



## Special Interest Articles

*Privacy on the Go: 10 Workplace Tips for Protecting Personal Information on Mobile Devices*

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## Editor's Note

Lori Graumann, Ricky Paggao, Newsletter Editors

Wow! Did everyone enjoy that beautiful Manitoba summer? Some of you may have heard from the hard-working CPM staff over the summer as they updated our newsletter mailing list. Each member receives the newsletter by e-mail, but each physiotherapy workplace (i.e. clinic, hospital, etc.) should receive one copy in paper form to post on staff bulletin boards, leave in the lunch room, or otherwise make accessible to staff. If you don't see the newsletter hanging around your workplace, check with your manager as our mailing list may still need further updating!

This issue of *In Touch* contains some valuable information from the PT Standards Committee about the frequency of record-keeping. Also,

you will find an update from the Complaints Committee that reminds us all about the importance of communicating with our patients.

A member contacted us proposing that we include an article about the use of technology in the physiotherapy workplace, so this issue's "Did you know?" section describes *10 Workplace Tips for Protecting Privacy* when using mobile devices. Thank you to that member for the excellent suggestion. We encourage everyone to keep the great comments and suggestions coming!

*Comments, suggestions or submissions for the newsletter?*

Contact us at :

[cpmnews@manitobaphysio.com](mailto:cpmnews@manitobaphysio.com)

## News from the PT Standards Committee

The PT Standards Committee continues to be busy and productive. Welcome to Allison Guerico and Tia Mitchell who all began volunteering their services to our committee in late 2010 and early 2011.

Articles in the previous Spring Newsletter highlighted a few of the standards that the committee has worked hard to update including *Position Statement 4.9: Clinic Names – Selection and Approval* and *Position Statement 4.21: Physiotherapists Working for Non-Physiotherapists*.

Another standard that has been recently updated is *Position Statement 4.17: Record Keeping*. Compiling appropriate records that meet both ethical and legal responsibilities is vital in our professional life. Here are a couple points to remember:

- it is the physiotherapist's responsibility to ensure the accuracy of entries made into a client record by a physiotherapy assistant or a student and the physiotherapist must co-sign these entries.
- documentation should occur at least every three months if you are treating the client in intervals less than three months (e.g. twice a week or twice a month) OR with every visit if you are treating the client in intervals greater than three months (e.g. in a school environment or with long-standing stable disease processes).

Please take the opportunity to brush up on your responsibilities in this area by visiting the complete standard on the CPM website.

## *News from the PT Standards Committee Cont'd*

Finally, our committee has also updated *Position Statement 4.5: Routine Practices (formerly Infection Control)* please check the College's website for the new version in the fall of 2011. This information should not be taken for granted as this area has been the grounds for complaints to the College in the past. The standard includes such things as the definition of cleaning versus disinfecting and when to use each method.

Thank you to Maureen Walker, Kim Hamilton and Amanda Reimer for their continued hard work on the committee. We welcome the addition of any new members who'd like to join our little team – we meet approximately once a month and pride ourselves on having good food, good discussion and ending on time!

Submitted by Liz Harvey  
Chair of the PT Standards Committee

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## *News from the Complaints Committee*

I have been the chair of the Complaints Committee for almost four years now and I still get butterflies in my stomach each time there is another complaint that needs to be addressed. Unfortunately, the number of new complaints we receive each year seems to be on the rise. We received three new complaints in 2009, four in 2010, and four this year with a few more coming down the line. Almost all of our complaints revolve around miscommunications with our patients. In many situations, better communication could have resolved these complaints before they escalated to the point where the College became involved.

Every complaint we receive teaches us a lesson about how we are perceived by our patients and the community and allows us to examine our own practices and improve upon them. Here is a summary of some the complaints we have received recently and the lessons we have learned in the process:

A therapist received a complaint from a patient concerning "inappropriate touch". The therapist was teaching pelvic floor and core stability exercises and the patient was upset that his hands were so close to her pubic area. The complaint was resolved once the patient received the written response of the therapist explaining his intent.

- *We need to let our patients know where we are about to touch and why. We do so many of the same actions day in and day out that it is easy to forget that it is likely the patient's first time.*

Another complaint involved a physiotherapist and the physiotherapy clinic instructing patients to provide their own ultrasound and laser treatments. This is a clear breach of our Code of Ethics and Standards of Practice and is also quite dangerous to the patient (see Practice Statement 4.12). The therapist and clinic were instructed to cease this activity immediately and were reminded of the practice statement.

- *We need to keep updated on our CPM policies and statements and ensure that we are compliant with them. We may sometimes feel it would be easier to do things differently, but there is a reason these practice statements are in place and usually their purpose is to protect the public.*

A complaint was initiated by a 3<sup>rd</sup> party because a physiotherapist had failed to pass on patient information many months after the information was initially requested. The physiotherapist was working in a multidisciplinary clinic and numerous issues arose regarding physiotherapists knowing where their files are being stored, knowing how long patient files are kept, and understanding the clinic's billing practices. The therapist produced the information requested and the complaint was resolved.

- *Owners of a multidisciplinary clinic who are not physiotherapists are not bound by our policies and ethics.... but physiotherapists who work for these clinics are still held accountable for the business practices of the clinic that involve physiotherapy treatment and billing. If we work for a non-physiotherapist, we need to be aware of the clinic's policies regarding chart storage and billing practice.*

I hope everyone has a complaint-free practice, and to those who have had to deal with a complaint, I hope you have learned as much from it as I have. . .Communication is the key!

Submitted by Andrea Giacobbo  
Chair of the Complaints Committee

## Did you know...?

### Fact Sheet

#### Privacy on the Go: 10 Workplace Tips for Protecting Personal Information on Mobile Devices

Mobile devices such as smart phones, laptops, tablets and USB keys have rapidly become standard tools in business environments. They offer tremendous convenience by allowing employees to keep up with work while out of the office. However, they also raise important new risks for privacy and the protection of personal information.

Mobile devices are increasingly powerful and can hold massive amounts of personal data. They are also small, which means they are easy to lose – or steal. Like desktop computers, they are also vulnerable to threats such as viruses and spyware.

Once personal information is compromised, you can never really get it back and it can be used in ways that could cause significant personal and financial harm. Organizations must take steps to mitigate the risks – just as they would protect computer systems and databases at the office – to ensure that mobile devices do not become the source of a data breach.

A key step is to develop a comprehensive policy on removing personal information from the office – be it on a laptop, a smart phone, a thumb drive or other mobile device. A good policy should address issues such as training; minimizing personal data on devices; and the use of strong security measures to protect any personal information that leaves the office.

#### 10 Tips for Protecting Privacy

1. Ensure that employees understand both their responsibility to protect personal information and the steps they must take in order to do so.

*RISK: The best policy in the world will not prevent a data breach unless employees know what it says and understand both how to put it into practice, and why it is important to do so.*

2. Limit the personal information that is stored on mobile devices to that which is absolutely necessary. Further protect personal information that leaves the office by de-identifying it wherever possible.

*RISK: Personal information can be more vulnerable when it leaves the office. Minimizing the data on a mobile device will reduce the risk.*

3. Ensure that mobile devices are protected with hard-to-guess passwords. (For example, use at least one capital letter, both numbers and letters and a special character such as a punctuation mark.) Never rely on factory setting passwords. Use an automatic lock feature so that a password is required to access information on mobile devices.

*RISK: Weak passwords – birthday, spouse’s or children’s names or commonplace words – can be easy to crack.*

4. Use an up-to-date encryption technology to protect personal information on mobile devices.

*RISK: Without encryption, personal information is vulnerable to unauthorized access. Encryption involves using an algorithm to transform information into text that is unreadable without a “key” to read the code.*

5. Install and run anti-virus, anti-spyware and firewall programs on mobile device – and keep those programs up-to-date.

*RISK: Attacks against mobile devices – from spam, viruses, spyware and theft – are on the rise. For example, downloading an infected program could infect a mobile device.*

## 10 Tips for Protecting Privacy Cont'd

6. Ensure that employees don't send personal data over public wireless networks – at cafés, for example – unless you have added security such as a Virtual Private Network (VPN).

*RISK: Public wireless networks may or may not be secure and there is a risk that others may be able to capture data sent over these networks.*

7. Take steps to ensure that employees are using secure networks if they take work home with them.

*RISK: Unless an individual has some IT expertise, a home environment is likely to be less well protected than computers and networks at the office.*

8. Remind employees never leave mobile devices unattended in a public place or a vehicle.

*RISK: Across North America, hundreds of thousands of mobile devices are lost or stolen every year. One survey by an information security and privacy research centre suggest that a laptop has a 5 to 10 per cent chance of going missing over a three-year period.*

9. Establish control mechanisms to ensure that data stored on surplus mobile devices is purged prior to disposal.

*RISK: Surplus mobile devices can represent a significant privacy risk if they are not wiped of data.*

10. Seek expert advice. These tips are intended only as an introduction to protecting personal information in a mobile workplace.

Source: Office of the Privacy Commissioner of Canada, January, 2011

### MEMBER ADVISORY

#### Urgent Recall of Alcohol Swabs

Health Canada is informing Canadians that the Shandex Sales Group and Triad Group have initiated a voluntary recall of alcohol swabsticks, swabs and prep pads sold under a variety of brand names from the Canadian market.

Alcohol swabs are an antiseptic skin cleanser for use prior to injection. Physical therapists that use dry needling techniques may use alcohol swabs for skin preparation.

For full details of affected brands please read the Health Canada recall information at:  
[http://www.hc-sc.gc.ca/dhc-asc/media/advisories-avis/\\_2011/2011\\_02-eng.php](http://www.hc-sc.gc.ca/dhc-asc/media/advisories-avis/_2011/2011_02-eng.php)

Reprinted from the Newsletter of the College of Physical Therapists of BC – Spring 2011 – Volume 12 Issue 1 – Page 5

### University of Manitoba – New Masters Program!

Congratulations to the University of Manitoba School of Medical Rehabilitation on receiving approval to implement the Masters of Physical Therapy Degree Program!

The first intake to the Master's Program will occur in the fall of 2012. There will be no intake into the Physical Therapy Program in the fall of 2011 and no further intake into the Bachelor of Medical Rehabilitation Program.



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*The mission of CPM is to  
protect the public  
interest by regulating  
and continually  
improving the practice  
of physiotherapy in  
Manitoba.*

### *Reminders from the College*

#### **In-Active Register**

If you are presently on the In-active register and planning to return to work, you must contact the CPM office in order to change your registration status to the [Active Register](#) prior to returning to work. Please give the College sufficient time to process your documents.

#### **Completion of the OSCE**

If you are presently on the Examination Candidate register and have recently completed the OSCE you must contact the CPM office in order to change your registration status to the [Active Register](#). Once you have received your examination results you have 30 days to change your registration status.

#### **Information Changes**

If you have any changes in your personal information, such as address, phone number, email, employer – log onto the website and submit these changes. All of your contact information **MUST** be up to date with the College.

If you have a change in Marital status – please submit a copy of your marriage certificate to the College – as well as a letter stating your former name and the name you wish to have registered with the College.

### *The Council Welcomes Crystal Davis!*

Crystal Davis joined the staff at the College of Physiotherapists of Manitoba as the new receptionist on July 25, 2011. Welcome Crystal!

If you require further assistance, please call Crystal, CPM Receptionist at 204-287-8502.

**We're on the Web!**

See us at:

<http://www.manitobaphysio.com>

**\*\*note\*\* Summer Edition  
is not posted online!!**