WHAT IS A MEDICAL CHART:
A medical chart contains different reports about a patient’s health. These reports are available in the paper chart or on computer, in an electronic version.

HOW CAN I GET COPIES OF MY RECORDS?
Send a written request to the Medical Records Release of Information Branch:
By mail: Medical Records
Or
In Person: Hours: 8:00 A.M. to 4:00 P.M.
Monday to Friday (except holidays)
Link to form

HOW LONG DOES IT TAKE FOR THE MEDICAL RECORD
TO BE RELEASED?
Once a request for release of medical records has been received, it could take up to 20 working days to process. However, for urgent cases with you being present at a doctor's office and with your consent, doctors can call Medical Records Services and the information will be sent by fax directly to this office.

WHAT SHOULD I INCLUDE IN MY REQUEST?
- Complete name of the patient
- Birth date
- Medicare number
- Site/ Hospital chart number, if possible
- Exact information you are looking for
- Fax or phone number (in case of emergency)
- Family name and first name
- Full address
- To whom the information should be sent:
- N.B. the hospital can provide an Attestation of Death.
- Close relative of a dependent patient
- Patient himself/herself
- Legal guardian
- The patient himself/herself or,
- Close relative of a dependent patient.
- Family physician
- A close relative of a dependent patient
- A legal guardian or
- A parent (father or mother)
- Legal guardian or
- The patient himself/herself or
- Close relative of a dependent patient.

MEDICAL RECORDS
CIUSS West- Central Montreal
ACCESS TO THE MEDICAL CHART - USEFUL INFORMATION
Medical Records Department October 2016

1 WHAT IS A MEDICAL CHART:
A medical chart contains different reports about a patient’s health. These reports are available in the paper chart or on computer, in an electronic version.

2 HOW CAN I GET COPIES OF MY RECORDS?
Send a written request to the Medical Records Release of Information Branch:
By mail: Medical Records
Or
In Person: Hours: 8:00 A.M. to 4:00 P.M.
Monday to Friday (except holidays)
Link to form

2.A CAN A REQUEST BE SENT BY FAX?
We will accept faxes but the information requested is not sent back via fax. This is done only in urgent cases between doctors and hospitals. E-mails requests are not accepted.

2.B HOW LONG DOES IT TAKE FOR THE MEDICAL RECORD
TO BE RELEASED?
Once a request for release of medical records has been received, it could take up to 20 working days to process. However, for urgent cases with you being present at a doctor’s office and with your consent, doctors can call Medical Records Services and the information will be sent by fax directly to this office.

3 WHAT SHOULD I INCLUDE IN MY REQUEST?
- Complete name of the patient
- Birth date
- Medicare number
- Site/Hospital chart number, if possible
- Exact information you are looking for
- To whom the information should be sent:
  - Family name and first name
  - Full address
  - Fax or phone number (in case of emergency)
  - Signature of the person who has the legal right to sign for this request

4 WHO MUST SIGN THE REQUEST? (2), (2)
(Forms available on the Hospital website)

A - If the patient is less than 14 years of age:
  - A parent (father or mother) or,
  - The legal guardian or,
  - The Director of Youth Protection.

B - If the patient is 14 to 18 years of age:
  - The patient himself/herself or,
  - The parents of a mentally deficient person or,
  - The legal guardian or,
  - The Director of Youth Protection or,
  - Close relative of a dependent patient.
  - Close relative of a dependent patient.

C - If the patient is 18 years of age or over:
  - The patient himself/herself or,
  - A legal guardian or,
  - A close relative of a dependent patient or,
  - A person carrying out a mandate for a dependent patient 18 years of age or over or,
  - A person showing a particular interest in the dependent patient of 18 years of age or over.

**Note:** Husband: Patient’s written consent is needed.

5 COST
Copies: There is no charge for the first twenty (20) pages (paper). There will be a charge for any extra pages. There could be other applicable charges, depending of your request. Please communicate with Medical Records Services to validate.

6 CERTIFICATES
A birth or death certificate can be obtained from the Registrar of Civil Status, 2050 Bleury, Montreal, QC H3A 2J5
Tel: (514) 864-3900 or in Quebec City Tel: (418) 643-3900.
Their Web site is: www.etatcivil.gouv.qc.ca.
N.B. The hospital can provide an Attestation of Death.
There is a charge for this service.

7 FAMILY PHYSICIAN
Your family physician needs your written consent to access your hospital medical file.
This said, if he/she refers you here for imaging or lab tests, the results will be sent to him/her automatically.

8 ADOPTION
We cannot legally give out any information identifying the natural parents of an adopted patient.
Requests must be sent to the Youth Center, Adoption sector.

9 DEATHS
*informale lien
After the death of a patient, the medical chart is less accessible because of certain laws.

10 TO ASK FOR CORRECTIONS
Any patient finding a mistake in facts in a certain situation in the medical chart can ask for a correction, by contacting in writing Medical Records Release of Information Branch.

11 READING OF THE CHART BY THE PATIENT (or representative)
It is possible, by appointment with the Medical Records Department, to read your medical chart. There is no charge for this visit.
Please contact Medical Records Service on the specific site, to find out how to proceed.

12 HOW LONG DOES A CHART REMAIN ACCESSIBLE?
Legally speaking, certain parts of the chart always remain accessible because of certain laws.

13 ACCESS REFUSED/REQUEST FOR REVISION
See references below. These Acts may be found atifiers of Les Publications du Québec bookstores.

14 INFO SANTÉ CHART
Our CIUSS is responsible for Info Santé chart requests for the Montreal area.
These requests must be sent to the designated medical archivist to the following,
Fax number: (514) 380-5202 or
Phone number: (514) 731-1386 ext. 8484

15 READING OF THE CHART BY THE PATIENT (or representative)
It is possible, by appointment with the Medical Records Depart-

16 VACCINATION REGISTRY
Please refer to this specific section on our web site.
www.ciuess-uqmtl.gouv.qc.ca

[1] An Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information, Article 42
[2] An Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information, Articles 5, 8, 18
[3] An Act Respecting Health Services and Social Services, Articles 12, 21, 22, 23
[4] An Act Respecting Health Services and Social Services, Article 23
[6] An Act Respecting Health Services and Social Services, Article 2
[7] An Act Respecting Health Services and Social Services, Article 18