our privacy procedures. If consultants or contractors are hired, we take steps to ensure the consultant or contractor also protects your privacy.

#### **Accessing and correcting your personal information**

You can request to view your personal information by asking a staff member who may refer you to our privacy officer or direct you to our Health Information Request Policy which outlines any fees associated with the request.

You may request a change to your personal information if it is inaccurate, incomplete, no longer current, or if you believe there is a factual mistake. These changes to personal information will be made within 1 business day.

#### **How long is information kept?**

We are required by the College of Physiotherapists of Alberta and the Alberta College and Association of Chiropractors to keep records containing personal information for 10 years from the last date of service. Or in the case of a minor, 10 years past the minor's eighteenth birthday. After that time, we shred paper records and delete electronic ones. When discarding hardware we ensure the hard drive is destroyed.

Crowfoot Physiotherapy abides by HIA, FOIP Act and PIPEDA.

#### **Commitment to Training and Responding to Incidents**

Crowfoot Physio is committed to life-long learning and this includes a continual improvement in our privacy and security measures. We perform quarterly privacy reviews and update any policies as required.

Should you have a concern with regards to how your information is being managed, please discuss your concerns with your treating clinician or another staff member. If your question/concern is not resolved, please complete a Privacy Incident Form provided by our Privacy Officer, Beverly Landry and we will investigate the issues as identified.

Beverly Landry  
205-60 Crowfoot Cres NW  
Calgary, AB  
T3G3J9  
403-241-1600  
[crowfootphysio@shaw.ca](mailto:crowfootphysio@shaw.ca)