

Standards of Practice

Privacy/Confidentiality

Standard

The physiotherapist respects **clients'** rights to **privacy** and **confidentiality** of **personal information** including health, financial, and other information by practicing in compliance with applicable legislation and regulatory requirements.

Expected outcome

Clients can expect that their personal information will be maintained privately and confidentially in accordance with applicable legislation and regulatory requirements.

Performance expectations

The physiotherapist:

- Complies with all relevant legislative and regulatory requirements in Alberta associated with privacy and confidentiality of clients' personal information.
- Protects clients' privacy and personal information at all times.
- Maintains security of all client documentation/records (e.g., paper, electronic) at all times (e.g., during data collection, storage, transfer, disposal).
- Obtains and documents clients' consent prior to disclosing personal information, unless legislative exemptions apply.
- Accesses only relevant client information/data when providing professional services for the specific client, in keeping with legislative compliance.

Clients are recipients of physiotherapy services, and may be individuals, families, groups, organizations, communities, or populations. An individual client may also be referred to as a patient. In some circumstances, clients/patients may be represented by their substitute decision-makers.

Confidentiality "is the assurance that certain information that may include a subject's identity, health, behavior, or lifestyle information, or a sponsor's proprietary information would not be disclosed without permission from the subject (or sponsor)."

Personal information refers to "information about an identifiable individual that is included in any form including....information relating to the education or the medical, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved..."

Privacy refers to "a person's desire to control the access of others to themselves. Privacy protects access to the person, whereas confidentiality protects access to the data."

Related Standards

- Client-Centered Care
- Consent
- Documentation and Record Keeping
- Legislative Responsibilities