

# MEDICAL RECORDS

CIUSSS West- Central Montreal

## ACCESS TO THE MEDICAL CHART - USEFUL INFORMATION

Medical Records Department April 2020



### 1 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.

### 2 HOW CAN I GET COPIES OF MY RECORDS?

Send a written request in Medical Records services of the proper 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.ciusswestcentral.ca/programs-and-services/ciuss-medical-records/>

#### 2.a CAN A REQUEST BE SENT BY FAX?

We accept requests by fax but will not sent 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.

#### 2.b WHAT IS THE DELAY TO OBTAIN A COPY OF A MEDICAL RECORDS?

We answer requests within twenty days upon reception. 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
- OR
- 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 CIUSSS website)

#### 4 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.

### 5 COST

There is no charge for the first twenty (20) pages (paper).

Depending of the request, other specifics charges can apply. Please communicate with Medical Records Services

### 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](http://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 have access at your medical chart of one of our CIUSSS sites.

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 user.

Requests must be sent to the Youth Center, Adoption sector.

### 9 DEATHS

After the death of a user, the medical chart is less accessible because of certain laws. [4]

<https://www.ciusswestcentral.ca/programs-and-services/ciuss-medical-records/>

### 10 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 [5],[6]

<https://www.ciusswestcentral.ca/programs-and-services/ciuss-medical-records/>

### 11 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. [7]

Please communicate with Medical Records services of the proper site for the exact procedure to follow

### 12 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.

### 13 ACCESS REFUSED/REQUEST FOR REVISION [8], [9]

See references below. These Acts may be found at Les Publications du Québec bookstores.

### 14 FICHE INFO SANTÉ

Our CIUSSS 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

### 15 VACCINATION REGISTRY

<https://www.quebec.ca/en/health/your-health-information/quebec-vaccination-registry/>

### 16 QUÉBEC HEALTH BOOKLET

Did you know that by registering with the Québec 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://carnetsante.gouv.qc.ca/portail>

**HÔPITAL GÉNÉRAL JUIF**  
3755, Côte-Ste-Catherine  
Montréal, Québec, H3T 1E2  
Tel.: (514) 340-8222 / Fax: (514) 340-7556

**CENTRE DE RÉADAPTATION  
CONSTANCE-LETHBRIDGE**  
7005, boul. de Maisonneuve  
Montréal, Québec, H4B 1T3  
Tel.: (514) 487-1891 / Fax: (514) 487-2745

**CENTRE MIRIAM**  
8160, rue Royden  
Mont-Royal, Québec, H4P 2T2  
Tel.: (514) 345-0210 / Fax: (514) 345-8485

**CHSLD JUIF DE MONTRÉAL**  
5725, ave. Victoria  
Montréal, Québec, H3W 3H6  
Tel.: (514) 738-4500

**CENTRE GÉRIATRIQUE  
MAIMONIDES DONALD BERMAN**  
5795, ave. Caldwell  
Montréal, Québec, H4W 1W3  
Tel.: (514) 483-2121 / Fax: (514) 483-1561

**CENTRE HOSPITALIER MONT-SINAI**  
5690, boul. Cavendish  
Montréal, Québec H4W 1S7  
Tel.: (514) 369-2222 / Fax: (514) 369-5661

**CENTRE DE RÉADAPTATION MAB-MACKAY**  
7000, Sherbrooke Ouest  
Montréal, Québec, H4B 1R3  
Tel.: (514) 488-5552 / Fax: (514) 482-0504

**RESSOURCE INTERMÉDIAIRE LEV-TOV**  
6900, Sherbrooke Ouest  
Montréal, Québec, H4B 1P9  
Tel.: (514) 489-4448 / Fax: (514) 489-7625

**RESSOURCE INTERMÉDIAIRE MAISON PATERNELLE**  
1904, ave. Van Horne  
Montréal, Québec, H4S 1N7  
Tel.: (514) 733-5388 / Fax: (514) 344-3374

**HÔPITAL RICHARDSON** Centre administratif  
5425, ave. Bessborough  
Montréal, Québec, H4V 2S7  
Tel.: (514) 484-7878 #2 / Fax: (514) 483-2694

**CHSLD HENRI-BRADET**  
6465, ave. Chester  
Montréal, Québec, H4V 2Z8  
Tel.: (514) 484-7878 #2 / Fax: (514) 483-2694

**HÔPITAL CATHERINE BOOTH**  
4375, ave. Montclair  
Montréal, Québec, H4B 2J5  
Tel.: (514) 481-0431 / Fax: (514) 481-6722

**CHSLD SAINT-ANDREW'S**  
3350, boul. Cavendish  
Montréal, Québec, H4B 2M7  
Tel.: (514) 932-3630 #1 / Fax: (514) 485-2694

**CHSLD FATHER DOWD**  
6565, Hudson  
Montréal, Québec, H3S 2T7  
Tel.: (514) 932-3630 #2 / Fax: (514) 483-2694

**CHSLD ST-MARGARET'S**  
50, Hillside  
Montréal, Québec, H3Z 1V9  
Tel.: (514) 932-3630 #3 / Fax: (514) 485-2694

**CLSC DE BENNY FARM**  
6484, ave. Monkland  
Montréal, Québec, H4B 1H3  
Tel.: (514) 484-7878 #3 / Fax: (514) 485-6406

**CLSC RENÉ-CASSIN**  
5800, boul. Cavendish Bureau 600  
Côte St-Luc, Québec, H4W 2T5  
Tel.: (514) 484-7878 #1 / Fax: (514) 485-6406

**CLSC CÔTE-DES-NEIGES**  
5700, Côte-des-Neiges  
Montréal, Québec, H3T 2A8

**CLSC MÉTRO**  
1801, boul. de Maisonneuve Ouest  
Montréal, Québec, H3H 1J9

**CLSC PARC-EXTENSION**  
7085, Hutchison  
Montréal, Québec, H3N 1Y9

**MAISON DE NAISSANCE CÔTE-DES-NEIGES**  
6560, Côte-des-Neiges  
Montréal, Québec, H3S 2A7

**SERVICE RÉGIONAL INFO-SANTÉ**  
2021, av. Union, Bureau 1100  
Montréal, Québec, H3A 2S9

**POINT DE SERVICE OUTREMONT**  
1271, ave. Van Horne  
Montréal, Québec, H2V 1K5

**SITE PLAZA**  
6600, Côte-des-Neiges  
Montréal, Québec, H3S 2A9

**RESSOURCE DE LA MONTAGNE**  
7001, Ave. Parc  
Montréal, Québec, H3N 1X7

**MANOIR RENAISSANCE**  
5995, rue Dolbeau  
Montréal, Québec, H3S 2G1

**RÉSIDENCE SALOMON**  
5900, boul. Décarie  
Montréal, Québec, H3X 2J7

**MAISON BLEUE DE CÔTE-DES-NEIGES**  
3735, Plamondon  
Montréal, Québec, H3S 1L8

**MAISON BLEUE DE PARC-EXTENSION**  
7867, Querbes  
Montréal, Québec, H3N 2B9

[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, Article 53 [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 [5] An Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information, Article 89 [6] Civil Code of Quebec, Article 40 [7] An Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information, Articles 83, 84, 85 [8] An Act Respecting Health Services and Social Services, Article 27 [9] An Act Respecting Health Services and Social Services, Article 18