

30 York St. Dundas, ON L9H 1L2
Phone: 905-628-5518
Fax: 905-628-5744



Toll Free: 1-877-863-9069
Email: highlandphysio@cogeco.net
Website: www.highlandphysio.ca

HIGHLAND PHYSIO INC. PRIVACY POLICY INFORMATION FOR PATIENT

Privacy of personal information is important to Highland Physio. We will collect, use and disclose personal information responsibly, and only the extent necessary for the services we provide. We also try to be open as to how we handle your information.

WHAT IS PERSONAL INFORMATION?

Personal information is information that allows someone to identify an individual. This includes information that relates to their personal characteristics (age, income, address or phone number) their health, or their activities and views (opinions expressed, or evaluation of an individual). This is not the same as business information, which is not protected by privacy legislations.

WHO WE ARE

Highland Physio is made up of Physiotherapists, Kinesiologists, Massage Therapists, and support staff. We use a number of consultants and agencies, that may, in the course of their duties, have limited access to personal information we have. These include bookkeepers and accountants, temporary workers to cover holidays, credit card companies, insurance companies, cleaners and lawyers. We restrict their access to any personal information we have obtained as much as is reasonably possible. We also have signed confidentiality agreements that they will follow appropriate privacy principles.

WHY WE COLLECT PERSONAL INFORMATION

Like all rehabilitation professionals, we collect, use and disclose personal information in order to serve our clients. The main purpose for collecting this information is to provide rehabilitation treatment. We collect information about health history, physical condition, function and social situation in order to help us assess their health needs are, to advise them of their options and then to provide the health care they choose to have. A second reason is to obtain a baseline of health and social information so that in providing ongoing health services, we can identify changes that are occurring over time. It would be rare for us to collect such information without the express consent of the patient, but this might occur in an emergency, or where we believe the patient would consent if asked and it is impractical to get consent.

RELATED REASONS FOR COLLECTING PERSONAL INFORMATION

The most common examples of using personal information for non-treatment purposes are as follows:

- To invoice clients for services that was not paid for, to process credit cards, or to collect unpaid accounts.
- Our clinic reviews client and other files for the purpose that we provide high quality services, including the assessment of staff performance. External consultants may, on our behalf perform audits and continuing quality reviews of our clinics, including reviewing client files and interviewing our staff.
- Physiotherapists and other professional staff are regulated by their respective colleges, who may inspect our records and interview our staff as part of their regulatory activities. As professionals, we will report serious misconduct, incompetence or incapacity of other practitioners, whether they belong to other organizations or our own. The company believes that it should report information suggesting illegal activities to the authorities. External regulators have their own strict privacy obligations. Various government agencies have the authority to review our files and interview our staff as a part of their mandates. In these cases, we may consult with lawyers or accountants before releasing information.
- Most of our goods and services are paid, either in whole or in part, by third parties (e.g., WSIB, private of auto insurance). These payers often have your consent or legal authority to direct us to collect and disclose to them certain information in order to demonstrate client entitlement to this funding.
- Upon discharge, charts are kept for a minimum of ten years, massage therapy is ten years. This allows us to answer questions about treatment received in the past.
- In the unlikely event that The Company or its assets were to be sold, the buyer would want to conduct “due diligence”, to ensure that this is a viable business. This may involve review of accounting/service files. None of

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that information would be recorded, and the buyer would need to sign a written promise to keep all personal information confidential.

PROTECTION OF PERSONAL INFORMATION

Because we understand the importance of protecting personal information, we have undertaken to:

- Supervise or secure paper information in a locked or restricted area.
- Secure electronic hardware in a locked or restricted area. Computers are password protected. Our cell phones are digital, which is harder to intercept.
- Transmit paper information through sealed addressed envelopes or boxes labelled “Private and Confidential” by reputable couriers.
- Transmit electronic information either through a direct line or is anonymized or encrypted.
- Train our staff to collect, use and disclose personal information only as necessary to fulfill their duties.
- External consultants and agencies with access to personal information must enter into privacy agreements with us.

RETENTION AND DESTRUCTION OF PERSONAL INFORMATION

We keep our clients’ paper files for at least ten years; massage therapy is ten years, after which time they are systematically destroyed by shredding. Electronic information is deleted, and when the hardware is discarded, we ensure that the hard drive is physically destroyed.

YOU CAN LOOK AT YOUR INFORMATION

With some exceptions, you have the right to view your files and personal information. Often all you need to do is ask. We will help you identify which records you need, or would like to view. We will help you to understand what is written, by providing a professional to review the file with you at an appointed time. We will ask you to put your request in writing. As well, there may be a fee charged to allow for the professional’s time. If your information is more than one year old, then there will be an additional fee to retrieve it from storage.

If we are unable to provide access, we will tell you within 30 days, as well as, as best we can, why we are unable to provide access.

If you believe that there is a mistake in the information, you have the right to ask it to be corrected. This applies to facts only, and not to any professional opinions. We will ask you to provide documentation that our files are wrong. Where we agree that we made a mistake we will make the correction and notify any involved third party. If we do not agree that there has been an error, we will include in our file a brief statement from you regarding the mistake and forward it to any involved third party.

DO YOU HAVE A QUESTION?

Our Information Officers, Rob McCall and Paul Jager, can be reached at:

Highland Physio Inc.
30 York Street
Dundas, ON, L9H 1L2

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We will attempt to answer any questions you may have. If you have a formal complaint about our privacy policy, you may make it in writing to our Information Officers. We will acknowledge receipt of your complaint and make certain that it is investigated promptly, and you will be provided with a written response.

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Questions or concerns about the competency of our staff may be directed to the Information Officers. If we cannot satisfy your concerns, you are entitled to complain to the appropriate regulatory body, as defined by the Regulated Health Professions Act (e.g.: The College of Physiotherapists of Ontario, The College of Massage Therapists of Ontario, etc).

This policy is made under the Personal Information Protection and Electronic Documents Act. This is a Complex Act and provides some additional exceptions to the privacy principles outlined above. There are some rare exceptions to the commitments set out above.

For more general inquiries, you may contact the Information and Privacy Commissioner of Canada. He can be reached at:

112 Kent Street
Ottawa, ON, K1A 1H3
Phone 613-995-8210/ Toll Free 800-282-1376/ Fax 613-947-6850/ TTY 613-992-9190
www.privcom.gc.ca

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First Name: _____ Preferred Name: _____ Last Name: _____

Date of Birth (MMDDYY): _____ Weight/Height/Foot Size: _____/_____/_____

Address: _____ City: _____ Province: _____

Postal Code: _____ Sex: Male Female Other (please describe) _____

Home Phone: _____ Cell: _____ Work: _____

Email: _____ Employer: _____ Occupation: _____

Family Physician: _____ Referral Source: _____

ONLY IF WSIB: OHIP # _____ SIN _____

Medical/Surgical History

Please check if you have ever had any of the following. Please give appropriate date of onset if applicable.

✓	Condition	Date	✓	Condition	Date	✓	Condition	Date
	Heart Trouble			Arthritis			Depression/Anxiety	
	High Blood Pressure			Diabetes			Osteoporosis	
	Bleeding Disorder			Fracture			Thyroid Problems	
	Epilepsy			Cancer			WSIB Injuries	
	Stroke			MVA Injury			Lung Problems	
	Sleep Disorder			Infectious Disease			Nervous Disorders	
	Back Injury			Stomach Ulcers			Pacemaker	
	Allergies			Head Injury			Prostrate/Pelvic	

✓	Symptom	✓	Symptom	✓	Symptom	✓	Symptom
	Joint pain or swelling		Weakness in arms/legs		Shortness of breath		Vision problems
	Difficulty walking		Pain at night		Headaches		Loss of balance
	Dizziness/blackouts		Difficulty sleeping		Chest pain		Bowel/bladder problems
	Weight loss or gain		Hearing problems				

Have you ever had surgery? Yes No Please describe, and include dates (month, year):

Please list any medications you are currently taking (including Advil, Tylenol, ibuprofen, etc.):

Signature: _____ Date: _____

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Highland Physio Inc.

Medical Information Release Form

I, _____, hereby give permission to Highland Physio Inc. to contact and share or receive health information with my family physician, or any other health professional to determine my progress/and or confirm details of the Auto Insurance payment schedule.

Signature _____

Date _____

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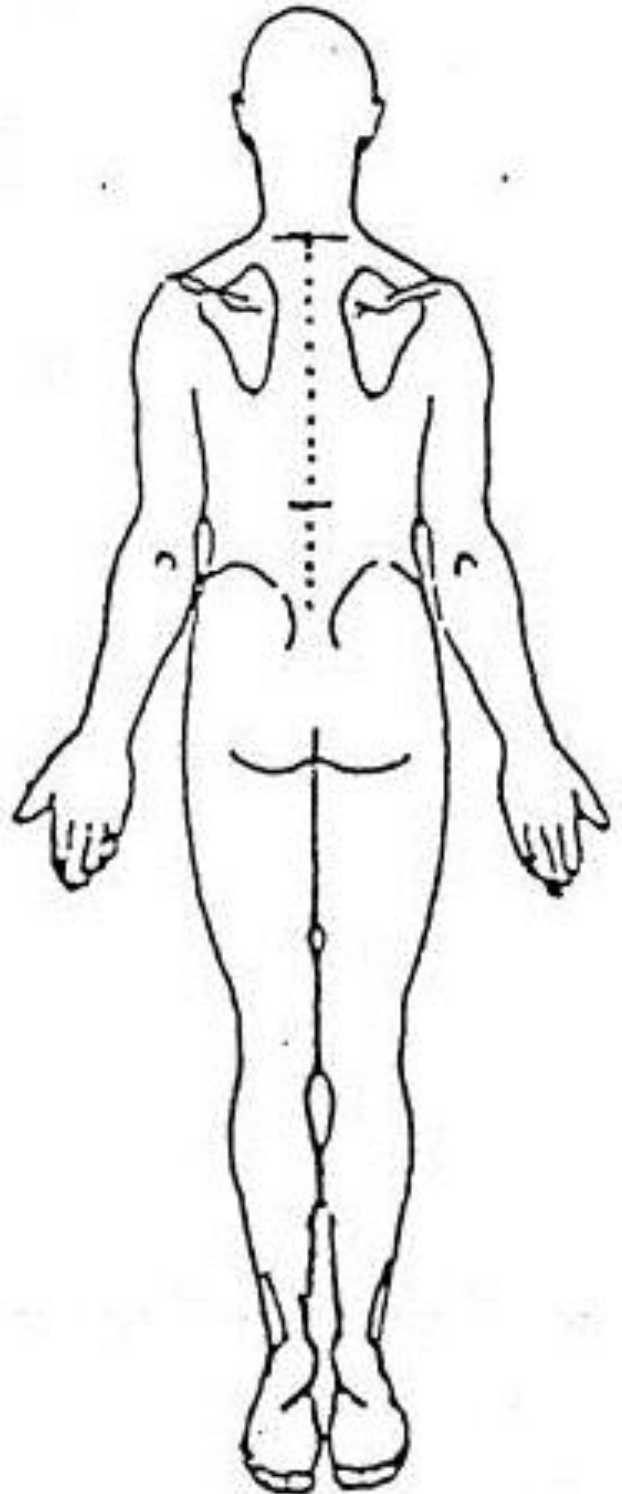
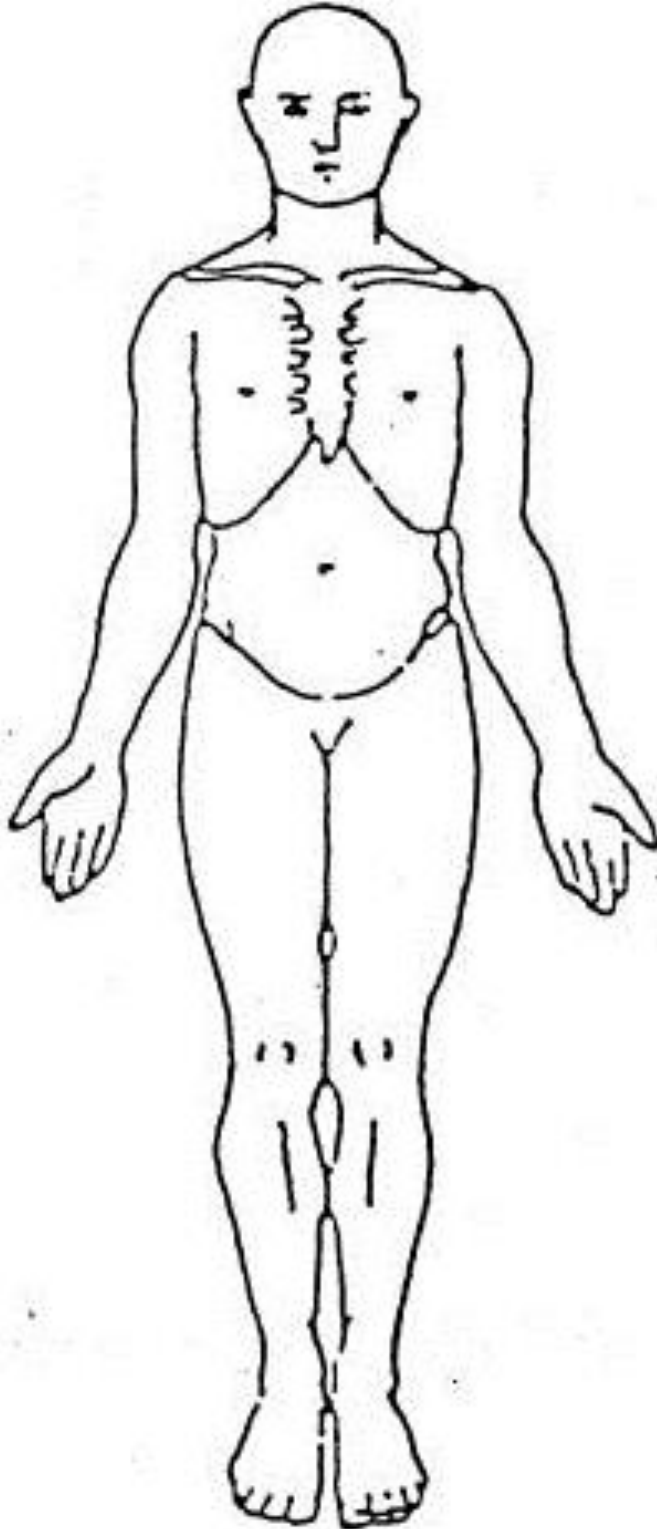


Highland
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Please shade the areas on the diagram where you are experiencing pain.



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P4 PAIN INTENSITY MEASURE

When answering these questions, think only of the pain you are experiencing in relation to the problem for which you are having treatment.

Circle one number for each of the four questions.

On average, how bad has your pain been:

0 = No Pain 10 = Pain as bad as it can be

In the morning over the past 2 days? 0 1 2 3 4 5 6 7 8 9 10

In the afternoon over the past 2 days? 0 1 2 3 4 5 6 7 8 9 10

In the evening over the past 2 days? 0 1 2 3 4 5 6 7 8 9 10

With activity over the past 2 days? 0 1 2 3 4 5 6 7 8 9 10

Signature: _____

Date: _____

Neck Disability Index

Please mark in each section the **one box** that applies to you. Although two of the statements in any one section may relate to you, please mark the box that **most closely** describes your present day situation.

Patient Name: _____ Signature: _____ Date: _____

Section 1 – Pain Intensity

- I have no pain at the moment.
- The pain is very mild at the moment
- The pain is moderate at the moment.
- The pain is fairly severe at the moment.
- The pain is very severe at the moment.
- The pain is the worst imaginable at the moment.

Section 2 – Personal Care

- I can look after myself normally without causing extra pain.
- I can look after myself normally, but it causes extra pain.
- It is painful to look after myself, and I am slow and careful.
- I need some help but manage most of my person care.
- I need help every day in most aspects of self-care.
- I do not get dressed. I wash with difficulty and stay in bed.

Section 3 – Lifting

- I can lift heavy weights with no extra pain.
- I can lift heavy weights, but with extra pain.
- Pain prevents me from lifting heavy weights off the floor, but I can manage if items are on a table.
- I can lift only very light weights.
- I cannot lift or carry anything at all.

Section 4 – Work

- I can do as much work as I want.
- I can only do my usual work, but no more.
- I can do most of my usual work.
- I can't do my usual work.
- I can hardly do any work at all.

Section 5 - Headaches

- I have no headaches at all.
- I have infrequent slight headaches.
- I have infrequent moderate headaches.
- I have frequent moderate headaches.
- I have frequent severe headaches.
- I have headaches almost all of the time.

Section 6 - Concentration

- I can concentrate fully without difficulty.
- I can concentrate fully with slight difficulty.
- I have a fair degree of difficulty concentrating.
- I have a lot of difficulty concentrating.
- I have a great deal of difficulty concentrating.
- I can't concentrate at all.

Section 7 – Sleeping

- I have no trouble sleeping.
- My sleep is slightly disturbed for less than 1 hr.
- My sleep is mildly disturbed for 1-2 hrs.
- My sleep is moderately disturbed for 2-3 hrs.
- My sleep is greatly disturbed for 3-5 hrs.
- My sleep is completely disturbed for 5-7 hrs.

Section 8 – Driving

- I can drive my car without neck pain.
- I can drive as long as I want with slight pain.
- I can drive as long as I want with moderate pain.
- I can't drive as long as I want because of moderate neck pain.
- I can hardly drive at all because of severe pain.
- I can't drive my car at all because of neck pain.

Section 9 – Reading

- I can read as much as I want with no neck pain.
- I can read as much as I want with slight neck pain.
- I can read as much as I want with moderate neck pain.
- I can't read as much as I want because of moderate neck pain.
- I can't read as much as I want because of severe neck pain.
- I can't read at all.

Section 10 – Recreation

- I have no neck pain during all recreational activities.
- I have some neck pain with all recreational activities.
- I have some neck pain with a few recreational activities.
- I have neck pain with most recreational activities.
- I can hardly do recreational activities due to neck pain.
- I can't do any recreational activities due to neck pain.