



154 West Main Street, Unit 2,  
Welland, ON L3C 5A2  
Ph: 905-732-1278 Fax: 905-732-3451

5547 Portage Road, Unit 2,  
Niagara Falls, ON L2G 5Y2  
Ph: 905-358-9090 Fax: 905-358-9090

---

## Privacy Policy

November 2019

Generations Sport & Spine Physiotherapy Centre Inc has developed this “Privacy Policy” in accordance with The Personal Information Protection and Electronic Documents Act (PIPEDA) and Personal Health Information Protection Act (PHIPA).

### Why do we collect personal health information?

We collect personal health information at Generations Sport & Spine Physiotherapy Centre in order to create a computer and paper file for each client. We gather background information on each client so the physiotherapist and/or massage therapist can provide the treatment necessary for your concern(s). Upon your consent, we also use certain personal health information to communicate with private insurers providing payment for the service provided.

### What are our responsibilities?

We continually strive to improve and maintain our privacy adherence to protect your personal health information from risk of theft, accidental loss/disposal, unauthorized access, copying, or modification:

- All information gathered is stored in password protected computers and locked filing cabinets.
- Our scheduling and charting program JANE operates via the internet on Google Chrome with encryption and secure data transfer with a secure server bank and regular back-ups
- Credit card data is not collected by JANE.
- JANE is password protected with sign-out & sign-back in for secure use and secure log-out on all sessions.
  - Account owners can control access permissions for each user, which includes control of accessing patient charts, billing records, and schedule records.
- Each employee/volunteer/student must sign and acknowledge their understanding of our “Confidentiality Agreement” in order to ensure client privacy.
- Each employee/volunteer/student are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy.
- As per our Regulatory Bodies we must to retain personal information for 10 years to ensure that we can answer any questions a client may have about the services provided.
- Paper files containing personal information are destroyed by cross-cut shredding.
- Electronic information is destroyed by deleting it and the hard drive is physically destroyed when hardware is disposed of.

## **What personal health information will Generations Sport & Spine Physiotherapy Centre collect?**

Upon filling out the “Patient Forms” prior to your first appointment, we request your consent to collect your personal health information directly from you or from your caregiver (the person acting on your behalf). The following are some examples of personal health information:

- Your name;
- Date of birth;
- Address;
- Background information in our “Patient Health Questionnaire” to gather information about your health;
- The physiotherapist and/or massage therapist will record information and details pertaining to each treatment session at Generations Sport & Spine Physiotherapy Centre;
- Occasionally, if you have consented or the law permits, we may need to collect personal health information about you from other sources. Eg. copy of x-rays from your physician.

## **How will Generations Sport & Spine Physiotherapy Centre use my personal health information and what information will they disclose to others?**

Your personal health information will be used and disclosed only for the following purposes:

- Treating your ailment through physiotherapy and/or massage as scheduled;
- Your information will be transmitted to private insurers, WSIB or through HCAI (motor-vehicle accident claims) as consented upon your initial visit;
- To directly invoice you to collect payment for your treatment session;
- To conduct risk management and quality improvement activities eg. health and safety concerns;
- To collect unpaid accounts;
- To process credit card payments;
- To advise clients that their product or service should be reviewed (eg. product recalls);
- To advise clients of special events (eg. upcoming customer appreciation days, seminars);
- To adhere to legal and regulatory requirements;
- For other purposes permitted/required by the law.

## **What are my rights?**

You have the right to access your personal health records at any time. If you choose you may withdraw your consent for some of the above uses and disclosures (subject to legal exceptions) by contacting our contact person.

## **Who may I contact if I have any questions?**

Jennifer Santostefano, Office Management  
(905) 732-1278

E-mail: [jsantostefano@generationsphysiotherapy.com](mailto:jsantostefano@generationsphysiotherapy.com)

