

Physiotherapy and Your Privacy

Information from the Physiotherapy Association of British Columbia, the College of Physical Therapists of British Columbia, and your physiotherapist.

What PIPA means to you

Physiotherapists take your personal information very seriously, and we have always worked hard to protect your privacy.

On January 1, 2004, the Personal Information Protection Act (PIPA) came into effect in British Columbia. PIPA has rules about how physiotherapists collect personal information from their patients, use it to provide care, and share it with others (such as doctors, hospitals, insurers and so on).

PIPA also lets you access your own information and correct it if necessary.

PIPA means there are new rules about:

- How information must be collected, stored, protected and destroyed.
- Why we may collect information from you.
- Who we can disclose your personal information to.
- How you can get access to your personal information and correct it if necessary.

PIPA is mainly concerned with personal information that can tell who you are; this is called "identifiable" information.

Our Pledge to You

As your physiotherapist, when you provide me with your personal information I will:

- ✓ Only collect information required for your care and treatment.
- ✓ Give you access to your own records (there may be a minimal fee for this, and there are exceptions).
- ✓ Only share your personal information with other health care professionals or institutions as necessary to provide you with appropriate health care.
- ✓ Ask your permission to share your personal information if required for other purposes (unless for legal reasons).
- ✓ Keep your information safe and secure, and retain or destroy records as required by law.
- ✓ Keep accurate records.

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This information is provided by your physiotherapist, the Physiotherapy Association of BC and the College of Physical Therapists of BC in cooperation with the BCMA and the Office of the Information and Privacy Commissioner for BC. 2004

Consent and Access

When you give your physiotherapist information about your health, you have also given your consent to the collection, use and sharing of this information for appropriate health care. You have automatically given your physiotherapist permission to use this information and send it to other health care professionals or institutions as necessary.

You have the right to access the personal information in your health record, but you do not necessarily have access to all the information in your records. PIPA allows physiotherapists to hold back information if it could harm you or others.

If you would like access to your personal information, please let us know.

Corrections

If you believe there is an error or omission in your personal information, you can request a correction. Our clinic's privacy officer will help you fill out the required form and explain the process. Within 30 days of receiving your request, we will correct any information that has been verified to be inaccurate. Our office will then send a copy of the corrected information to anyone who has received the incorrect information from us in the past year.

If the correction you request is not accurate, we will make a note of the change you asked for and include it in your record. We will also notify you and give you the reason for not making the requested correction.

Complaints

If you have a concern or complaint about how your personal information has been collected, used or disclosed, you can make a written complaint to our office.

Our privacy officer will try to resolve the problem with you. He or she will investigate and respond to all complaints within a reasonable time period. If your complaint is justified, we will take appropriate steps to resolve it and amend our office policies and procedures.

If our office has not dealt with your concern to your satisfaction, you can contact the College of Physical Therapists of British Columbia and speak to their privacy officer to help resolve the issue.

If you are still not satisfied, you can contact the Information and Privacy Commissioner for BC, who has the final word.



PHYSIOTHERAPY ASSOCIATION
OF BRITISH COLUMBIA



College of Physical Therapists of British Columbia