

## Frequently Asked Questions

### **How do I obtain a copy of a patient's health record?**

To obtain a health record, a written patient consent is required. This consent may be provided in a letter or by completing Toronto Central LHIN Authorization Form (see below for a copy of this form). The letter or form must be signed and dated by the patient or their legally authorized substitute decision maker. The request should include the following:

- The patient's name, date of birth, Health Card number and current home address
- Your name (if you are making the request on behalf of the patient or someone else)
- Description of the health record(s) you are seeking to obtain
- If the request is for someone other than the patient, you should describe to whom the record(s) are to be released and include the contact person's address and phone number.

### **Can I have the records released to someone else?**

Yes, you may authorize the disclosure of your health records to someone else, such as family member, friend or physician. In order to allow such disclosure, you must provide the Toronto Central LHIN with the contact information of the intended recipient along with the signed consent letter or form.

### **Can I access the record of an incapable or deceased patient?**

In order to release the health records of an **incapable** patient, we require the written consent of the legally authorized substitute decision maker. In order to disclose information pertaining to a deceased individual, we require the consent of the person who has assumed responsibility for the administration of the **deceased** individual's estate (such as the estate executor). A copy of the individual's Will or Power of Attorney documentation must be submitted in order to verify the status of the requestor.

**Can a minor request access to their record?**

Yes, in most cases minors can obtain access to their health records. However, parental consent is required in cases where the patient is 16 years of age or less and is incapable of consenting

**Is there a fee in accessing health records?**

Administrative fees will apply to all requests for records. These fees will be in keeping with recommendations from the Information and Privacy Commission of Ontario. We will provide information regarding any applicable fees and charges prior to the completion of the request. The record will be released when the Health Records department receives payment.

**How long will it take for my request to be released?**

In accordance to the Personal Health Information Protection Act, we are required in most cases to provide a copy of your records within 30 days. If you require records on an urgent basis, please inform our Health Records department and we will try to arrange a reasonable timeframe in which to respond to your request. An additional fee may apply to expedited request.

**Where can I submit my request?**

You can submit your request by mail or fax; please see our contact information for details.

If you have any questions or concerns, please contact us.

Contact Information

Toronto Central Local Health Integration Network  
Attention: Health Records  
250 Dundas Street West, Suite 305  
Toronto, ON M5T 2Z5  
[www.torontocentrallhin.on.ca](http://www.torontocentrallhin.on.ca)

Phone 416-217-3811  
Fax 416-217-1415