WHAT IS A MEDICAL CHART:
A medical chart contains different reports about a user’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 in Medical Records services of the preferred site. Release of information sector. (See addresses of sites, attached)

By mail: To the attention of Medical Records:
Or
In Person: Hours: 8:00 A.M. to 4:00 P.M. Monday to Friday (except holidays)
https://www.ciussswestcentral.ca/programs-and-services/ ciusss-medical-records/

Can a request be sent by fax?
We accept requests by fax but will not send back requested information by this mean. This process is only applicable in urgent cases between physicians and other establishments. Requests sent by email are not accepted.

WHAT IS THE DELAY TO OBTAIN A COPY OF A MEDICAL RECORDS?
We answer requests within twenty days upon receipt. Please note that in case of an emergency, and with your consent as you are consulting him/her, a physician from a private office can call our department and the information will be sent to him/her by fax at once.

WHAT SHOULD I INCLUDE IN MY REQUEST?
• Complete name of the user
• Birth date
• Medicare number
• Site/Hospital chart number, if possible
• Exact information you are looking for [1]
• 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

WHO MUST SIGN THE REQUEST? [2,3]
(Forms available on the CUISSS website)

A - If the user 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 user is 14 to 18 years of age:
  • The user 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 user.
C - If the user is 18 years of age or over:
  • The user himself/herself or,
  • A legal guardian or,
  • A close relative of a dependent user or,
  • A person carrying out a mandate for a dependent user 18 years of age or over or,
  • A person showing a particular interest in the dependent user of 18 years of age or over.
• Wife/Husband: User’s written consent is needed.

COST
There is no charge for the first twenty (20) pages (paper).
Depending of the request, other specific charges can apply. Please communicate with Medical Records Services

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.

FAMILY PHYSICIAN
Your family physician needs your written consent to have access to your medical chart of one of our CUISSS sites.
This said, if he/she refers you here for imaging or lab tests, the results will be sent to him/her automatically.

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

DEATHS
After the death of a user, the medical chart is less accessible because of certain laws. [1]
https://cdn.ciussscentreouest.ca/documents/ciusss-coim/Pro- grammes_et_services/Archives_medicales_CUISSS/ Autopsie_CUISSS_Deceased_patient_WEB.pdf?1544654913

TO ASK FOR CORRECTIONS
Any user finding a mistake in facts in a certain situation in the medical chart can ask for a correction, by contacting the Medical Records Services, Release of Information sector. [2,3]

READING OF THE CHART BY THE PATIENT (or representative)
It is possible, by appointment with the Medical Records Services, to read your medical chart.
There is no charge for this visit. [1]
Please communicate with Medical Records services of the proper site for the exact procedure to follow

HOW LONG DOES A CHART REMAIN ACCESSIBLE?
Legally speaking, certain parts of the chart always remain available even if the chart becomes inactive or if the user dies.

ACCESS REFUSED/REQUEST FOR REVISION [6,9]
See references below. These Acts may be found at Les Publications du Quebec bookstores.

FICHE INFO SANTÉ
Our CUISSS is responsible to answer 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

VACCINATION REGISTRY

QuéBEC HEALTH BOOKLET
Did you know that by registering with the Quebec Health Booklet, you can access your laboratory and medical imaging results, and your list of medication that appears in your file at the pharmacy?
https://cannealsante.gouv.qc.ca/portail