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# Charges for copying patient records

## Independent Health Facilities

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This fact sheet provides basic information for health care providers and the public

If an individual requires a copy of all or any part of his or her patient record, which may include imaging media, for the provision of ongoing care by another health care provider, the Independent Health Facility (IHF) must provide a copy of the record(s) at no cost/charge to the individual or health care provider.

All costs associated with producing a copy of all or any part of the patient record, where such copy is required for the ongoing care of the patient, are included in the facility fee payable to the licensed IHF. Charging a fee in this context would contravene Section 3 of the *Independent Health Facilities Act* (IHFA). The Ministry may reimburse the patient and take additional steps pursuant to the IHFA which may include:

- Recovering of the amount, plus administrative charges, from the facility in accordance with s.36 of the IHFA,
- Revocation of the IHF licence pursuant to s. 18(1) of the IHFA,
- Prosecution for provincial offences under s.39 of the IHFA for breach of s.3 of the IHFA.

The preceding is not a new policy/interpretation; rather, it reflects the existing legislation with respect to charges for copying of patient records in IHFs where the records are required for the provision of ongoing care by another health care provider. As indicated above, such costs are considered to be included in the facility fee that is paid to the licensed IHF.

The ministry investigates all complaints of extra-billing and illegal facility fees. If the ministry finds that a person has paid an extra-billing or illegal facility fee, the ministry ensures that the full amount is returned to that person.

**For more information:**

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