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.ciussswestcentral.ca/programs-and-services/ciusss-medical-records/

2.1. A REQUEST CAN 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.

2.5. 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?

3. Complete name of the user
4. Birth date
5. Medicare number
6. Site/ Hospital chart number
7. Exact information you are looking for
8. Fax or phone number (in case of emergency)
9. Full address
10. To whom the information should be sent:

WHO MUST SIGN THE REQUEST? (1),(2)

A - If the user is less than 14 years of age:
• A parent (father or mother) or, • The legal guardian or, • A 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, • Person showing a particular interest in the dependent user of 18 years of age or over. 
  Wife/Husband: User’s written consent is needed.

4. 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.

5. 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.etatscivil.gouv.qc.ca.
N.B. The hospital can provide an Attestation of Death.

6. FAMILY PHYSICIAN
Your family physician needs your written consent to have access to 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.

7. DEATHS
After the death of a user, the medical chart is less accessible because of certain laws. (4)
https://www.ciussswestcentral.ca/programs-and-services/ciusss-medical-records/

8. 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.ciussswestcentral.ca/programs-and-services/ciusss-medical-records/

9. 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

10. 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.

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

12. PICHÉ 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) 731-3586 ext. 8484

13. VACCINATION REGISTRY

14. 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://camedesante.gouv.qc.ca/portal

15. 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.

[2] An Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information, Article 52
[10] An Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information, Articles 83, 84, 85