

Policy Manual

Subject: Fees for Health Information Requests

Section: ADM – Legal Issues

Number: ADM-c-160

Approved: Chief Executive Officer

Date: O91.11.28, R93.11.23, R01.06.28

DEFINITIONS

Client: Includes resident, participant, patient

POLICY

Health information shall be released for a fee in accordance with the following procedure:

PROCEDURE:

1. Prior to charging fees for the release of health information, staff will confirm that the release is authorized. Authorization is confirmed with:
 - a. The Release of Information Request Form per policy ADM-c-80 (Access to Health Information) if the individual is requesting a personal copy; or
 - b. The Consent to the Disclosure of Individually Identifying Health Information form per policy ADM-c-120 (Disclosure of Health Information) if the request is from a third party or the individual has designated a person or agency to obtain the information on their behalf.
2. A basic fee of \$25.00 can be charged for the cost of producing a copy. Only Health Records may charge additional fees associated with the cost of producing a copy (i.e. for large or complex requests).
3. If the request involves copying more than 20 pages, a fee of \$0.25 will be charged for each subsequent photocopied page.

4. A perusal fee can be charged for viewing original records of \$6.75 per ¼ hour.
5. If the record must be severed from records of other clients, a severing fee of \$6.75 per ¼ hour to a maximum of 3 hours (or \$81) for technician time or \$45 per ¼ hour to a maximum of 3 hours (or \$540) for health services provider time can be charged.
6. Other charges may be added per the Health Information Act.
7. GST charges will be added to the cost.
8. Health Records must give the applicant an estimate of the total fees before providing the services. Processing a request ceases once a notice of estimate has been forwarded and recommences immediately on the receipt of an agreement to pay the fee, and on the receipt of at least 50% of the estimated fee.
9. Health Records will determine if the fees should be waived for reasons of financial hardship or fairness and, when appropriate, collect any fees due prior to making the disclosure.