

PRIVACY STATEMENT

DBC Physiotherapy aims to ensure the highest standard of care for our patients. We understand that a Practice must be governed by an ethic of privacy and confidentiality. How we deal with your information is consistent with the privacy principles of the General Data Protection Regulation (GDPR). Patient consent is a key factor in dealing with patient health information. This leaflet is about making consent meaningful by informing you of our policies and practices for dealing with your personal information.

MANAGING YOUR INFORMATION

- In order to provide for your care here we need to collect and keep information about you and your health on our records. We will only ask for and keep information that is necessary.
- We will retain your information securely.
- We will only keep your records for as long as is necessary and in accordance with legal requirements
- We will attempt to keep it as accurate and up to-date as possible.
- We will explain the need for any information we ask for if you are not sure why it is needed.
- We ask you to inform us about any relevant changes that we should know about, such as any new medical treatment or change of contact details.
- All persons in the practice (not already covered by a professional confidentiality code) sign a confidentiality agreement that explicitly makes clear their duties in relation to handling personal health information and the consequences of breaching that duty. Practice staff may have access to your records for:
 - typing referral letters to GPs, Hospital consultants, etc.
 - Opening letters from hospitals and consultants. These letters may be appended to your paper record or scanned into your electronic record.
 - Scanning clinical letters, reports and any other documents not available in electronic format.
 - Photocopying or printing documents for referral to consultants.
 - Handling, printing, photocopying and mailing or emailing medico-legal, health insurance re- ports etc. and associated documents.
 - We will only keep your records for as long as is necessary and in accordance with legal requirements.

DISCLOSURE OF INFORMATION TO OTHERS

Access to patient records is regulated to ensure that they are used only to the extent that enables the practice staff to perform their tasks for the proper functioning of the Practice. In this regard, we may need to pass some of your information to other health and social care professionals in order to provide you with the treatment and services you need. Only the relevant part of your record will be released. These other professionals are also legally bound to treat your information with the same duty of care and confidentiality that we do.