

HOW TO MAKE A REQUEST FOR ACCESS TO A HOSPITAL RECORD OR PERSONAL INFORMATION

The Freedom of Information and Protection of Privacy Act (FIPPA) provides the general public with a right of access to information under the custody and control of HDS, subject to limited and specific exclusions and exemptions. You can request access to general Hospital records or personal information (information about yourself) using the procedure outlined below. This procedure does not apply to records of personal health information as defined by the Personal Health Information Protection Act (PHIPA); requests for access to records of personal health information should be directed to the Health Records Department.

- Step 1** Before submitting a formal request for access to information, contact the Hospital department or office that has the record(s) to which you are seeking access. Discuss your request with a staff member to determine if record(s) exist that respond to your request and if the record(s) can be disclosed to you routinely through regular procedures. Most records are available through an informal process that can result in more rapid access to the records you are seeking. Records that contain confidential or third party personal information are subject to exemptions under the Act and are not disclosed routinely.
- Step 2** If the department does not provide access to the record(s), you may submit a formal request, signed and in writing, that references FIPPA and includes the required \$5 fee. Submit your formal request either by hand delivery or by mail to the FOI & Privacy Office (complete address below). Make your cheque or money order payable to Hotel Dieu Shaver Health & Rehabilitation Centre. Requests received by electronic mail are not accepted. A request-form template is available at: <http://www.hoteldieushaver.org>
- Step 3** When making a written request, be clear and identify the specific record(s) or personal information to which you are seeking access. If applicable, identify the personal information bank. Also, specify dates or a time period for the record(s)/personal information you request. Keep the scope of your request narrow and specific. A clearly defined request with a narrow scope will greatly assist the Hospital to search, locate and retrieve the record(s)/personal information and answer your request quickly.
- Step 4** Pursuant to section 24(1) of the Act, you must provide sufficient detail in your request to enable an experienced Hospital employee, with a reasonable effort, to identify the record(s)/personal information sought. If you are unsure how to describe the record(s)/personal information, contact the FOI & Privacy Office for help formulating your request.
- Step 5** When your request is received, the Hospital will send you an acknowledgement letter and notify you of any time extensions or fees that may apply.

- Step 6** Records to which no exemptions apply will be sent to you directly by the FOI & Privacy Office. Records to which exemptions apply may be withheld entirely or be "severed" (i.e. portions blacked-out). A decision letter will explain in detail the exemptions applied and give reasons. If you request access to records containing personal information about yourself the Hospital may ask you to present yourself in person with one piece of picture ID before the records are disclosed to you. Any fees additional to the initial application fee must also be paid in full before the requested records will be disclosed.
- Step 7** If you are not satisfied with the Hospital's access decision and disclosure of records, you have thirty days (30) from the date of the Hospital's decision letter to request a review by Ontario's Information and Privacy Commissioner.

For additional information, please contact the FOI & Privacy Office.

FOI & Privacy Office
Hotel Dieu Shaver Health and Rehabilitation Centre
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St. Catharines, Ontario
Canada, L2T 4C2

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