

### 4.1 Client Records When Closing/Moving/Selling a Clinic

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**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

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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.