

# Nuffield Health Physiotherapy Remote Services Terms & Conditions

## Privacy Statement

**How is information shared regarding your treatment and how do Nuffield Health protect your data?**

Nuffield Health understands that your information is entrusted to us and we are committed to protecting and respecting their privacy. To this end Nuffield Health complies with data protection legislation and with clinical confidentiality guidelines. If you would like further detail regarding this then you can refer to Nuffield Health's Privacy Policy available at <https://www.nuffieldhealth.com/privacy>.

If clinically required, we may share information with your GP or another healthcare professional if onward referral is required. When treatment is being paid for by another party (for example an insurer) we are asked to share information with them with regards to your care with Nuffield Health. This includes information which may relate to complaints or adverse events.

If you would like to see further details with regards to how your data is used through the physiotherapy journey and your rights as data subjects this can be found as a link at the bottom of the Privacy Policy webpage or can go directly through this link <https://www.nuffieldhealth.com/your-datas-journey-through-nuffield-health-physiotherapy-services>.

**Am I entitled to see my physiotherapy records?**

You are entitled to request a copy of your clinical records. They are obtained by writing to the Physiotherapist or the Physiotherapy Manager who will commence the process. You will be contacted by a central Nuffield Health team who will organise this.

**Recording of Physiotherapy Triage Consultations**

Triage calls are recorded securely for training and conformity to contract purposes.

## Informed consent for treatment

Physiotherapists will not begin any form of assessment or indeed treatment unless you have given your consent. For Triage Consultation this will be given verbally by yourself. It is essential that before saying 'yes' to commence the assessment that you feel fully informed about what you are agreeing to. It is the Physiotherapists responsibility to make sure that you understand all the treatment options but it is also your responsibility to let the Physiotherapist know if you have any reservations or unanswered questions about the proposed treatment.

If you are under 16 or a vulnerable adult the Physiotherapist will seek to ensure that you have capacity to consent to treatment and if not will seek consent from your parent, guardian or carer.

## **Physitrack Specific Terms & Conditions (*Exercise prescription*)**

Physitrack is a separate organisation to Nuffield Health, as such they have their own Terms & Conditions which can be reviewed at <https://www.physitrack.com/terms-of-service>.

## **Complaints**

### **How do I make a complaint?**

If you have any concerns regarding your Physiotherapist or treatment then you should raise this directly with the Physiotherapist if you feel comfortable. If this does not resolve the complaint or you feel unconformable doing this then you should refer to the following link for further information with regards to the complaint process.

<https://www.nuffieldhealth.com/contact-us/complaints-procedure>.