



CHRISTINE KILLING RMT

Privacy of Information policy under PHIPA

The Manager of the Privacy Policy for this clinic is Christine Killing, RMT.

Collection of information

I collect only that information required to provide safe and effective health care. I request that clients provide me with general and emergency contacts so that I may provide notification of any appointment alterations or cancellations. I also record addresses so that I may provide information regarding the clinic or receipts when needed. Personal information will not be used for the purposes of advertising.

Keeping the files

Files are kept in a secure location for 10 years after the last appointment, as required by the Regulated Health Professions Act (RHPA). Client files are the property of myself, Christine Killing RMT. If I leave the clinic, your file will remain my property. Once your personal information is no longer required, it will be destroyed. No information is kept electronically.

Access to files and information

Only the therapist who is treating you will have access to your file. If you consent to a referral to another healthcare practitioner, then basic information will be forwarded to that practitioner.

If information is required by any third party, such as an insurance company, lawyer or other health care provider, your written consent will be required before any information or documents are released.

If you wish to have me consult with another of your health providers, I will ask for your signed consent.

Client access to files

Clients have the right to see and read their files. A written request must be received 2 business days in advance. The privacy officer (Christine Killing, RMT) will assist you to understand the information in the file.

Clients have a right to request changes to the personal information in their file. In any case where the privacy officer and the client cannot agree on an amendment to the information, such disagreements may be taken to the Information and Privacy Commissioner who may review the situation.

I will request reasonable payment for any photocopies, consultation or summary of client files. I will provide you with an estimate of the total cost in advance of processing your request.

Communication

I will use a method of communication agreed to in advance with each client. This may include telephone, voice mail messages, text message or email.