

# Physiotherapy Outcomes Study: Client FAQs

## Q1. What will I get out of participating in the study?

Your physiotherapist will have an improved knowledge of how your condition is affecting your daily activities and it will help them to identify things which may slow your recovery. This may help them guide your treatment and improve their service.

## Q2. Who can participate in the study?

You can participate in the study if you:

- Are 18 years or over and give informed consent which authorises us to survey you and collect your information.
- Are seeking physiotherapy treatment for a new musculoskeletal condition (a condition which affects your muscles, bones, tendons, ligaments, or joints).
- Are NOT seeking physiotherapy treatment for your condition on any of the following ACC specialist rehabilitation contracts:
  - Concussion Service
  - Vocational Rehabilitation Services
  - Pain Management Service
  - Escalated Care Pathway, or
  - Training for Independence.

*\*\*Please speak to reception or your physiotherapist if you are unsure if you are being treated under an ACC rehabilitation contract.*

## Q3. What will be expected of me if I participate in the study?

You will be asked to fill out a survey that will be made available to you at around these points on your physiotherapy journey:

1. Your initial physiotherapy appointment.
2. Six weeks following completion of the initial survey.
3. Three months following completion of the initial survey.
4. Six months following completion of the initial survey.

Each survey will take around 5 to 10 minutes to complete.

## Q4. What information about me will you collect?

The surveys that are sent to you will ask you about:

- Your complaint or injury, and the levels of pain associated with this.
- Your levels of satisfaction with the treatment you received and your health outcomes. You will be able to choose to make this feedback anonymous.
- The approximate number of treatment sessions you attended.

We will also need some personal information about you including:

- Your name, date of birth, ethnicity, gender, postcode, and area of injury.
- Your contact details – you will not be sent any other messages from Cemplicity (survey provider) other than the physiotherapy outcomes study surveys.

- The name of your physiotherapist.

#### Q5. What will you do with my information; who will see it; how will it be used?

The following parties will have access to your information during the study:

1. Your **physiotherapy clinic and physiotherapist** will be able to see your information. This will help guide them in providing the best treatment for you.
2. **Physiotherapy New Zealand (PNZ)** will have access to de-identified information for statistical or research purposes. 'De-identified' means that any fields which can identify you, such as your name / date of birth, are removed.
3. Aggregated information (with all responses de-identified) will be available on the **PNZ website** – all survey responses will be summarised to give a national overview of physiotherapy outcomes.
4. The **survey provider, Cemplicity**, will be able to see your information and responses to operate the survey.

All parties, including PNZ and Cemplicity are strictly bound by privacy and confidentiality requirements under the Health Information Privacy Code 2020 and can only use your information for the purposes outlined above. The information you provide will be used for statistical or research purposes and will not be published in a form that could reasonably be expected to identify you.

The following will occur at completion of the study:

1. Your information will be securely transferred to your **physiotherapy clinic**, and your personal information held by Cemplicity will be deleted at this stage.
2. **PNZ and Cemplicity** will continue to have access to de-identified information only, so it can be used for statistical or research purposes.

You can ask your physiotherapist at any time to see a copy of the information collected about you through this study.

#### Q6. Can I withdraw from participating in the study at any time?

Yes. We prefer that you remain part of the study for six months following completion of the initial survey, but you have the right to withdraw from future participation in the study at any time.

- To opt out of the study you just need to not complete the first survey or unsubscribe from any of the follow-up surveys sent to you, and you will not be sent any further invitations.
- At any time, you have the right to contact Cemplicity via [support@cemplicity.com](mailto:support@cemplicity.com) and request removal of your personal information.
- If you opt out of the study, your responses remain stored securely as part of the medical record that your physiotherapist / clinic may hold. Information collected up until your withdrawal from the study will continue to be used anonymously and included in the study.

If you choose not to participate it will not impact on your access to physiotherapy treatment or ACC support.