

Privacy of personal information is an important principle to Goreway Physiotherapy and Rehabilitation Centre. We would collect, use and disclose personal information responsibly and only to the extent necessary for the services we provide. We take measures to ensure the privacy and confidentiality of that information.

PERSONAL INFORMATION

Personal information is information about an individual. Personal information includes information that relates to the personal characteristics (age, gender, address, phone number), their health (health history, health conditions, treatments received, etc.), or their activities and views (e.g., religion, politics, opinions). Personal information is to be contrasted with business information (e.g., an individual's business address and telephone number), which is not protected by privacy legislation.

WHY WE COLLECT PERSONAL INFORMATION

Goreway Physiotherapy and Rehabilitation Centre collect, use, and disclose personal information like all other health clinics in order to serve our clients. We collect information about the health history, family history, physical condition, function and social situation in order to help us assess their health needs are, to advise them the options and then to provide the health care they choose to have. The second primary reason for collecting this information is to obtain a baseline of health and social information so that in providing ongoing health services we can identify changes that may occur over a period of time. It would be very rare for us to collect information without the client's express consent, but this might occur in emergency or impractical to obtain consent.

For members of general public, our primary purpose for collecting personal information are to provide notice of special events (e.g. a seminar or workshop) or to make them aware of clinic services in general or our clinic in particular. For people who are employed / contracted to do work for us our primary purpose for collecting information is to ensure we can contact them in future (e.g. for new opportunities) and for necessary work related communication (e.g. paychecks, Tax receipts).

The most common examples of using personal information for non-treatment purposes are as follows:
To invoice clients for services that was not paid for, to process credit cards, or to collect unpaid accounts. Physiotherapists and other professional staff are regulated by their respective colleges who may inspect our records and interview our staff as part of their regulatory activities.

Our clinic reviews client and other files, including the assessment of staff performance for the purpose of high quality services. External consultants may perform audits on our behalf.

Most of our goods and services are paid, either in whole or in part, by third parties. These payers often have your consent or legal authority to direct us to collect and disclose to them certain information in order to demonstrate client entitlement to this funding.

The patient's records are stored for a minimum of ten years as this allows us to answer the questions about treatment received in the past.

In the unlikely event that the company or its assets were to be sold, the buyer would want to conduct "due diligence" to ensure that this is a viable business, in that case the buyer would need to sign a written

promise to keep all personal information confidential.

PROTECTION OF PERSONAL INFORMATION

As we understand the importance of protecting the personal information, we have taken the following steps:
Electronic hardware is either under supervision or secured in a locked or restricted area at all times.

Computers are password protected.

Paper information is either under Supervision or secured in a locked or restricted area.

Transmit paper information through sealed addressed envelopes or boxes labeled "Private and Confidential" by reputable couriers.

Transmit electronic information either through a direct line or is encrypted

Staffs are trained to collect, use, 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 keep our clients paper files for at least ten years to ensure that we can answer any questions you might have about our services provided and for our own accountability, after which time they are systematically destroyed by shredding. We destroy electronic information by deleting it and when the hardware is discarded, we ensure that the hard drive is physically destroyed.

You can look at your information

With some exception the patient have the right to view your files and personal information. Often all you need to do is ask. We can help you identify records you need and also help you to understand any information you do not understand (e.g. short forms, etc). We will ask you to put your request in writing and we reserve the right to charge a nominal fee for such requests.

If we are unable to give you access, we will tell you within 30 days if at all possible 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 and notify anyone to whom we sent this information. if we do not agree that we have made a mistake , we still agree to include in our files a brief statement from you on the point and we will forward that statement to anyone else who received the earlier information.

If you have a question

Our information officer Mr. Sridhar Krishnaswami can be reached at:

Goreway Physiotherapy & Rehabilitation Centre

7330, Goreway Drive, unit 20,

Mississauga, ON.

Tel: 905 612 8222. Fax: 905 612 8752

Email: gorewayphysio@gmail.com

Every attempt will be made to answer any questions or concerns you might have.

If you wish to make a formal complaint about privacy policies, you make it in writing to the information officer. He or his delegate will acknowledge receipt of your complaint and make certain that is investigated promptly and

you will be provided with a written response.

If you have a concern about the professionalism or competence of our services or any of our staff we would ask you to discuss those concerns with us. If we cannot satisfy your concerns you are entitled to make a complaint to the appropriate regulatory body. The contact information is provided below:

College of Physiotherapists of Ontario

375 University Avenue

Suite 901

Toronto, Ontario

M5G 2J5

416-591-3828, 1-800-583-5885

Fax: 416-591-3834

General email: info@collegept.org

Web: www.collegept.org

College of Massage Therapists of Ontario

1867 Yonge Street, Suite 810

Toronto, Ontario, Canada M4S 1Y5

Tel: 416 489 2626, Toll Free 1800 465 1933

Fax: 416 489 2625.

Web: www.cmto.com

For general inquires

Information and Privacy Commissioner of Canada

112, Kent Street,

Ottawa, ON K1A 1H3

Tel: 613 995 8210 Toll Free 1 800 282 1376 Fax: 613 947 6850

TTY: 613 992 9190 Web: www.privcom.gc.ca