



Physical Therapists

Leaving/Closing a PT Job or Practice

*Published: April 1, 2019
Reissued: April 2026*

When you leave a physical therapy practice, whether you have been a contractor or an employee, and whether you are leaving on amicable terms or amid some tension, it's a difficult time to start negotiating details about the storage and location of patient records, or how best to tell your patients why you are leaving and where you are going. Ideally, all of these things have been discussed ahead of time, and, even better, are outlined in your employment contract. Start by consulting your employment contract to determine if there is an agreement on what procedure to follow when you leave the practice. If not, it may be helpful to come to an agreement on these details – before the situation arises. A lawyer may be of assistance in outlining acceptable business practices from a legal perspective.

While the College does not have jurisdiction over business agreements from a public interest perspective, there are a few things to consider if you are leaving a private practice.

Notifying Patients

The Code of Ethics states that one of a physical therapist's ethical principles is *to respect and support both the right and the ability of each patient to make informed, voluntary decisions about their healthcare while upholding the interests of the patient and ensuring safe and ethical care*. Respecting a patient's needs and wishes includes respecting their right to choose where—and from whom—they want to receive physical therapy treatment. Patients should be advised in advance that you are leaving the clinic. Ideally, from a patient perspective, the patient should be given the option to choose whether to continue at the current clinic with a new physical therapist or to seek treatment elsewhere.

- If the patient declines that option and asks about your new location, and your employment contract includes a non-solicitation clause (i.e., you are not allowed to let patients know where you are moving to), then the patient can be provided with the College contact information. The patient can use the online public registry on the College website to find your new workplace details. Be sure to update your workplace information in the College database.



Keep in mind the power differential that exists between a physical therapist and a patient. If you recommend that they follow you to a new clinic, they may feel compelled to do so, even if they would rather continue to receive treatment at the current clinic location. Encouraging patients to move to your new place of employment during a patient's treatment time could be perceived by the patient as the physical therapist placing their own financial interests ahead of the patient's interests. The option of providing College contact information respects the patient's right to choose and keeps the focus on providing patient care during the appointment.

Clinical Records

As described in the Practice Standard: Records, the physical therapist is responsible for retaining clinical records for a minimum of sixteen years from the date of last entry, or to the age of majority (19 years old) plus sixteen years for a minor.

Ownership

Moving to a new clinic

When a physical therapist leaves a clinic, there is often a question of whether the clinical records stay at the clinic or whether they move with the physical therapist who compiled the records. Ideally, the employment contract should include information that clarifies the ownership rights to clinical records. From a public interest perspective, a patient may need to access the clinical record in future and would likely return to the clinic where it was compiled to request a copy of the record. If the clinical records will be moving with the departing physical therapist, patients should be advised where the records will be stored. If the clinical records will be staying with the clinic, the physical therapist is responsible to ensure that those patient records will not be abandoned in the future. An agreement in writing with the clinic would assist the physical therapist in meeting their obligations in this regard.

Closing a practice or leaving the profession/retiring

When a physical therapist closes a practice, retires, or leaves the profession, they are still responsible for appropriately storing their patients' clinical records for the required number of years. The College Practice Standard: Records outlines the options available to licensees in this situation, which are:

- Make a succession plan for record retention that will ensure ongoing compliance with the Ethics and Practice Standards and legislation in the event the licensee discontinues practice, moves to a different jurisdiction, or becomes incapable of practice.
- Transfer custody and control of records to another regulated healthcare professional or, with consent, to a health organization or records management service if the licensee or former licensee is no longer able to retain the records and respond to access requests after discontinuing practice or moving to a different jurisdiction.



- Provide current patients with advance written notice, to the extent possible, prior to discontinuing practice or moving to a different jurisdiction, including explanation of how patients can continue to access their records.

If records are relocated, the College needs to be informed of their new location within 30 business days.

Access

It's important to ensure that your employment contract sets out an agreement for enduring access to clinical records for both you (the physical therapist) and the patient should the need for access arise in the future. This is especially important when a physical therapist works at a clinic owned by a non-physical therapist, as that owner maybe unaware of these requirements. An agreement (preferably in writing) must be reached to ensure enduring access for the duration of the retention period. If you are closing a practice, retiring, or leaving the profession, there must always be arrangements made for patients to have access to the records in the future if required, and the College must be made aware of what those arrangements are.

Remember that if the records are electronic, you may need to involve the service provider to confirm how enduring access will be possible not only when you leave a practice but also if you change service providers.

Privacy

Keep in mind that privacy legislation in BC prevents the use of personal information for a purpose other than what it was originally collected for. This means that patient information provided for the purpose of receiving physical therapy services at Clinic X cannot be used for the purpose of soliciting business for Clinic Y according to the Personal Information Protection Act (PIPA). In order to make copies of a patient's clinical record to take to a new location, written consent from the patient is required. This also applies to a patient's home contact information.

Review Your Employment Contract Today

Often the College receives calls from licensees at the time they are leaving a clinic or place of employment, and it then becomes clear that there was insufficient information in their employment contract to effectively plan their transition to their next work location. Take a look at your contract now, and review the conditions regarding procedures when you leave the clinic in the future:

- What can the physical therapist tell the patient about where they are going when they move to another place of employment?



- Where will the clinical records be kept (and how will patients be informed if they will become the property of the physical therapist when they leave)?
- If the clinical records will remain at the clinic, what agreement is in place with the clinic owner to ensure enduring access to those records for both the physical therapist and the patient for the duration of the retention period?

If you are in the process of negotiating a contract with your employer or a clinic owner, keep these things in mind, and be sure to consider consulting a lawyer to be sure that the contract contains acceptable business practices, and that your professional College and your contractual obligations don't conflict.