



Physiotherapy Alliance Confidentiality Policy

All clients receiving care or services through Physiotherapy Alliance have a fundamental right to have their health, medical and personal information treated in confidence.

Information regarding clients and their families will be held in confidence and disclosure to other staff and associates will be on an as needed basis as deemed necessary by those providing care or services to the individual. This obligation remains in effect even after employment or affiliation with the organization ends.

Staff or associates of Physiotherapy Alliance may contact the clinic manager regarding questions related to this or related policies. Staff or associates who misuse, fail to safeguard or disclose confidential information without appropriate approvals may be subject to disciplinary action up to and including termination of employment or contract or loss of privileges of affiliation with Physiotherapy Alliance, absolute failure of clinical placement, reporting to an individual's professional College, and/or civil action or criminal prosecution and/or fines levied by the Ontario Privacy Commissioner.

Please also refer to the Physiotherapy Alliance Privacy Policy.

At Physiotherapy Alliance we always welcome feedback from our clients.

Please do not hesitate to speak to any staff member or associate directly if you have concerns regarding confidentiality practices. A customer satisfaction survey is available in the clinic and online. Alternatively anonymous feedback can be provided through our website under the contact link. If a response is requested and contact information provided you can expect a response within 2 business days.

Complaints will be dealt with in accordance with our organization's policies and procedures for complaint management.

Questions regarding the privacy policy should be directed to the privacy compliance team.