

Procedures for access to the medical file

The medical file is a confidential document kept in the Medical Records Department. Medical Archivists ensure the disclosure of health information in accordance with the current laws and regulations in Quebec.

MUHC Medical Records Access to Health Information Offices

Glen site

**Royal Victoria Hospital -
Montreal Chest Institute**
CRC.7121 – 1001 boul. Décarie
Montreal QC H4A 3J1
Tel. : 514 934-1934, 31605
Fax : 514 843-2871

Montreal Children's Hospital
CRC.7103 – 1001 boul. Décarie
Montreal QC H4A 3J1
Tel. : 514 934-1934, 24408
Fax : 514 412-4240

Montreal General Hospital
L6.120 – 1650 avenue Cedar
Montreal QC H3G 1A4
Tel. : 514 934-1934, 42238
Fax : 514 934-8213

**Montreal Neurological
Hospital**
163 – 3801 rue University
Montreal QC H3A 2B4
Tel. : 514 398-1901
Fax : 514 398-8467

Lachine Hospital
2C3 – 650 16^e Avenue
Montreal QC H8S 3N5
Tel. : 514 637-2351, 77232
Fax : 514 637-2285

Business hours

Monday to Friday: 8:30 am to 3:30 pm

Monday to Friday: 8 am to 3:30 pm (Lachine Hospital)

The MUHC Access to Health Information Offices are closed on Statutory holidays (Official Canadian observant days) and exceptionally on the 2nd Monday each February and the 1st Monday each August.

Centre universitaire
de santé McGill



McGill University
Health Centre

muhc.ca/records



Request for access to information

Subject to certain exceptions under the Act: “a user’s record is confidential and no one can access it except with the consent of the user or the person who can give consent on his or her behalf ...” (*Act respecting health services and social services, article 19*)

In order to obtain a copy of a medical file, you must make a written request. This application can be sent by mail, fax, email (medicales@muhc.mcgill.ca) or you can fill out the form in person during the business hours of the hospital’s Access to Health Information Office where you received health care.

Please include the following information on your application so that it can be answered appropriately:

- ☐ Last name and first name of the patient
- ☐ Date of birth
- ☐ Hospital card number of the patient according to site
- ☐ Health insurance card number
- ☐ Your complete contact information (name, address, telephone number)
- ☐ The information required and the period covered
- ☐ Last name and first name of the document recipient
- ☐ Address of the recipient
- ☐ Date and signature of the patient or the authorized person

Who must sign the request?

Patients under 14 years of age: The application must be signed by a parent or legal guardian.

Patients 14 years and over: The application must be signed by the patient or legal guardian or mandatary.

(*Act respecting health services and social services, article 19*)

Transmission delay

According to the Act respecting health services and social services, article 24: The institution must respond to a request for access as soon as possible.

Fees

In accordance with the regulation respecting fees for the transcription, reproduction and transmission of documents and personal information, fees may be charged depending on the type of application and the number of documents desired by the patient/legal guardian/mandatary. The fee is available upon request from the Medical Records Service.

Frequently Asked Questions

Can I consult my file?

Yes, you must make a written request and a Medical Archivist will contact you to give you an appointment. (*Act respecting health services and social services, article 25*)

Why is there a delay in accessing my file?

We receive a large number of requests, be rest assured that we will reply within a reasonable time. However, if a case is urgent, any physician who has obtained the written authorization of the patient or his legal representative can contact the Medical Records Services and the information will be transmitted to the physician.

Are there any restrictions on access to my file?

Yes, there may be restrictions.

Serious prejudice

Access to your file or part of the file may be withheld if your physician is of the opinion that disclosure of this information could cause serious harm to your health. However, this restriction is temporary. (*Act respecting health services and social services, article 17*)

Third party information

Several laws protect the information provided by third parties and concerning third parties mentioned in the health records (*Act respecting health services and social services, article 18 and Act respecting Access to documents of public bodies and the protection of personal information, article 88*)

Where can I get images of my x-rays, tomography, etc.?

Medical Records Services provides only written reports of medical imaging. You can pick-up a CD of your exams at the reception desk of the Medical Imaging departments of the following hospitals:

- Montreal General Hospital, room C5.163
- Montreal Neurological Hospital, room 532 A
- Lachine Hospital, room 2B11
- Royal Victoria Hospital, room C02.5022
- Montreal Children’s Hospital, room B02.2028

Can I request a rectification of my information?

Any person may make a request for correction of inaccurate, incomplete or equivocal information. (*Act respecting Access to documents of public bodies and the protection of personal information, article 89*)

Can I obtain the time of my birth?

An attestation of the time of your birth may be given to you; however a fee payable in advance is required.

Can I access my child's medical record?

Parents can have access to their child’s medical records if they are under 14 years of age.

As of the age of 14, a child may have access to his or her own medical records. In order for another person to have access to it, the child must give his or her written consent. (*Act respecting health services and social services, article 21*)

Can I access the file of a deceased family member?

The file of a deceased person remains confidential even after their death. The Act respecting health services and social services, article 23, provides certain procedures for accessing the files of deceased persons.

Do I have a right of appeal?

Yes, you have a right of appeal to the Access to Information Commission. The appeal must be filed within 30 days of the refusal of the application or the expiry of the deadline for replying. (*Act respecting Access to documents of public bodies and the protection of personal information, article 135*)

If adopted, how can I find the name of my biological parents?

Your request can be addressed to Youth Centre of Montreal centrejeunessedemontreal.qc.ca

How do I obtain a birth or death certificate?

You can obtain these certificates from the Director of Civil Status etatcivil.gouv.qc.ca However, MUHC hospitals can provide you with an attestation of birth or death.