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.
- 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)