

As a client, you can expect certain things from your physiotherapist. There are also certain things that you can do to work with your physiotherapist as partners in care.

Clients Have an Active Role



in their Health Care

Expectations

You can expect your physiotherapist to:

- Answer your questions and keep you informed about your options for care.
- Keep your personal health information private and secure.
- Ask your permission before providing you with care and ask for your ongoing agreement with the plan of care.
- Communicate with other health professionals about your care when needed.
- Treat you with respect and courtesy.
- Provide safe and effective care.

Commitments

As a client and partner in care, you can commit to:

- Ask questions and share your concerns with your physiotherapist.
- Follow the plan of care that you and your physiotherapist agreed upon.
- Provide correct and up-to-date information to your physiotherapist.
- Respect other clients and staff in the place where you receive care.
- Follow the policies that relate to your care, such as attending sessions, washing your hands and paying fees.

For more information, visit www.collegept.org