



## **PRIVACY POLICY OF YOUR PERSONAL HEALTH INFORMATION**

The Physical Therapy Clinic at Queen's University is committed to protecting individual privacy and the confidentiality of the personal health information it holds. The Physical Therapy Clinic at Queen's University is the 'health information custodian' and all providers, employees, students, volunteers are its agents for the purposes of the Personal Health Information Protection Act, 2004 (PHIPA).

### **Collection, Use and Disclosure of Your Personal Health Information**

Your health record includes information relevant to your health such as your date of birth, contact information, health history, record of visits, the care and support you received during those visits, results from tests and procedures, and information from other health care providers. The information in your health record belongs to you, but the health record itself is the property of The Physical Therapy Clinic at Queen's University as the 'health information custodian'.

All information disclosed within appointments is confidential and will not be disclosed to anyone outside of your direct care unless directed to do so with your permission, except where reporting is required by law or by relevant standards of professional practice:

1. Where there is suspicion that a child or children (presently under the age of 16) has been or is being neglected or physically, emotionally or sexually abused,
2. Where the client presents a serious danger of violence to others,
3. Where the client is likely to harm them self unless protective measures are taken,
4. If a client reveals that he or she has been sexually abused by a health care provider who is covered by the Regulated Health Professions Act (e.g., a psychiatrist, a nurse, a physician, etc.), the therapist is obliged to report the name of the perpetrator to their governing body.

### **Access to Your Client Record**

With limited exceptions, you have the right to access the personal health information we hold about you. If you request a copy of your record, one will be provided to you at a reasonable cost. If you wish to view the original record, one of our staff members must be present, and a reasonable fee may be charged for this access.

### **Changes to Your Client Record**

We make every effort to ensure that all of your information is recorded accurately. Please let us know if you think that there is an error or omission in your health record. You have a right to ask for a correction to your record if you disagree with what is recorded. If we do not agree with the correction, you have the right to file a statement of disagreement with the record.

### **Security and Protection of Your Personal Health Information**

We follow all legal requirements, records retention schedules and best practice for the security, retention and destruction of these records. All client records are kept for a minimum period of time as determined by the treating health professional's regulatory body. This is typically 7-10 years after the last entry for adults or for 7-10 years after the patient has attained, or would have attained, the age of eighteen. The Physical Therapy Clinic at Queen's University has extended these minimums to 15 years to align with the Limitations Act, 2002. All providers, employees, students, volunteers adhere to the privacy and security policies of The Physical Therapy Clinic at Queen's University.

### **More Information or How to Make a Complaint**

If you have concerns of inappropriate collection, use or disclosure of your personal health information or of a possible breach of confidentiality, please inform us by email at [ptotclin@queensu.ca](mailto:ptotclin@queensu.ca) or by phone at 613-533-2098.

If you desire to contact the Chief Privacy Officer at Queen's University, you can do so by email at [access.privacy@queensu.ca](mailto:access.privacy@queensu.ca) or by phone at 613-533-6095.

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at [www.ipc.on.ca](http://www.ipc.on.ca) or at:

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
1-800-387-0073 (phone)  
1-416-325-9195 (fax)