

Client Records When Closing/Moving/Selling a Clinic

Purpose:

If a physiotherapy practice closes, moves or is sold, advance notice to clients and the College is required, records must be stored securely and must remain accessible to patients/clients until their destruction.

Policy:

Physiotherapists will:

Give advance notice of a clinic closing/moving/selling by:

- Posting a clearly visible notice in the clinic and in any electronic addresses (if in customary use) a minimum of 30 calendar days prior to closing/moving/selling
- Notifying clients in writing and by social media (if in customary use)
- Informing the College in writing of the impending closure/move/sale

Ensure that records are stored and dealt with securely and confidentially as required by law.

Ensure that records are accessible to patients by:

- Providing to all clients, in writing, the new address of the clinic or the new address where records will be stored and/or the name and registration of the physiotherapist/trustee who will assume responsibility for the records and/or the third party responsible for the confidential storage of the records
- Inform the College in writing of the new address of the clinic or the new address where the records will be stored and/or the name and registration of the physiotherapist/trustee who will assume responsibility for the records and/or the third party responsible for the confidential storage of the records and then include the College as an alternate source of information to patients/clients
- Retaining records in a manner that enables a complete copy, or any component of the record to be retrieved and copied upon request, regardless of the media (paper or electronic) used to create the record

Ensure the proper disposal of records, after the minimum time periods for maintaining them, as required by law by:

- Confidential erasure of electronic records
- Properly disposing of paper records

Take full responsibility for the storage, accessibility, and destruction of records after closure of a clinic and understand that the College does not provide these services.