



Cette fiche
d'information
est disponible
en français.

YOUR RIGHT TO KNOW:

Requesting information from your health care provider

Under the ***PERSONAL HEALTH INFORMATION PRIVACY AND ACCESS ACT***, you have the right to access your personal health information held by health care providers. Your health care providers must allow you to examine or receive a copy of your own health information, but you cannot obtain the health information of another person.

WHO ARE HEALTH CARE PROVIDERS?

Health care providers include, among others:

- Doctors
- Nurses
- Hospitals, medical centres, health care clinics
- Physiotherapists and massage therapists
- Dentists
- Nursing homes and Special Care homes
- Psychologists
- Employee Assistance Counsellors
- Psychiatrists
- Ambulance NB
- Any person or group which provides or assists in the delivery of health care services.

HOW DO I GET MY HEALTH CARE INFORMATION?

You can obtain your health information by asking your health care provider directly. Your health care provider may require that you to put your request in writing.

Be sure to specify what information you are requesting; for example, indicate whether you want a copy of your entire medical file or simply information pertaining to a specific treatment.

Also specify that you are making the request under the *PERSONAL HEALTH INFORMATION PRIVACY AND ACCESS ACT*.

IS THERE A COST TO OBTAIN MY HEALTH INFORMATION?

Health care providers can charge some fees for this service, but these fees cannot exceed those indicated in the Act as follows:

- The first two hours to search and prepare your health records are free; \$15 dollars for every additional 30 minutes of time spent after that
- Can only charge a maximum of \$0.25 for each page copied
- Computer user fees when required to access databases to search for your health records
- No fee to send package by regular mail, but yes if sent by special courier delivery

HOW LONG WILL IT TAKE?

Health care providers have 30 days to respond to your request to obtain your health information.

In certain cases, such as when a large number of records need to be searched, the health care provider may extend the time limit for an additional 30 days, or ask the Commissioner for more time to process your request, if necessary.

WHAT IF I DO NOT GET THE INFORMATION I WAS LOOKING FOR?

You have the right to complain. In order to do so, you may choose one of two options:

- you can file a complaint with the Commissioner (no costs to you); or,
- you can refer the case to the Court of Queen's Bench (with court filing fees).

Once you have chosen one option, you cannot use the other. In either case, the Commissioner or the Court will determine whether you received access to the information you were entitled to receive.

*For more information, visit our website at www.info-priv-nb.ca
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