

Health Records Department Information Sheet

Information about

- Viewing your health record
- Sharing information in your health record

Obtaining access to and copies of your health record

The Health Records Department will generally respond to requests for access to records as soon as possible and in no longer than 30 days. All requests must be made in writing. Once your request has been received the Health Records Department will make an appointment with you.

- **To request access and to obtain a copy of your Health Record** You may request access or obtain a copy of your health record by completing and submitting the "Request for Access to a Record of Personal Health Information" form to Health Records Department.
- **To request access and to obtain a copy of the health record of a child under the age of 16** A capable child of any age may make a written request for access to or a copy of his or her health record. If the child is incapable, the child's substitute decision-maker (such as a custodial parent or guardian, or Children's Aid Society) may make the request.
- The CAMH health record may be retained in paper format, electronic format, or both. Depending on the format of your record, you may either view it using a computer or view the paper record.

Disclosure of your health record to a third party

- **To disclose information from your health record to a third party** You can request that a copy of your health record be released to a lawyer, insurance company, or any other third party specified by you with your written consent.
- **To ensure a continuum of care, we may share your health record** with health care providers at and outside CAMH who are currently providing health care to you. Please speak to us if you have any questions or concerns about this.

Access to other people's health records

- **To obtain a copy of the health record of a family member**
If you are requesting a copy of the health record of your family member, their written consent is required unless you act as his or her substitute decision-maker.
- **To request access and to obtain a copy of the health record of a person who has died** If you are requesting a copy of the health record of a person who has died, you must submit proof of your legal authority in addition to a written request to the Health Record Department. Your submission must include:
 - A copy of the deceased person's Will naming you as the Executor, or

– in the absence of a Will, a "Certificate of Appointment of Estate Trustee" signed by a Registrar of the Court, which can be obtained from the Superior Court, Estate Registrar Office, 393 University Avenue, 10th floor..

PLEASE NOTE:

- **Personal identification** (preferably with a photograph) is required to access or pick up copies of health records. Records will not be released without proof of identification.
- We do not use the e-mail system to process requests for disclosure, access or inquiries about client/patient information.

Cost

There is a fee associated with requesting access and/or obtaining copies of your health record. Payment will be required prior to obtaining copies of your record. For more information about these fees, contact the Health Records Department.

Contact information

Health Records Department – Release of Information Services

Time: **Monday to Friday, 8 a.m. to 5 p.m.**
Location: **250 College Street
2nd floor, Room 230
Toronto, Ontario, M5T 1R8**
Phone: **416 535-8501 ext. 6438 or 2318**
Fax: **416 979-6934**

YOUR INQUIRIES AND REQUESTS ARE IMPORTANT TO US! EVERY EFFORT IS MADE TO PROCESS YOUR REQUEST IN A TIMELY MANNER. RESPONSE TIMES MAY VARY DUE TO THE TYPE OF REQUEST BEING MADE AND THE VOLUME OF INQUIRIES BEING PROCESSED AT THE TIME OF YOUR REQUEST.

The CAMH Privacy Office

CAMH is committed to keeping your personal health information private and confidential. CAMH's Privacy Office can answer your questions about your health information. The office also investigates any complaints—for instance, if someone thinks we aren't following CAMH's Privacy Policy or Ontario law. If a complaint is justified, we will correct the situation.

You can reach the CAMH Privacy Office by calling: the CAMH Privacy Office
at 416 535-8501, extension 3314 or

the CAMH Client Relations Co-ordinator
at 416 535-8501, extension 2028.

or writing: 1001 Queen Street West,
Toronto, Ontario M6J 1H4

Website: www.camh.net.

