

Privacy Policy

Privacy Policy

NEW HORIZONS REHABILITATION SERVICES INC. PRIVACY POLICY – *Updated January 1, 2005.*

Privacy Policies:

100-011-001, 100-011-002, 100-011-003, 100-011-004, and 100-011-005.

100-011-001

TOPIC: Staff Requirements

POLICY

The privacy of our client's personal information has always been an integral part of how we take care of our clients at New Horizons Rehabilitation Services Inc. We collect, use and disclose client personal information in an open and responsible manner. The following policies are in regard to the collection, use and disclosure of personal information.

PROCEDURE

All staff members of New Horizons Rehabilitation Services Inc. are required to be trained in the appropriate use and disclosure of client's personal information and its protection.

100-011-002

TOPIC: Clinic Policy

POLICY

The privacy of our client's personal information has always been an integral part of how we take care of our clients at New Horizons Rehabilitation Services Inc. We collect, use and disclose client personal information in an open and responsible manner. The following policy is in regard to the collection, use and disclosure of personal information.

It is the policy of New Horizons Rehabilitation Services Inc. to collect only data that is necessary and will share only the information that is necessary and appropriate with the clients consent. All storage, retention and destruction of personal information are in compliance with existing legislation. The privacy policies comply with all privacy legislation, the standards of our regulatory bodies and with the high standard that is the hallmark of New Horizons Rehabilitation Services Inc.

100-011-003

TOPIC: Collection, Use and Disclosure of personal Information

POLICY

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New Horizons Rehabilitation Services Inc. will collect, use and disclose personal information for the following purposes:

- To deliver safe and efficient care
- To assess your rehabilitation needs and advise you of your treatment options
- To provide appropriate treatment
- To communicate with other health care providers, including doctors, specialists, other rehabilitation professionals
- To establish and maintain communication with you to:
 1. book and confirm appointments and for billing purposes
 2. complete and submit billing for third party authorization and payment
 3. invoice goods and services
 4. process credit cards
 5. collect unpaid accounts

- To comply with charting practices as stipulated by our regulatory bodies
- To provide information to insurers for the purpose of reviewing claims and treatment schedules
- For teaching and demonstration purposes on an anonymous basis
- To assist the clinic to comply with all regulatory requirements
- To comply general with the law

100-011-004

TOPIC Privacy Officer

POLICY

The privacy of our client's personal information has always been an integral part of how we take care of our clients at New Horizons Rehabilitation Services Inc. We collect, use and disclose client personal information in an open and responsible manner. The following policies are in regard to the collection, use and disclosure of personal information.

In compliance with the Federal Privacy Legislation – 2004, a Privacy Information Officer has been assigned. At New Horizons Rehabilitation Services Inc. the Privacy Information Officer is Tammy Morrell, and can be reached at 519-291-5402.

PROCEDURE

To make a formal complaint about our privacy practices the client must make it in writing. The Privacy Officer will acknowledge the receipt of the client's complaint, ensure that it is being investigated promptly and provide the client with a formal decision.

If the client is unsatisfied with the response or has general inquiries about the Privacy Act, more information is available at www.privcom.gc.ca

TOPIC: Client Consent

POLICY

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PROCEDURE

The client's signature on the consent form (see back of intake form) will constitute the client's informed consent to the collection, use and disclosure of the client's personal information for the purposes stated in "Privacy - Collection, Use and Disclosure of Personal Information."

The client may at any time withdraw their consent for the use and/or disclosure of their personal information.

We will explain the ramifications of that decision, and the process.