

## Client's Responsibilities

We wish to keep you informed, knowledgeable and involved in all aspects of your treatment. Participating in therapy can result in a number of benefits to you, including an improved ability to function in your home and community and a better understanding of your personal goals and values.

You have the responsibility to:

- ♥ Provide accurate information needed in order to assure proper evaluation and care
- ♥ Work cooperatively with your health care team to ensure the best possible treatment, rehabilitation and discharge planning.
- ♥ Notify the therapist if you do not understand or cannot follow the care plan
- ♥ Provide feedback regarding your view of policies of rehabilitation services and inform the therapist of your expectations and goals.
- ♥ Show respect for service providers
- ♥ Keep appointments or notify the therapist 24 hours in advance if an appointment cannot be kept
- ♥ Respect property and equipment provided by the LHIN/OHT and vendors
- ♥ Arrange payment for expenses not covered by OHIP
- ♥ Advise the therapist of any cultural sensitivity.
- ♥ Refrain from smoking while the therapist is present

**Integrated Rehab Professionals** is a progressive, dynamic community based company committed to creating and providing, to their clients, accessible, client-focused and affordable health services. The therapists at Integrated Rehab Professionals are dedicated to working closely with their community partners to develop a rehabilitation program which promotes health and empowers ill clients to facilitate a timely, optimal recovery towards maximal function and lifestyle.

## Appointments

Date:	Approximate Time:
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Other Information:

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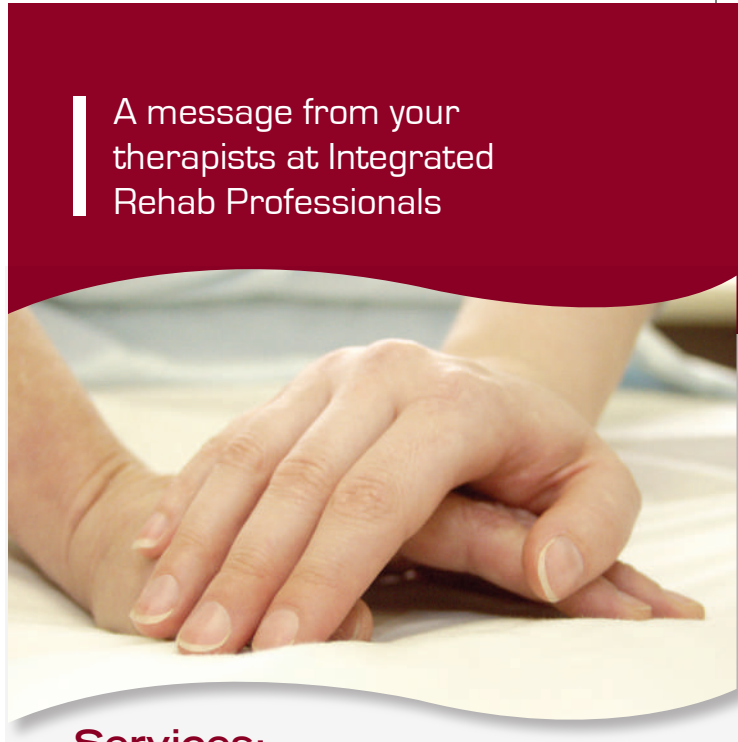
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**PLEASE NOTE:**  
The therapists of IRP will make every effort to be at your house on time. However, please understand that client emergencies or incidents may delay the therapist's arrival.

**CONTACT THE OFFICE OF IRP:**  
During Business Hours (8:30 am to 4:30 pm)  
Telephone: **(905) 839-5248**  
Toll Free: **1-(888) 462-4849**  
Telephone: Phone our office number and enter **0** to talk to our office staff, or enter the extension number of your therapist or dial **3** for the Directory.  
E-mail: info@irp.ca

**URGENT CALLS:**  
Phone our office number and enter ext. 223. Please leave your name, telephone number and your urgent message.



A message from your therapists at Integrated Rehab Professionals

### Services:

- Physiotherapy
- Occupational Therapy
- Social Work
- Dietitian
- Massage Therapy
- Other: \_\_\_\_\_

Your therapist's name is: \_\_\_\_\_ ext. \_\_\_\_\_

Integrated Rehab Professionals  
1867 Valley Farm Road  
Pickering, ON L1V 3Y7  
Telephone: **(905) 839-5248**  
Toll Free: **1-(888) 462-4849**  
Fax: (905) 839-8806



## Privacy Policy of IRP

- ♥ Your privacy is important to us and we will keep your personal information confidential and secure. IRP provides you with a broad variety of care services. We need to collect, use and disclose personal information about you in order to meet your needs and serve you well.
- ♥ You have the right to know how we will use all reasonable means to keep your personal information confidential and secure.
- ♥ The LHIN/OHT is the Health Information Custodian under PHIPA and IRP is the Agent of the LHIN/OHT who carries out all responsibilities regarding Client information and Client records of a health information custodian on behalf of the LHIN/OHT in accordance with PHIPA. Therapists of IRP are Agents of IRP.

## Collection and Use

- ♥ The information that we collect to help provide health care include but are not limited to: your name, address, age, contact information, and your Ontario Health Card Number.
- ♥ Facts about your health, health care history, and the health care you have been given.
- ♥ Facts about payment for your health care.

## Purposes to Collect Information

- ♥ to make decisions about the types of services you need
- ♥ to service as a means to communicate with other service providers
- ♥ to monitor the provision of services and evaluate your response to services
- ♥ to provide research/education and allocate resources within the organization
- ♥ to determine the best clinical practices and ensure quality of service and to measure our quality of care

- ♥ to meet legal and regulatory requirements. The colleges may audit our records as a part of their regulatory activities in the public interest and the LHIN/OHT may audit, inspect or request records
- ♥ to provide assessment and treatment services and the best possible care for you
- ♥ to provide progress reports/assessment findings resulting from services provided
- ♥ to invoice for services rendered
- ♥ to be part of a health record
- ♥ If for any other reason IRP will request consent.

## Disclosure

- ♥ We share the personal health information we collect with those who need to know.
- ♥ You may have access to your personal health information and obtain a copy for a reasonable fee.
- ♥ You may ask us to correct your records.
- ♥ You may ask us to investigate where you have concerns about how we managed your personal information.
- ♥ For complete details please contact the Privacy Officer of IRP.

**Angela Dye, Telephone: 905.839.5248 Ext. 224 or  
The Privacy Commissioner of Canada, Toll Free:  
1-800-282-1376**

## You Have the Right to

- ♥ The most appropriate, planned and co-ordinated care that can be provided
- ♥ Expect treatment to be provided by qualified professionals
- ♥ Be treated with respect, consideration, dignity and courtesy
- ♥ Receive care that supports your emotional, educational and therapeutic needs



- ♥ Receive care that is culturally sensitive
- ♥ Receive all information necessary to make informed choices
- ♥ Confidentiality
- ♥ Full information regarding appropriate channels for expressing grievances and making evaluations.

## Questions, Concerns & Commendations

**In the future our Office may contact you by letter to obtain your view on the Services we provide. All responses are kept confidential and your input will help us to improve our Programs and Services. If you have any questions, concerns, recommendations or commendations about your Services or Service Provider, please call us at 905.839.5248 ext. 529 or send us a letter. You may also wish to call your CE-LHIN Case Manager at 1-800-263-3877 or your Ontario Health Team.**

**Visit our website for information on Arthritis, Diabetes, Knee and Hip Replacements, Alzheimer's Disease, Mental Health and Addictions, Falls Prevention, Medical Information in Asian and other Languages**

**The therapists of IRP can assist you with assistive device applications (ADP) for rollators, wheelchairs and scooters**

**IRP therapists can continue your treatment privately. Contact us for our fees and services**