

Patient Update

April 12, 2024

Dear Patients,

We want to share some important information with you about getting your health records from our Family Health Team (FHT). Please see some Frequently Asked Questions below to guide you on our process and what to expect.

What if I need my doctor/NP to complete a form or letter?

There are times that a form or letter is specifically requested for your doctor or Nurse Practitioner (NP) to complete. In these cases, the request will be sent directly to your doctor or NP. Please complete your part of the form and provide consent before sending the request to us. Your doctor or NP may ask you to book an appointment to complete the form. For some requests, you may need to pay a fee. Forms/letters may take up to 30 days for your doctor or NP to complete.

What if I just need a copy of my Health Records?

You can request a copy of some or all of your chart at any time. Requests for your records do not go to your doctor or NP. Once these requests for records are faxed or dropped off at the clinic they are forwarded directly to the FHT Release of Information (ROI) Team.

Do I need to provide written consent?

Yes, you must give written permission for the FHT to release your health records. Make sure you understand what records are being requested. Once the ROI team receives your written permission, they will send the requested records without checking with you again.

What exactly is the process?

For Yourself:

If you want your own records, sign a consent form. You can get this form at your clinic, or we can email it to you. There may be a fee depending on how many pages you are requesting. After you pay, we will give you your records. This usually takes 30 days, though could take longer. If it has been over 30 days since you paid, call your clinic about getting your records.

For Lawyers - When They Ask Us For Your Records:

If a lawyer asks us for your records, they need to send us a consent signed by you and pay a processing fee. After they do that, we will send the records. Sometimes it takes longer if the form is wrong or the payment is late. Make sure your lawyer has sent the consent and the processing fee before calling your

clinic. If it has been more than 30 days after they paid the fee, contact your clinic and advise that you are calling about outstanding records.

For Insurance Companies - When They Ask Us For Your Records:

Insurance companies must send us your written permission and pay a fee to get your records. Check with your insurance company to make sure they sent your permission and payment. This process takes up to 30 days after we receive permission and payment. If it has been over 30 days, call your clinic about getting your records.

For a New Doctor:

If you're changing to a new doctor outside St. Michael's FHT, your new doctor's office needs to fax us a request that includes your signed consent to release your health records. We have 30 days to send your records to your new doctor. There is generally no fee in these situations.

In general, it takes about 30 days from the time of the request to receive health records. The 30 days starts once we have all required permission forms and payments. If it has been more than 30 days since we received everything, call your clinic about any outstanding records requests.

If you have any questions about this process, you can call the FHT Release of Information Team at 416-864-3022.

Take care and be well,
SMAFHT Leadership