



RP Physio

Privacy & Information Management Policy

YOUR PRIVACY IS VERY IMPORTANT TO US AND WE TAKE OUR RESPONSIBILITY TO HANDLE YOUR PRIVATE INFORMATION VERY SERIOUSLY.

As a normal part of your care with RP Physio we will maintain records which will contain your personal information. This information may include your name, date of birth, contact details, contact details of your next of kin and other support people (including your General Practitioner), medical history, assessment findings, goals, treatment plans and response to treatment.

WHY COLLECT THIS INFORMATION?

This information as it helps us to understand your situation and provide you with the safest and most effective treatment options.

STORAGE OF INFORMATION

All medical records are maintained digitally and stored via a practice management system. This can only be accessed by RP Physio staff. Medical records are maintained for a minimum of seven years. After seven years the records may be destroyed.

PHOTOGRAPHY AND VIDEOGRAPHY

If you provide consent to photography or video images being utilised, these will be recorded via phone or iPad. The files are then uploaded to the practice management software & originals are deleted from the recording device.

INFORMATION SHARING

At times it may be necessary to use personal information when liaising with other professionals or supporting organisations. In most circumstances this will be discussed with you prior. Circumstances that require data sharing include but is not limited to referrals, funding applications and progress letters. Your personal information may be disclosed without your knowledge if it is required or authorised by law.

INFORMATION TRANSFER

When personal information is shared it may be verbally discussed in person or via the telephone or sent via email, fax or mail. Every opportunity will be taken to protect your personal information at these times.

ACCURACY

If any of your personal information changes, such as contact details or medical information, you have a responsibility to inform RP Physio as soon as possible.

ACCESS

If you need to access any part of your medical record from RP Physio, you need to contact the RP Physio to outline your request. Depending on the circumstances there may be a small administration charge and it may take a period of time to complete the request.

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