

## Kitchener Downtown Community Health Centre

### Type of Policy:

- |   |  |
|---|--|
| <input type="checkbox"/> Administration (A)               | <input type="checkbox"/> Client Services General (CG)        |
| <input type="checkbox"/> Board of Directors (B)           | <input type="checkbox"/> Client Services Programs (CP)       |
| <input type="checkbox"/> Financial (F)                    | <input checked="" type="checkbox"/> <b>Primary Care (PC)</b> |
| <input type="checkbox"/> Human Resources (H)              | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input type="checkbox"/> KDCHC Governing Principles (K)   | <input type="checkbox"/> Diabetes Education Program (DEP)    |
| <input type="checkbox"/> Occupational Health & Safety (S) |  |
| <input type="checkbox"/> Volunteers (V)                   |  |

**Policy No.:** PC0103 (previously CM0103)

### Title: Requests for Patients' Prior Medical Records

#### Policy:

All requests for patients' prior medical records will be made in keeping with guidelines established by the College of Physician and Surgeons of Ontario.

#### Procedure:

##### 1. Patient Consent and notification regarding potential fees

Staff will discuss with the patient the need to obtain prior medical records and obtain their consent to do so. The patient will be asked to sign a Consent to Obtain Information form. The form must be dated and witnessed by a KDCHC staff member. The form must indicate the name of the health professional or facility to which the Consent is addressed.

##### 2. Responses from Health Professionals to Requests for Medical Records

If the response of the health professional to the request for medical records is one of the following, the Medical Secretary will send the appropriate letter as indicated below. A copy of the letter will be filed in the patient's chart.

<b>Response of Health Professional to KDCHC Request for Patient Medical Records</b>	<b>Letter to be sent to health professional</b>
The records are received along with an invoice addressed to the patient	Response to request for medical records Letter #1
The records are received along with an invoice addressed to the KDCHC	Response to request for medical records Letter #2
An invoice addressed to the patient is received with no records	Response to request for medical records Letter #3
An invoice addressed to the KDCHC is received with no records	Response to request for medical records Letter #4
The professional responds that the records will not be sent because payment has not been received	Response to request for medical records Letter #5

### **3. Review of Medical Records**

When medical records are received they will be clipped to the outside of the patient's chart and placed in the "in box" of the physician or nurse practitioner who made the request .

During their review, the physician or nurse practitioner will separate documents that do not need to be filed in the patient's chart. The Medical Secretary will file these documents in an envelope. A patient chart label and the words "Volume II" will be placed on the outside of the envelope. The Volume II chart will be filed in Health Records in a designated area, separate from the active patient charts. All other documents will be filed in the patient's chart in the appropriate section (eg. results to tests, consults, etc.).

#### **Reference Documents:**

- 1) KDCHC Consent to Obtain Information
- 2) Carlisle, John R., MD, LLB, Deputy Registrar, College of Physicians and Surgeons of Ontario, "Ending the Physician-Patient Relationship", Section 8.6-7in Guiding The Profession: A Handbook for Practising Physicians, College of Physicians and Surgeons of Ontario
- 3) Response to request for medical records (Letters #1, #2, #3 & #4, #5)

#### **Implementation Date:**

#### **Transition/Communication Plan:**

Circulate to all clinical and administrative staff

**Developed by:** Lynn Rubinstein

**Date:** April 27, 2001

**Approved by:** Leslie Benecki

**Date:** May 14, 2001