

Health Information Management

Release of Information Fee Structure - Revised: September 2, 2021

Patient/Parent/SDM and Lawyers Requests

An administrative fee of \$30.00 shall apply to all of the above listed requestors. This includes an initial set amount for photocopying and/or printing of a record and shall include pages 1-20. This fee may also be charged when a search does not yield a return of a patient's record. Requests will not be processed until the processing fee is received. Additional fee may be charged on top of the processing fee and has to be paid prior to release of the records. Please include the non-refundable processing fee and valid consent with your request to avoid delay.

No fee is charged for requests that are up to 20 pages for patients/parents/SDMs. HST is not included for requests made by patients/parents/SDMs.

Please Note: The amount of the fee that may be charged to an individual shall not exceed \$30.00 for any of the following:

"Photocopying the record to a maximum of the first 20 pages or printing the record, if it is stored in electronic form, to a maximum of the first 20 pages, excluding the printing of photographs from photographs stored in electronic form."-

1. Receipt and clarification, if necessary, of a request for a record.
2. Providing an estimate.
3. Locating and retrieving.
4. Reviewing of a record for not more than 15 minutes.
5. Preparation of a response letter to an individual.
6. Preparation of a record for photocopying, printing or electronic transmission.
7. Packaging of the photocopied or printed copy of the record for shipping or faxing (**we do not charge for this service**).
8. If electronically stored, transmitting a copy of the electronic record instead of printing a copy.
9. Supervising of an individual during an examination of an original record for not more than 15 minutes.

The following additional fees may be charged on top of the \$30.00 fee as indicated above.

Item	Description	Fee
1.	For making and providing photocopies or computer printouts of a record	\$0.25 per page after the first 20 pages
2.	For making and providing a paper copy of a record from microfilm or microfiche	\$0.50 per page
3.	For making and providing a CD/USB containing a copy of a record stored in electronic format	\$10.00
4	For making and providing a microfiche copy of a record stored on microfiche	\$0.50 per sheet
5	For making and providing a copy of a micro film or a record stored on microfilm that is;	16 mm - \$25.00 35 mm - \$32.00
6	For printing a photograph from a negative or from a photograph stored in electronic form, per print	
	i Measuring 4" x 5"	\$10.00
	ii Measuring 5" x 7"	\$13.00
	iii Measuring 8" x 10"	\$19.00
	iv Measuring 11" x 14"	\$26.00
	v Measuring 18" x 20"	\$32.00
7	For making and proving a copy of a 35 mm slide	\$2.00
8	For making and providing a copy of an audio cassette	\$5.00
9	For making and providing a copy of a 1/4", 1/2", 3/4" or 8 mm video cassette	
	i. That is one hour or less in length.	\$20.00
	ii. That is more than one hour but not more than two hours in length.	\$25.00
10.	For making and providing a copy of a 3/4" video cassette	
	i. That is not more than 30 minutes in length	\$18.00
	ii. That is more than 30 minutes but not more than 1 hour in length	\$23.00
11.	For producing a record stored on medical film, including x-ray, CT and MRI films	\$5.00 per film
12.	For the review by a health information custodian or an agent of the custodian of the contents of a record to determine if the record contains personal health information to which access may be refused	\$45.00 for every 15 minutes after the first 15 minutes
13.	For supervising an individual examination of original records	\$6.75 for every 15 minutes

Additional Fees not indicated above:

Requestor	Description	Fee
Insurance Companies Consulting Firms Rehabilitation	Administration fee includes pages 1-20 with additional fee for pages exceeding this.	\$30.00 Administration and search fee includes pages 1-20. Each additional page is \$0.25
Urgent/Stat Requests for: Lawyers, Insurance Companies & Consulting Firms	Within 1-5 business days	Additional fee of \$100.00 on top of all scheduled fees
Urgent/Stat Requests for: Patients, Next of Kin, SDM, POA or Executor	Within 1-5 business days	Additional fee of \$50.00 on top of all scheduled fees
Legal Aide	Flat fee	\$30.00 (All depends on the case)
WSIB/WSIB Appeals Tribunal	Flat fee	\$48.15
College of Physicians & Surgeons	Flat Fee	\$0.25 per page
College of Nurses of Ontario	Flat Fee	\$0.25 per page
Insurance/Medical Form	Flat Fee	\$30.00
Admission Verification/Confirmation of Visit		\$30.00
Consent and Capacity Board		\$0.25 per page
Office of the Public Guardian & Trustee	Administration fee includes pages 1-20; additional fee per page	\$0.25 per page

No Charge – Requests

Requestor	Description	Fee
Health Care Provider (Physicians/Healthcare Institutions)		None
Social Services		None
Children’s Aid Society (CAS)		None
Board of Education		None
Coroner	For any legally mandated purpose	None
Off Site Retrieval		None
Police	For any legally mandated purpose	None
Office of Children’s Lawyer	For any legally mandated purpose	None