A checklist resource was developed to help physiotherapists meet expectations outlined in two practice standards: Record Keeping and Management and Clinical, Financial and Equipment Maintenance Records.

While the checklist highlights key components, it does not list all performance expectations and therefore should be used in conjunction with the complete standards when considering how the standards apply to your practice or when auditing your records. Employers or other legislative acts may have additional record keeping requirements that physiotherapists need to consider.

**Record Identification**
Is there a process or method in place to uniquely identify the client, health provider and custodian of the record?

- Custodian/records keeper
- Client
- Provider

**General**
Do the following areas meet expectations?

- Legibility
- Dates
- Use of abbreviations
- Referenced care maps, protocols, pathways
- Adding to or correcting a record
- Record storage, retrieval, retention, and disposal
- Ongoing records management
- Auditing schedule
- Access and privacy legislative requirements:
  - PIPA
  - HIA
  - FOIP

**Clinical Records**
Have the following been included and adequately detailed?

- Client demographics and contact information.
- Reason for attendance and referral source.
- Relevant health and social history.
- Dates of attendance and missed appointments.
- Professional interactions relating to client including: referrals to other providers and care assigned to others.
- Assessments and reassessment results.

**Clinical Records continued**

- Treatment goals and plan.
- Treatment provided, treatment outcomes and response.
- Discharge summary.
- Consent.
- Written communications or reports.

**Financial Record**
Have the following items been included and adequately detailed?

- Organization’s name and address
- Client/service user receiving services or product
- Service provider(s)
- Description of service and/or products delivered
- Date service and/or products provided
- Fees charged
- Interest charges
- Payment date, amount and method
- Balance owing

**Equipment Record**
Do maintenance records adequately reflect the following?

- Equipment name.
- Inspection/servicing date.
- Relevant servicing information (e.g., indication of following manufacturer recommendations, results of inspection, defects and action taken).
- Identification of person(s)/organization/department involved with servicing.
- Unique identifier of person(s) making entries.