

NEW CLIENT FORM FOR SOFT TISSUE THERAPY AT RCC

Welcome to Soft Tissue Therapy at Reading Climbing Centre!

New clients are required to complete a New Client Form prior to assessment or treatment. It is recommended that the completed form is emailed to Caroline Hailstone at releaseandrestore.therapy@outlook.com prior to your appointment.

Your information is kept strictly confidential and will be taken into consideration during your assessment and treatment plan. See Privacy Policy below. (Paper copies of the form are available on request)

Client Information

Name:	Date of Birth:
Address:	
Contact phone number:	Email address:
Emergency Contact Name and Tel no:	

GP and/or primary health care provider

Name of GP:	Tel No:
Surgery Name and Address:	

Lifestyle and Health

Occupation:		
Do you work at a computer/ desk or drive for several hours every day Y/ N		
Hobbies, interests and activities :		
Height:	Weight:	Smoker or Ex-smoker:

Reason for Treatment

Please give brief details of current symptoms:

Medical History

Do you have, or have you had in the past 6 months, any of the following symptoms/conditions?

Observable contraindications	Y/N	GP contraindications	Y/N	Precautionary conditions	Y/N
Skin disorders including rash Myositis Recent operations Inflammation Sprains and strains Fractures Phlebitis Bursitis Varicose veins Burns Airborne infections General fever Glandular fever Undiagnosed lumps Unstable pregnancy		Cancer Cardiovascular disease Diabetes (<i>not well-controlled</i>) Epilepsy Disorders of the nervous system Disorders of the lymphatic system Tuberculosis Auto immune disorders Infections eg HIV ,Hepatitis Severe hypertension/ hypotension (<i>if unstable</i>) Change in Memory Thrombosis (dvt) Neural disorders Respiratory conditions eg pneumonia, COPD		Medically weak skin, bone, tissues Haemophilia Pregnancy Undiagnosed musculo-skeletal disorders Osteoporosis Menstruation Diabetes (<i>if well controlled</i>) Severe hypertension/ hypotension (<i>stable</i>) Asthma Allergies Headaches Sinusitis Gallstones Hiatus hernia Bladder/urinary frequency	

If you have answered 'Yes' to any of the above, please give brief details (include any significant injuries or hospitalisation)	
Have you visited your GP in the last 6 months? Y / N If yes, please give details	
Are you on any prescribed medication? Y / N If yes, please give details	
Are you receiving treatment from another healthcare professional? Y / N If yes, please give details	
Do you suffer from any allergies? Y / N If yes, please give details	

I confirm that the information stated above is accurate to the best of my knowledge. It is my responsibility to inform my therapist of any changes to the above information as it may affect the treatment which may be given and is essential to my safety.

I understand there is a possibility of some minor reactions as following soft tissue therapy treatment particularly with deeper tissue work. I consent to having soft tissue therapy treatment based on the information above, an assessment and my ongoing feedback.

Client Signature:	Date:
Therapist Signature:	Date:

Privacy Policy

General Data Protection 2018 (GDPR) (See Page 3 or details on request):

Your privacy is respected and your data is confidential and not shared with any third parties. Relevant data may be shared with your GP or another therapist with your consent.

I have read and understood the Privacy Policy and I consent to my data being held under GDPR Act 2018.

I am happy to receive my treatment/exercise plan by email :Y/N	
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Client Signature:	Date:
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FAQs

The initial appointment includes a 15-20minute assessment of your posture and range of movement in order to determine an individualised treatment plan. Soft tissue therapy is a hands-on approach to help alleviate pain, relax tense muscles and restore movement and mobility. It involves the use of massage and advanced soft tissue techniques for the treatment, rehabilitation and management of musculo-skeletal problems which may be caused by a combination of sport, work, poor posture, stress, injury or everyday activities.

Please wear loose clothing so that your movement is not restricted. You may wish to bring shorts with you. Towels are provided to maintain comfort and dignity at all times.

Under 16 year olds may be seen if accompanied by a parent or guardian.

Please don't hesitate to email me if you have any questions. Any information not filled out on the form will be completed during your assessment.

I look forward to seeing you soon.

Caroline Hailstone (Soft Tissue Therapist)

General Data Protection Regulation (GDPR) Privacy Policy

SOFT TISSUE THERAPIST: CAROLINE HAILSTONE

New Data Protection Legislation came in to force in the UK on 25th May 2018. The **General Data Protection Regulation (GDPR)**, is EU wide legislation, and has been enacted into UK law and is the 2018 Data Protection Act.

The information below tells you what personal information I hold and why, and what your rights are.

The Purpose of Processing Client Data: In order to give professional soft tissue therapy treatments, I will need to gather and retain potentially sensitive information about your health. I will only use this for informing soft tissue therapy treatments and any advice I give as a result of your treatment. The information to be held is: Your contact details, medical history and other health-related information (which I will take from you at first consultation) and treatment details and related notes (which I will take after each consultation). I will NOT share your information with anyone else (other than as required for legal process) without explaining why it is necessary and getting your explicit consent. Your data will not be transferred outside the EU without your consent.

Protecting Your Personal Data: I am committed to ensuring that your personal data is kept secure and confidential. In order to prevent unauthorised access or disclosure, I have put in place appropriate procedures to safeguard and secure the information I collect from you. I will only contact you using the contact preferences you give me in relation to appointment times, soft tissue therapy information or information related to your health.

How Long Your Information is Retained : I will keep your information for the following periods: a) for 'claims occurring' insurance (records to be kept for 7 years after last treatment) or, b) for the law regarding children's records (records to be kept until the child is 25 or if 17 when treatment, then 26.)

Your Rights: GDPR gives you the following rights:

- The right to be informed: To know how your information will be held and used (this notice).
- The right of access: To see your therapist's records of your personal information, so you know what is held about you and can verify it.
- The right to rectification: To tell your therapist to make changes to your personal information if it is incorrect or incomplete.
- The right to erasure (also called "the right to be forgotten"): For you to request your therapist to erase any information they hold about you
- The right to restrict processing of personal data: You have the right to request limits on how your therapist uses your personal information
- The right to data portability: under certain circumstances you can request a copy of personal information held electronically so you can reuse it in other systems.
- The right to object: To be able to tell your therapist you don't want them to use certain parts of your information, or only to use it for certain purposes.
- Rights in relation to automated decision-making and profiling.
- The right to lodge a complaint with the Information Commissioner's Office: To be able to complain to the ICO if you feel your details are not correct, if they are not being used in a way that you have given permission for, or if they are being stored when they don't have to be.

Full details of your rights can be found at the Information Commissioner's Office (ICO), www.ico.org.uk If you wish to exercise any of these rights, please contact the ICO. Or if you are dissatisfied with the response you can complain to the ICO.

Therapist's Rights: Please note if you don't agree to your therapist keeping records of information about you and your treatments, or if you don't allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you. Your therapist has to keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed. Your therapist can move their records between their computers and IT systems, as long as your details are protected from being seen by others without your permission.