REQUESTING ACCESS TO YOUR HEALTH RECORD

With limited exceptions, you have the right to access your record of personal health information. UOHS is required under the Personal Health Information Privacy Act (PHIPA) to respond to requests for access within 30 days. Here are some of the options for requesting a copy of all or part of your health record. Please note that this is an uninsured service and fees may apply.

Informal Access during an appointment

During an appointment with a UOHS health care provider you can ask for a copy of a simple document from your own health record. For example, you may need a list of your current medications, a copy of your or your child’s immunization record, or a copy of a particular test result. The health care provider can print a copy of the report for you before you leave the clinic. Please note that there may be documents the health care provider is not able to release to you, for example a test result or consultation note that has not yet been reviewed by the ordering provider.

All Other Patient Access to Information Requests

1. All other requests for access to your own personal health information (PHI) **must be made in writing** (as per Section 53 of PHIPA).

2. Written access requests should be made using the UOHS Consent to Release Personal Health Information form. The form is available online or from a UOHS staff member or provider.

3. Although use of the UOHS request form is preferred because it outlines all information required to process an access request, a formal form is not required. Your request must contain:
   a. Sufficient details to enable UOHS staff to accurately identify and locate the requested information with reasonable efforts. For example, title or type of document, type of test result, date of test, etc.; and
   b. A minimum of 3 demographic information elements to allow UOHS staff to accurately confirm the identity of the requestor. Examples of demographic information elements include: first and last name (considered 1 element), date of birth, health card number, email address, telephone number, mailing address. This is in accordance with section 54(9) of PHIPA, custodians must “first take reasonable steps to be satisfied as to the individual’s identity” before making a health record available to them.

4. Requests for PHI should be faxed to 613-564-6627 to the attention of the Correspondence Clerk. Requests can also be mailed to UOHS, 100 Marie Curie Private, Suite 300, Ottawa, Ontario, K1N 6N5 or emailed to Records@uohs.uottawa.ca
   **PLEASE NOTE:** Due to the unsecure nature of email this mode of communication is not recommended.

5. In some circumstances you may be asked to make an appointment with your primary care provider or their designate (i.e. the Privacy Officer) to review the record so information can be explained.

*Please note that there are other ways you can access your test results or other info. These include DynacarePlus, TOH My Chart, CHEO My Chart, etc.*