

GETTING MEDICAL RECORDS

Understanding the Process



CONSENT

Access to your medical records requires your consent unless there is a legal order to release your records by the court. We will not release your records to lawyers, insurance companies, or to you without a signed valid consent form.

FEES

There may be a fee to process a request for medical records. This fee must be paid before we release the records, unless the record is requested by a medical facility or new provider as part of your medical care.



GETTING YOUR RECORDS

We have up to 30 days to release your records from the time we receive the request. Please remember that records will not be released until your consent is received and any applicable fees are paid.

CHANGING YOUR DOCTOR/NURSE PRACTITIONER

Your new doctor/ nurse practitioner can fax a request for your records. Once we receive your signed consent/ fax request, we will release the records within 30 days.



HOW TO REACH US?

If you have any questions, Please reach out to our release of information team at 416-360-4000 ext. 76804 or 76978

