

At E-Sport Physiotherapy Clinic, we are committed to protecting the privacy of your personal information. We will not disclose your personal information without consent or reasonable and lawful notice except when required or permitted by law.

Our privacy commitment

At E-Sport Physiotherapy Clinic, we protect patient privacy by:

Collecting only the personal information required to provide physiotherapy services.

Advising you how your information might be disclosed and obtaining your consent.

Safeguarding your personal information.

Sharing your personal information only for the purposes stated and agreed to in a signed consent form or otherwise permitted by law.

Ensuring any contractors we hire who may have access to your information also protect the privacy of your information.

Adapting the office space to ensure maximum protection of your privacy.

Ensuring personal information is current, complete and accurate.

Providing you access to your personal information and a mechanism for requesting corrections.

Having our privacy officer (S. Sokoloski) available to answer your questions.

Periodically reviewing our privacy policy to ensure it provides adequate protection for your personal information.

Information collected

The personal information collected is required to provide you with physiotherapy services and facilitate payment for services rendered.

Contact information: your name, phone number, address, email address and an emergency contact person.

Health information: your health history, treatment received, names of other health-care providers, family medical history, your subjective complaints, objective findings, diagnoses, reason for discharge, and discharge plan. ·

What do we use your information for?

We use contact information to open and update your patient file, invoice for services, remind you of appointments and/or the need for further treatment, and to provide informational materials about our clinic (schedule, location, class availability, etc.). We use the emergency contact person information in the event of an adverse situation and you are unable to provide us with contact information. We use health information to assess, diagnose, provide, and evaluate physiotherapy treatment.

With whom do we share your information (and only if they provide a 'consent to release information' form that you have personally signed within the past year) ?

Other health-care professionals also providing you with treatment and lawyers as required to facilitate a claim. Any other individual with whom you want your information shared provided you give written and verbal authorization to do so.

Note: Personal information can also be disclosed without your consent if we are required to do so by law.

How we protect your personal information

We store physical records containing your personal information in a secure place. All written records are in a locked room/cabinet. All electronic records are encrypted using 256 bit encryption when sent between the clinic device and 'Jane' on-line booking system. Data is stored in Montreal in SOC2 Type2-certified data centers, and all data is backed up regularly on secondary servers.

We use antivirus software and passwords on all computers and take care to protect screen monitors from public viewing.

We conduct telephone discussions with sensitivity to ensure that your personal information is not inadvertently disclosed.

Electronic information is transferred in secure files and made anonymous wherever possible.

We do not share your personal information outside our office for any marketing, promotional, publicity, educational, or research purposes without your consent.

If consultants or contractors are hired, we take steps to ensure the consultant or contractor also protects your privacy.

Accessing and correcting your personal information

You can get access to view your personal information by asking your therapist or emailing sansok@esportphysio.ca. We will attempt to help you understand the reasons we collect, store and use the information in your records. You may request a change to your personal information if it is inaccurate, incomplete, no longer current, or if you believe there is a factual mistake. You can also request a copy of your patient record. Requested copies will be provided in a reasonable period. If there is a charge for the cost of producing a copy, we will advise you of the cost in advance.

How long is information kept?

We are required by legislation to keep records containing personal information for 10 years from the last date of service. Or in the case of a minor, 10 years past the minor's eighteenth birthday. After that time, we shred paper records and delete electronic ones. When discarding hardware, we ensure the hard drive is destroyed.