



## Privacy Policy and Consent

At PhysioWell Health Solutions we understand the importance of protecting your privacy. We are committed to following all guidelines set out by the College of Physiotherapists of Ontario and the Province of Ontario. All information is securely kept, and documents are released only with your written consent.

### Collection, Use, and Disclosure of Information

In order to provide you with physiotherapy goods and services, PhysioWell Health Solutions will collect some personal and health information including medical history, previous treatment, home address, and telephone number, etc. The following are purposes for which we collect, use, and/or disclose your information:

- Contacting you, if required, regarding your scheduled appointments
- Invoicing services that were not paid for at the time, or collecting unpaid accounts
- Reviewing client files for the purpose of ensuring that we provide high quality services that address your health needs, and providing you with available treatment options
- Practice consultants, government agencies and / or insurance companies may do audits quality improvement reviews of our Clinic, including reviewing client files and interviewing our staff. 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
- Third parties may pay for the cost of the goods / services provided to clients by PhysioWell Health Solutions (e.g., WSIB, private insurance, automobile insurance companies). These third-party payers often have your consent to direct us to disclose to them certain information in order to demonstrate client entitlement to this funding
- We retain our client information for a minimum of ten years after the last contact, or 10 years after a client turns 18 years of age to enable us to respond to questions, be accountable for the treatment we have provided, and to provide further services

Collection, use, and disclosure of personal information will only be as necessary to fulfill duties in accordance with our privacy policy.

Paper information is either under supervision or secured in a locked or restricted area. We will be using an online clinic management software that allows for online scheduling as well as online documenting / charting for staff. Electronic hardware is either under supervision, or secured in a locked or restricted area at all times, with passwords on all computers and clinic management software.

