

PRIVACY POLICY

The Healthy Joint (treating professionals, instructors & administrative staff) is committed to maintaining your trust and confidence. This Privacy Policy is designed to inform you of your rights as a health care recipient and of the measures taken by The Healthy Joint to protect your rights. This document has been prepared in consideration of the Personal Health Information Protection Act (PHIPA), Personal Information Protection & Electronic Documents Act (PIPEDA), and the Standards of Practice for regulated health professionals.

1. Why we collect your personal health information:

The primary reason to collect your personal health information is to ensure that your health and safety are maintained. Collection of information contributes to treatment planning, diagnosing, and in the case of emergencies, proper contacts. We may also use your contact information to inform you of upcoming appointments, changes in office policies, or events relevant to your care.

2. How we protect your information:

Your information (the record/file) is stored in a locking cabinet or secure computer systems which are not removed from the office. Long term storage of inactive records may occur off premises in accordance with regulations and policies set forth in this document. Inactive files are maintained for a minimum of 10 years following your last treatment or until the age of 28 years in the case of treatment of a minor. Files which have been inactive for more than 10 years may be destroyed.

3. Who has access to your information:

Your health care provider, you, office administration staff for the purpose of record keeping, data entry, invoicing, scheduling, etc. In rare circumstances, your information will be provided to representatives of regulatory health colleges as in the case of quality assurance assessments. Files are shared between members of the same profession, e.g., if you see more than one massage therapist, they will contribute to the same file which is separate from your chiropractic file.

4. Consent:

Before providing your information to third party individuals such as doctors, laboratories, insurance companies, lawyers, etc., even if at your request, written consent from you will be required. We will not require your written consent to discuss treatment planning within your multidisciplinary team of practitioners.

5. Your health information custodian:

Should you have further questions regarding the collection and storage of your personal health information, or require access to your records at any time, please contact your treating professional or The Healthy Joint's *Health Information Custodian*: Karen Baker at 540 Mt Pleasant Rd, 2nd floor, Toronto ON, M4S 2M6 by phone at 416 482 3340 or by email drkbaker@healthyjoint.ca.

6. Accessing your records:

Under PHIPA, you have a right to access your personal health record at any time. Requests should be made to the Health Information Custodian named above. It may take up to 30 days to respond to your request. If your need for the record is urgent, please indicate this need in your initial request to avoid delays. When giving you access to your record, the Health Information Custodian may charge a reasonable fee to cover any costs. In rare circumstances, the custodian may deny access to your record or parts of your record. In such cases, an explanation will be provided. If you are unsatisfied with the decision, contact the Information and Privacy Commissioner of Ontario.

7. Where to go for more help regarding your personal health information:

- The Information and Privacy Commissioner of Ontario www.ipc.on.ca
- Personal Health Information Protection Act www.health.gov.on.ca
- College of Chiropractors of Ontario www.cco.on.ca
- College of Massage Therapists of Ontario www.cmta.com