



WELCOME

Welcome to Limestone Health Consultants Inc. Physiotherapy Clinic. We have been operating in this neighborhood since 1995. Over the years we have built a strong reputation in providing quality physiotherapy services by using a holistic and active approach to treatment. In addition to physiotherapy we also offer a wide range of other services at our facility including massage therapy, acupuncture, occupational therapy, counselling, and exercise and personal training.

Your physiotherapy treatment will include pain management, as needed, information on your injury and exercises that will help you to return to your normal activity level. Your treatment will be designed specifically for you based on your injury and specific needs. Your Physiotherapist will explain the details of your injury and treatment to you after assessing your injury. He/she will also provide you with information on the nature of your treatment, the expected benefits, the risks or side effects of such treatment, any alternative treatment possible, research projects you may be involved in, any personal information that will be released and for what purposes, and the risks and benefits of any other concurrent treatment you may be receiving.

You are expected to be an active participant in your treatment program and as such we expect that you arrive on time for your appointments and dress in appropriate clothing for your program. This can include running shoes, shorts or loose fitting clothing appropriate for the gym. If you need to cancel your appointment we appreciate 24 hours notice.

You will be assigned to the care of one of our Registered Physiotherapists who works with a team of other healthcare professionals and support personnel. Nametags are worn by our staff so you will be able to identify their credentials. If you have any concerns about your treatment you may speak to any member of the Team. If you have any concerns about one of the team members, please feel free to speak to your Physiotherapist or the Clinic Manager.

We function as part of a healthcare community and will recommend or refer you to other services or associations when appropriate. Please do not hesitate to ask for our assistance in researching other healthcare services that you feel would be of benefit to your rehabilitation.



HEALTH AND SAFETY

The Clinic makes sure that all Staff is aware of, and trained in, health and safety procedures. All equipment is cleaned after each use and all towels and linens are washed between uses. Acupuncture needles and all other hazardous materials are disposed of in the appropriate manner.

The Clinic complies with the Ontario Health and Safety Act, and is inspected once per year by an outside source and on an ongoing basis by our Health and Safety Representative. Please let us know if you spot anything unsafe or unclean. Take the time to locate escape exits and fire extinguishers. We have plans for dealing with emergency situations and from time to time have drills to ensure that the Staff is prepared for any eventuality. If one of these drills should occur while you are at the Clinic, we would appreciate your cooperation. If CPR is needed at any time in the clinic the Staff will assist if a qualified staff member is on site to administer CPR. The Clinic does not guarantee that a trained and qualified person to administer CPR or resuscitation will be on-site at the Clinic at all times. The Clinic has a Health and Safety Representative who is trained in First Aid working full time at the Clinic.

The Clinic will not tolerate violent or aggressive behavior towards any staff or other patients, illegal weapons brought into the clinic, the use of illicit drugs, or abuse of licit or illicit drugs while attending the clinic. Should any of these occur appropriate action will be taken by the Clinic.

All patients and employees with communicable diseases are advised not to attend the clinic until given clearance by their doctor.

CODE OF CONDUCT

The Clinic expects its employees at all times to conduct themselves in an honest, fair and courteous manner towards patients, co-workers, vendors and anyone else they are in contact with in the course of the employment, to demonstrate sound moral judgment and personal integrity and maintain respect for the law in both their personal and professional endeavors.



“The Clinic” recognizes the dignity and worth of every person and provides for the rights and equal opportunities for all persons as stated in the Ontario Human Rights Code.

The company offers equal opportunities in employment to all employees and applicants. No person will be discriminated against in employment because of race, colour, marital status, parental status, ancestry, source of income, religion, gender, age, national origin, disability, sexual orientation or veteran status. The clinic is also committed to maintaining a working environment free from sexual harassment.

Our employees have an ethical obligation to the patient and the profession, as well as his or her employer(s), colleagues and agencies with which he/she interacts.

- Our practice conforms to the rules, regulations and guidelines set out by the College of Physiotherapists of Ontario and other applicable Regulatory Bodies,
- Our staff has the necessary training and education, judgment, skill and experience to deliver services in accordance with the profession’s Standards of Practice. Such services include patient care, education, research and administration.
- “The Clinic” is responsive to the differing needs of each individual and respects the patient’s right to privacy, dignity and fair treatment, regardless of his/her ability to understand and consent to the prescribed course of therapy.
- We respect the patient’s right to participate in treatment decisions and informed decision making. We respect the patient’s right to make choices about health care, to receive adequate information about the pros and cons of a proposed treatment and to accept or refuse such treatment without coercion.
- We are obligated to maintain the privacy of patient’s personal information, and must not disclose such information to anyone without proper patient authorization.

The Clinic” has established procedures that allow for the fair notice of unsatisfactory performance/and/or improper conduct.



PRIVACY POLICY

The Clinic is committed to preserving your physical privacy and personal dignity. The Clinic reserves the right to collect, use and disclose your name; date of birth; home or mailing address; residential or work phone numbers; employer; occupation; health benefit or insurance company; other information needed to process payment for services and; all information concerning a your physical and mental health, including current conditions and medical history.

The Clinic collects and uses this information to provide assessments and treatment services; comply with the requirements of professional regulatory bodies; request funding for treatment from third party payer; invoice third party payers; provide third party payers with progress reports/assessment findings; invoice you directly for services provided; determining best clinical practices and ensure quality of service by Service Providers; store information on behalf of Service Providers or Third Party Payers; contact you about services you have received or that we are offering and; market services provided by the Clinic and its associates.

The Clinic will not collect, use or disclose your personal information without your knowledge and consent, except in extraordinary circumstances. You may withdraw consent at any time, subject to any legal or contractual restrictions and reasonable notice. If you chose to withdraw your consent you must inform the Privacy Officer in writing. Any implications or restrictions will be explained to you at that time. This may include the inability of the Clinic to provide services to you.

All charts are kept confidential. If you would like a copy of your chart a charge will apply. Please ask the Clinic Manager for more details.

COMPLAINTS

If you have any complaint about billing, privacy, professional misconduct, staff competency, health and safety issues, treatment by staff or other patients or any other subject please bring it to the attention of one of the Staff by telling them or filling out the feedback form found in the waiting room and putting it in the suggestions box if you wish to remain anonymous.



The Clinic makes sure that if you make a complaint it will not result in retaliation or barriers to services. All complaints are documented, investigated and responded to.

We would appreciate it if you would take the time to complete the satisfaction survey that will be given to you once you are finished your treatment.

Clinic Manager: Sherrey Larmour-Trode
Your Physiotherapist is:
Our Privacy officer is: Sherrey Larmour-Trode
Our Health and Safety Officer is:

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