

# POLICY & PROCEDURE

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|--------------------------------------------------------------------|-----------------------------------------------|
| <b>Subject:</b> Fees for Release of Health Information under PHIPA | <b>Policy NO:</b> 751-12                      |
| <b>Department:</b> Privacy                                         | <b>Original Date:</b> 2026-09-09              |
| <b>Approval:</b> President & CEO (2026-09-09)                      | <b>Reviewed:</b> Privacy Officer (2026-09-09) |

These fees relate to the West Nipissing General Hospital *Patient Records Access and Correction and Disclosure and Release of Patient Information* policies and specifically to the fees that may be charged for processing of requests for access to or release of health records to third parties with and without consent.

For information regarding fees in relation to requests for access to records under the *Freedom of Information and Protection of Privacy Act* (FIPPA), please see the **Health Record Services – Release of Information/Correspondence Fees (page 2-3)**

West Nipissing General Hospital charges fees on a “reasonable cost recovery” basis within the meaning of PHIPA and as interpreted by the Information and Privacy Commissioner of Ontario. The applicable fee will be determined at the time of processing, according to the guidelines below.

A patient can request a fee waiver. West Nipissing General Hospital may waive the payment of all or any part of the fee that an individual is required to pay if, in West Nipissing General Hospital’s opinion, it is fair and equitable to do so. West Nipissing General Hospital will consider the patient’s ability to pay, the financial burden that the fees might place on the patient, and whether it would be appropriate to reduce, waive, or allow for flexibility with respect to fees based on compassionate grounds.

## PROCEDURE:

**No fees are** charged to provide information to:

- Board of Education
- Canada Pension
- Children’s Aid Society (CAS)
- Community Services (i.e.: VON, Home Care)
- Coroner
- Department of Veterans Affairs
- Health care institutions/hospitals
- Health care provider to health care provider
- Ministry of Health inspector
- Police, probation and parole officers
- Public Health Unit
- Public Trustee
- pursuant to a warrant, subpoena, summons or other process issued by Court in Ontario

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- College of Physicians & Surgeons
- College of Nurses of Ontario

**Charges will be applied to the following:**

**NOTE:** HST will be applied to all release of information requests, except for WSIB.

A fee of \$30.00 shall apply to patient, substitute decision-maker, and lawyer requesters. 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.

Please note: *The fee that may be charged to an individual shall not exceed \$30.00 plus HST for any of the following:*

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

## Health Record Services – Release of Information/Correspondence Fees

| TYPE OF REQUEST                                                                                        | FEES                                           |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>Patient or substitute decision-maker; personal, insurance, lawyers</b><br><b>Administrative Fee</b> | <b>\$30.00<sup>1</sup></b>                     |
| For making/providing photocopies 20 pages or less                                                      | No additional cost                             |
| For making/providing photocopies over 20 pages                                                         | Additional <b>\$0.25</b> per page <sup>2</sup> |

<sup>1</sup> Includes up to 15 min of review, 20 pages of photocopies, packing the records, postage costs if mailed, and related administrative tasks. The \$30 Administrative Fee will be retained if a search is conducted and no records found.

<sup>2</sup> The photocopy fees can be charged for records that need to be scanned to a PDF. However, photocopy fees should not be charged for any records available in electronic form that do not require severances and are transferrable electronically. See IPC, PHIPA [Decision 143](#), [Decision 268](#), and [Decision 297](#).

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| Microfiche to paper copy over 20 pages<br><br>Video surveillance request<br>Third party charges to obscure images of other people in video<br><br><b>Other Fees</b><br>Where additional review of a record is required to determine if the record contains personal health information to which access or disclosure may or shall be refused, additional fees may apply. This is rare and you will be notified if this applies to your request. | Additional <b>\$0.25</b> per page<br><br><b>\$100</b> for review and providing on a CD<br>Amount invoiced by third party; as long as reasonable and provided to requestor in a fee estimate <sup>3</sup><br><br><b>\$45.00</b> <sup>4</sup><br>(per each 15 minutes of review after the first 15 minutes of review) |
| <b>Accessing/reviewing of original copy of health record with supervision</b> - <i>Request in writing &amp; health records staff will call to set up an appointment / further explain fees</i> <ul style="list-style-type: none"> <li>For the first 15 minutes (1-15 mins.)</li> <li>For every additional 15 minutes (1-15 mins.)</li> </ul>                                                                                                    | <b>\$30.00 Administrative Fee</b><br><b>\$6.75</b>                                                                                                                                                                                                                                                                  |
| <b>Letter Request</b> <ul style="list-style-type: none"> <li>Admission/Discharge Dates, etc.</li> <li>Completion of insurance/medical forms by hospital staff</li> </ul>                                                                                                                                                                                                                                                                        | <b>\$30.00</b>                                                                                                                                                                                                                                                                                                      |
| Workplace Safety and Insurance Board (WSIB) <sup>5</sup>                                                                                                                                                                                                                                                                                                                                                                                        | \$48.15                                                                                                                                                                                                                                                                                                             |
| WSIB Appeals Tribunal                                                                                                                                                                                                                                                                                                                                                                                                                           | \$30.00 (includes pages 1-20); \$0.25 per page after first 20                                                                                                                                                                                                                                                       |
| Non-Ontario WSIB Requests                                                                                                                                                                                                                                                                                                                                                                                                                       | \$100                                                                                                                                                                                                                                                                                                               |
| Legal Aid                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$50                                                                                                                                                                                                                                                                                                                |
| Consent and Capacity Board                                                                                                                                                                                                                                                                                                                                                                                                                      | \$0.20 per page                                                                                                                                                                                                                                                                                                     |

<sup>3</sup> IPC, PHIPA [Decision 120](#)

<sup>4</sup> Time estimates for record review should distinguish between records requiring only a straightforward review and those requiring a more detailed review. For a straightforward review, the time for review should be calculated at five seconds per page. For more detailed reviews, the time for review should be calculated at two minutes per page. See IPC, PHIPA [Decision 269](#), [Decision 297](#), and [Decision 322](#)

<sup>5</sup> There is a WSIB schedule that determines the fees for different types of WSIB requests.