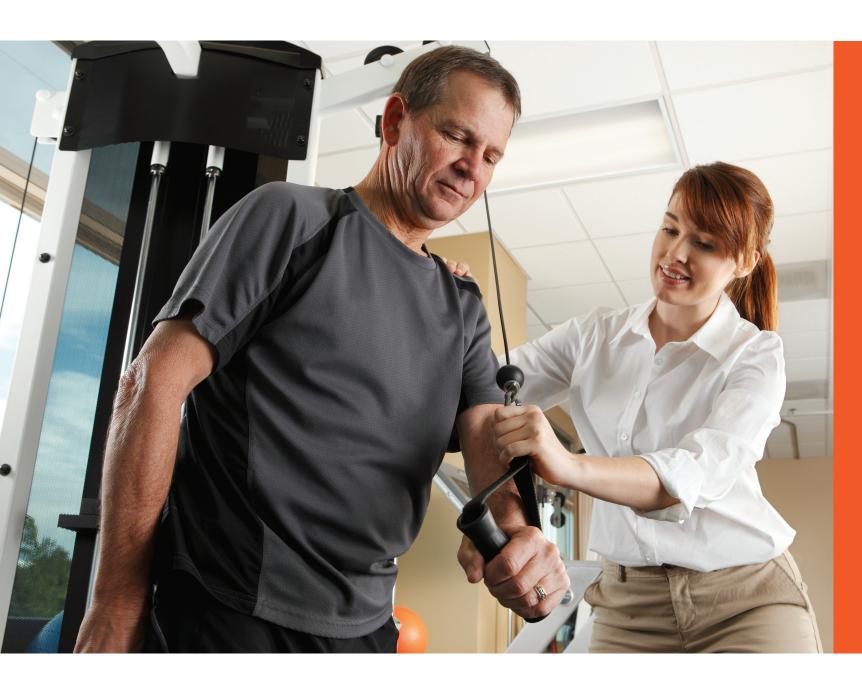


As a client, you can expect certain things from your physiotherapist. There are also certain things that you can do to work with your physiotherapist as partners in care.

## 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