



COMMUNICATION / PUBLIC HEALTH STANDARD 14

Client Health Record

Establish and Update Clinical Records for Each Client

Conditions:

Given a massage therapy client

Task:

Establish and update clinical records for the client

Standard:

Quality / Technical:

- Records must include:
 - the completed client health history information
 - record of client's consent to treatment
 - records of on-going treatment
 - authorization to contact other health care professionals, when contact is required for treatment
 - copies of reports pertaining to the client received from other health care professionals.
- So that records are confidential and are stored so as not to be accessible to unauthorized individuals.
- So that records are kept for a minimum of 10 years from the client's last visit
- So that if the client was under 18 years old at the time of his/her last visit, the records are kept for 10 years after the day he/she turned (or would have turned) 18. (to age 28)

Record the Treatment Provided to the Client

Conditions:

Given that a massage session is complete

Task:

Record the treatment provided to the client

Standard:

Quality / Technical:

- So that your records include:
 - date, time and duration of treatment
 - fee for treatment
 - results from assessment techniques used by the therapist
 - summary of techniques used
 - areas treated
 - client reactions/feedback to treatment
 - informed consent from the client / substitute decision maker.



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- used and/or recommended remedial exercises, hydrotherapy applications and /or self-care
- updated health history and treatment information as obtained

Timing:

- As soon as possible, within 24 hours of treatment.

Reference:

Personal Information Protection and Electronic Document Act, 2000

Personal Health Information Protection Act, 2004

O. Reg. 544/94 Part III Section 11 (2)

O. Reg. 544/94 Part III Section 11 (5)