

PRIVACY OF PERSONAL INFORMATION

Privacy of personal information is an important principle to Quinte Rehab. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services we provide. Personal information includes information that relates to your personal characteristics (e.g. gender, age, income, home address, phone number, ethnic background, family status) and your health information (health history, health conditions, health services you are receiving).

Your medical record. The personal information that we gather from you becomes part of your medical chart. You have the right to access your medical chart and personal information. We ensure that all medical charts are held electronically in a secure environment. All staff members and therapists who access your personal information are aware of the sensitive nature of the information that you have disclosed. Your medical chart must be retained for a period of 10 years after the date of the final entry or 10 years after the person has reached the age of 18 years.

Why do we collect and use your personal information? We collect, use and disclose personal information in order to serve our clients and provide treatment. For example, we may collect information about your health history including your family history, physical condition and function and social situation in order to help assess what your health needs are, to advise you of your options and then to provide the health care you choose to have. We also engage in chart reviews to ensure we continue to provide high quality services.

Your consent is needed. Your consent is required for us to collect and use your personal information. By consenting to receive an assessment or treatment from a Quinte Rehab therapist, you are consenting to having your personal information collected and used for the reasons outlined above.

If we need to use your personal information to communicate with a third party (for example to refer you to another specialist or to receive past therapy reports) we will obtain additional consent from you.

You may withdraw your consent at any time by contacting our Privacy Officer / Office Manger. You have the right to access your medical records and personal information. If you have questions or would like additional information about our Privacy policies, please contact our Privacy Office at 613-966-5015.