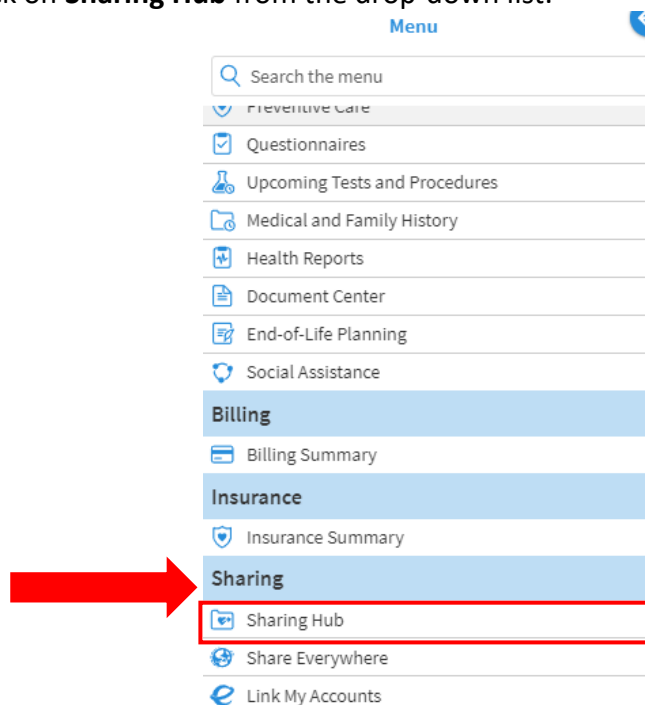


There may be health records that are not available in your MyChart account. You can request those records for a fee. This tipsheet will explain how to request those records from inside your MyChart account and where to find those records in MyChart once the Release of Information (ROI) team has completed your request. Please be advised that certain records may not be released. Please see the last page of this document for more details.

Request your Health Record

Under the **Sharing**, click on **Sharing Hub** from the drop-down list.



Click **Request Formal Copy of Health Record** on the Sharing Hub.

Sharing Hub
There are many ways to share your health information. Let us help you find what you need.

Who do you want to share your health information with?

Yourself
You might be trying to get a copy for your personal reference.

Family member, close friend, or caretaker
This person might be taking care of you or helping you track your health.

Healthcare provider
A healthcare provider is a health professional (for example, a doctor, dentist, nurse, or social worker) or a healthcare organization.

Anyone else
This might be someone at another organization, like your school, insurance or workplace.

Already know which sharing option you want?

[Manage friends and family access](#)

[Grant one-time access with Share Everywhere](#)

[Download health and visit summary](#)

[Request formal copy of health record](#)

[Give permission to share your health record](#)

[Download School Health Summary](#)

[Back to the home page](#)

Enter your answers on the Request page and click **Continue**.

Request Formal Copy of Health Record
Request your medical record from your healthcare provider by answering a few questions. This request requires processing by your healthcare organization and might take a few days.

Submit a new request for a formal copy of your health record

* Indicates a required field.

* Who should we send this record to?

* What dates do you want information from?

* What dates do you want information from?
* From * To

* What information do you want included in the record?
All
Other

Do you have any specific instructions for the information you're requesting? For example, "Only include images related to my broken leg."

You will be asked to review your request and the Consent for the release of information. After reviewing the consent, click "I agree" and then "Send Request."

Request Formal Copy of Health Record
Request your medical record from your healthcare provider by answering a few questions. This request requires processing by your healthcare organization and might take a few days.

Submit a new request for a formal copy of your health record
Please review your responses. If everything looks correct, click or tap Send request.

Question	Answer
Who should we send this record to?	Me
What dates do you want information from?	Date range
From	2024-06-04
To	2024-10-08
What information do you want included in the record?	All
Do you have any specific instructions for the information you're requesting? For example, "Only include images related to my broken leg."	No answer given

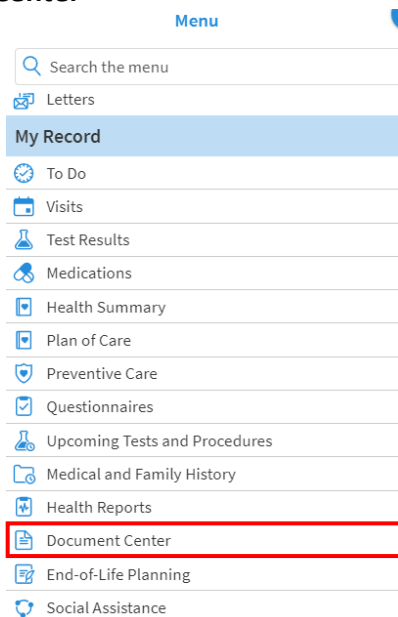
Consent for release of information
I understand (acknowledge) that this record might include sensitive information. If I am sharing this record with someone else, they will be able to see all of this information. I authorize the release of my records consistent with this request and understand that information disclosed according to this request may no longer be protected by federal privacy law.

I agree

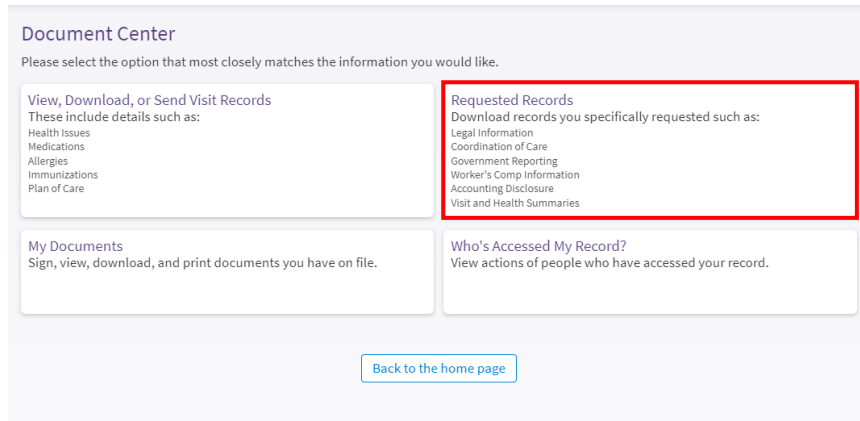
You have now finished requesting your record. A Health Records team member will contact you to discuss your request and determine the fee.

How to view or download your health record

Once your requested records are available in MyChart, you can find them by following these steps: Click on Menu and select **Document Center**



On the Document Center screen, select **Requested Records**.



On the Requested Records screen, you will see your records ready for download. Click on Download to download the file to your device and review it.

Contact Us

There is an administrative fee for requests to cover the cost of time and supplied. If you have questions about fees, payment or the release of information, contact the Health Records department at the site where you were a patient.

St. Joseph's Health Centre – Health Records Department

416-530-6047

Fax: 416-530-6046

Email: ROI@stjoestoronto.ca

Monday to Friday, 8 a.m. to 4 p.m.

St Michael's Hospital – Health Records Department

416-864-6060 ext. 2169

Fax: 416-864-5831

Email: ROI@smh.ca

Monday to Friday, 8 a.m. to 4 p.m.

Providence Healthcare Health Information Management

3276 St. Clair Ave. E.

416-285-3666 ext. 4336

Fax: 416-285-3635

Email: healthrecordsPHC@unityhealth.to

Monday to Friday, 8:30 a.m. to 4:30 p.m.