

Loughborough Physiotherapy & Sports Injuries Clinic Privacy Policy

The confidentiality of patient information is of paramount importance to Loughborough Physiotherapy & Sports Injuries Clinic. To this end the Clinic fully complies with the Data Protection Act (1998) and Medical Confidentiality Guidelines. The policy may change from time to time. This policy is active from January 2012. To view the full Privacy document please contact Loughborough Physiotherapy & Sports Injuries Clinic on 01509 263932.

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- Previous medical history

Medical Information: Your medical information will be kept confidential. It will only be disclosed to those involved with your treatment or care, including medical consultants and your GP. For any other disclosure a 'release of information' document must be signed by yourself.

Payment settlement: We may be required to share your information with any person or organisation which may be responsible for meeting your treatment expenses, eg. your insurer. You will have a disclosure form to allow them this information.

Debt Collection: In the event that an invoice is not fully settled for any reason, we may also share non clinical information with debt collection agencies as is necessary to collect any unpaid amount.

Clinical Audit: The Clinic is required to conduct audits of medical records for quality assurance reasons, which may include your medical information. Your data will be treated in line with guidance issued by the Healthcare Commission and will be anonymous

Law enforcement: Your health information may be disclosed to law enforcement agencies, without your permission, to support government audits and inspections, to facilitate law-enforcement investigations, and to comply with government mandated reporting.

Healthcare operations: Your health information may be used as necessary to support the day-to-day activities and management of Physiotherapy Associates. For example, information on the services you received may be used to support budgeting and financial reporting, and activities to improve quality. Your details will be kept confidential.

Public Health reporting: Your health information may be disclosed to public health agencies as required by law. For example, we are required to report certain communicable diseases to the state's public health department.

Use of your information: We may use the information you have given to provide you with information requested from us relating to our services. We may also use this information to notify you of changes and improvements to our website or services.

Names & Addresses: We do not make the names and addresses of patients available to other organisations.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Loughborough Physiotherapy & Sports Injuries Clinic, 51 Forest Rd, Loughborough, Leicestershire, LE11 3NW (www.loughboroughphysio.com)

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

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