



## Privacy Policy

Ripley Physical Therapy and Wellness is committed to maintaining privacy of our clients. Personal information is only collected to the extent that is necessary to provide services, and we are committed to collecting, using and disclosing personal information in accordance with the policies outlined in this document.

Ripley Physical Therapy and Wellness is dedicated to providing high quality physical therapy, holistic nutrition and yoga care. This requires that we collect personal information pertaining to past medical history, family medical history, relevant medical tests and procedures, occupation, and current functional abilities and restrictions. This enables our clinicians to gather a comprehensive subjective history, which guides subsequent physical assessment and treatment procedures. We also collect contact information, such as home address, phone number, and e-mail address, in the event we need to contact you (the client) for the purposes of:

- Scheduling, rescheduling, or cancelling an appointment.
- Reminding clients of upcoming or missed appointments.
- Invoicing for completed services or collecting unpaid accounts.
- Disclosing information to third party payers such as automobile insurers, if you are submitting a claim through them (ie. following a motor vehicle accident)
- Following up on care or status
- Providing clients with clinic information if requested (ie. workshops, clinic newsletter, scientific literature, etc.)

You have the right to withhold or withdraw your consent to disclose personal health information at any time. To do this, you are required to provide a written request which will be given to our designated Privacy Officer.

Ripley Physical Therapy and Wellness ensures that the privacy of our clients is maintained by:

- Ensuring staff are trained to collect, use, and disclose personal information discretely, appropriately, and only as necessary
- Securely storing client information and files so that they may only be accessed by authorized individuals when it is necessary for the purposes of delivering services or invoicing for said services.
- Storing electronic information on a secure network if it pertains to cloud-based electronic medical records (EMR) charting; and/or on a password protected computer that may only be accessed by authorized individuals.
- Shredding unnecessary or redundant documents.



We retain our clients' personal information for 10 years, or 10 years after the 18th birthday if the client is a minor, as required by the Regulated Health Professions Act. This allows client information to remain accessible to us should future treatment be required.

Further questions or concerns regarding client privacy can be relayed to our Privacy Officer, Kyle Kortegaard, by phoning 519-395-4325. If you feel that your questions or concerns have not been adequately answered, you may contact the Information and Privacy Commissioner of Ontario at: 2 Bloor Street E, Suite 1400 Toronto ON M4W 1A8 Phone: 1-800-387-0073 TDD/TTY: 416-325-7539 Fax: 416-325-9195 Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)