



WHAT IS A HEALTH RECORD?

Your health record consists of personal information: name, DOB, gender, address, and extended health insurance. Your health record also consists of personal health information: health card #, information on past health problems, diagnosis, record of visits to the hospital and services we provide to you during those visits.

This information can be gathered and stored as

- Hard copy hospital chart maintained by health records
- Electronic patient record
- Documents created/stored in patient-care areas and private offices
- D.I. and reports
- Lab specimens and reports

REQUESTING A COPY OF YOUR HEALTH RECORD

You can obtain a copy of your own hospital health record by signing a "Release of Medical Information" form from the Health Records Department.

"All access requests must be acted upon within a 30-day period. In the event access is not possible within 30 days, or access was denied, a written notice will be provided to the patient within 30 days of receipt of request." – SHHA Policy 19-019

VIEWING YOUR HEALTH RECORD

An individual can review their own health record at SHHA by submitting a written request to the Health Records Department.

OBTAINING A COPY OF A HEALTH RECORD OF ANOTHER INDIVIDUAL

You can obtain a copy of a health record for another individual by submitting a "Release of Medical Information" form along with proof of your legal signing authority.

OBTAINING A COPY OF A HEALTH RECORD OF A DECEASED INDIVIDUAL

You must obtain and submit a "Release of Medical Information" form as well as proof of your legal signing authority to the Health Records Department.

You must provide:

- Copy of deceased person's Will naming you as the Executor/Executrix
- In the absence of a Will, a letter notarized by a lawyer to confirm your legal signing authority

OBTAINING A COPY OF YOUR HEALTH RECORD FOR A THIRD PARTY

You can request that a copy of your hospital health record be released to a lawyer, insurance company or any other third party specified to you, by submitting a written request (typically completed at the third party's office and sent to the Health Records Department).

OBTAINING A COPY OF THE HEALTH RECORD FOR OTHER HEALTH CARE PROVIDERS

When requested, copies of your health record may be released to health care providers outside SHHA to ensure the best continuing care for you.

Cost

There is an administration fee associated with a request to view and/or obtain a photocopy of your health record. The fee for copying depends on the size of the file. Payment must be made before receiving health records.

WRITTEN REQUESTS

Health information cannot be released over the telephone. The Health Records Department is permitted to release only records generated in their facility.

Please obtain the correct form from the Health Records Department. To avoid delay, please ensure all information is completed on the form, dated and signed. (The release request must be dated within 6 months of the Health Records Department receiving the form.)

This form can be dropped off in person at the SHHA Health Records Department.

Hours for Health Records

Mon – Fri 8 a.m. to 4 p.m., closed daily from 12:00 to 12:30 for lunch
Phone – (519) 235-2700 ext 5171 • Fax – (519) 235-3405