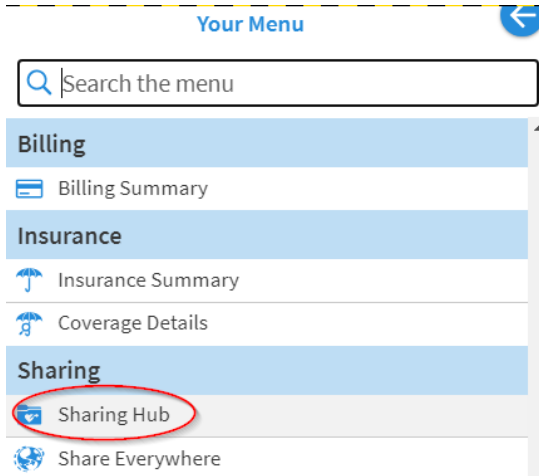


## Tip Sheet – How to Request a Health Record in MyChart

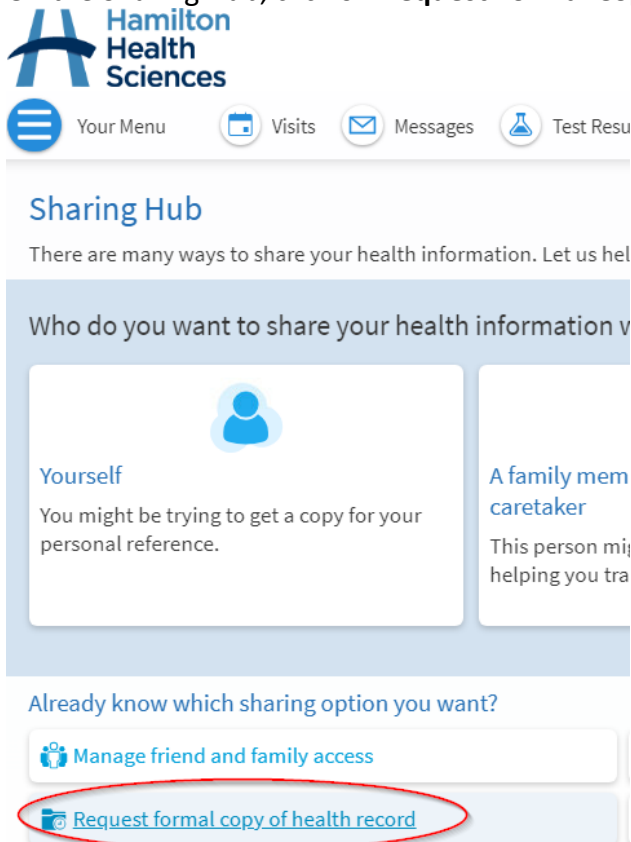
There may be health records that are not available in your MyChart account. **You can request those records, for a fee.** This tip sheet will explain how to request those records from inside your MyChart account, and where to find those records in MyChart once the Release of Information team has completed your request. Please be advised, there may be certain records that cannot be released. Please see the last page of this document for more details.

### To Request a Record

1. Log into your MyChart account
2. Click on **“Your Menu”** and select **“Sharing Hub”**.



3. On the Sharing Hub, click on **Request Formal Copy of Health Record**



4. On the Request page, use the drop down menu to select the Hamilton Health Sciences site where the visit you want records for occurred.

### Submit a new request for a formal copy of your health record

\* Indicates a required field

\* Where would you like to send this request form?

Hamilton General, Regional Rehab, West End Urgent Care or Satellite Health Facility  
Juravinski Hospital and Cancer Centre  
McMaster Medical Centre, McMaster Children's or Ron Joyce Children's  
St Peter's Hospital  
West Lincoln Memorial Hospital

5. Indicate if this record is for you or someone else. If it is for someone else, you will be prompted to enter that persons contact information.

\* Who should we send this record to?

Me Someone else

6. Indicate the date range of the records you are requesting, and if you are looking for the entire visit, or just certain parts. You can click on the blue "what is this?" for more information about that item.

\* What dates do you want information from?

Date range All dates

\* What information do you want included in the record?

All Records for Dates Specified	Include
Entire Visit <a href="#">What is this?</a>	Include
Delivery Summary <a href="#">What is this?</a>	Include
Visit List <a href="#">What is this?</a>	Include
Other	Include

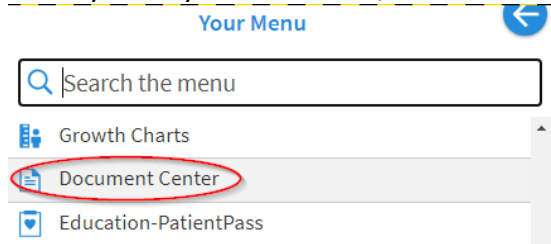
Do you have any specific instructions for the information you're requesting? For example, "Only include images related to my broken leg."

7. After you complete the above steps and press **Continue**, you will be taken to a screen to review your request, and Consent for Release of Information. Review the consent and if in agreement with the terms click **"I agree"** and then **"Send Request"**
8. You have now finished requesting your record.
9. You may receive a call from our Release of Information department to clarify your request, or to determine fee payment.

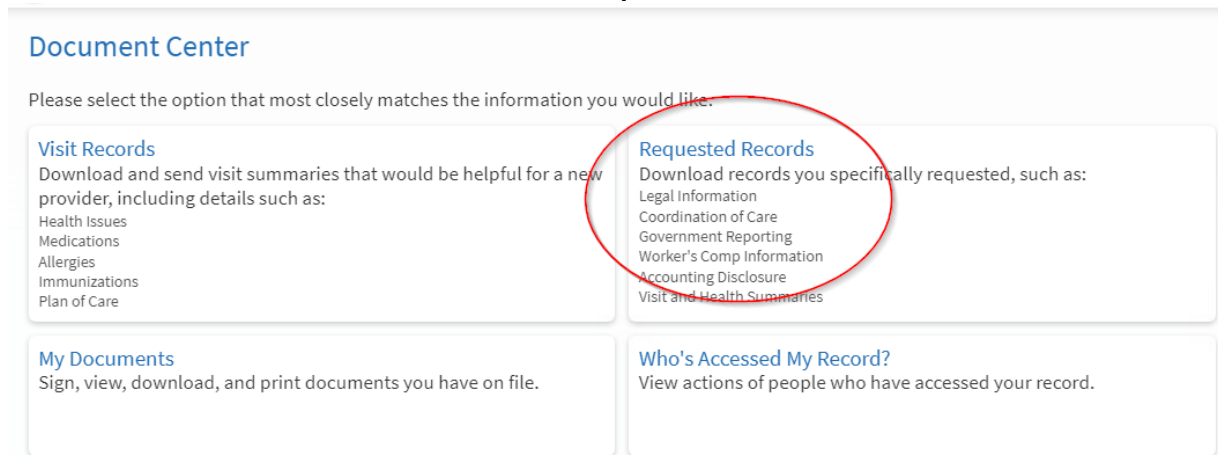
# Where to find your requested records in MyChart

Once your requested records are available for viewing/download in MyChart, you can find them by following these steps:

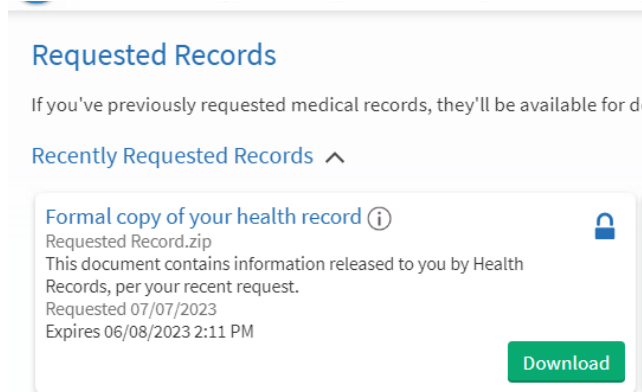
1. In your MyChart account, Click on **Your Menu** and select **Document Center**



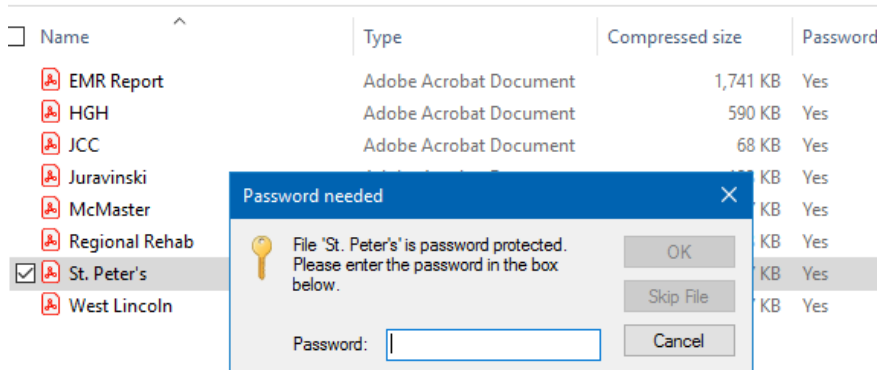
2. On the Document Center Screen, select **Requested Records**



3. On the Requested Records screen, you will your record that is ready for download:



4. Click **Download** to download the file to your device so you can review it.
5. Your file will save to your device. You may be prompted to enter a password to open the file. The Release of Information department will provide you with that password.



## Additional Information

- **Administration Fee** - To cover the cost of time and supplies, there is an administrative cost for requests. For further information on fees and payment, please contact the Release of Information Clerk within the Department of Health Records of the hospital where you were treated.
- **There may be situations where you may not be allowed to access your health record:**  
PHIPA includes a concise list of circumstances where an individual may be denied access to their PHI or their health record. These include:
  - if their health record or the information in the record is subject to a legal privilege that restricts disclosure to the individual
  - if another Act, an Act of Canada, or a court order prohibits disclosure to the individual in the circumstances
  - if the information was collected or created primarily in anticipation of or for use in a proceeding which together with all appeals or processes resulting from it have not been concluded
  - if the information was collected in the course of a procedure authorized by law or undertaken to investigate illegal activities and the procedure, appeals or processes resulting from them have not been concluded
  - if granting access could result in a risk of serious harm to any individual, or lead to the identification of a confidential source

If you have questions about Release of Information, please contact Release of Information Clerk at the site you are requesting records from:

**Hamilton General Hospital, Regional Rehab Centre**

Health Records Department  
237 Barton Street East  
Hamilton, ON L8L 2X2  
Phone: 905-521-2100 Ext. 46264  
Fax: 905-577-8024

**Juravinski Hospital and Cancer Centre**

Health Records Department  
699 Concession Street  
Hamilton, ON L8V 5C2  
Phone: 905-521-2100 Ext. 63315  
Fax: 905-575-6344

**McMaster University Medical Centre, McMaster Children's Hospital, Main Street West Urgent Care Centre, Ron Joyce Children's Health Centre**

1200 Main Street West  
Hamilton, ON L8N 3Z5  
Phone: 905-521-2100 Ext. 75123  
Fax: 905-528-3828

**St. Peter's Hospital**

88 Maple Avenue  
Hamilton, ON L8M 1W9  
Phone: 905-521-2100 Ext. 12216  
Fax: 905-526-2065

**West Lincoln Memorial Hospital**

Correspondence / Release of Information  
169 Main Street East  
Grimsby, ON L3M 1P3  
Phone: 905-945-2253 Ext. 11360  
Fax: 905-945-3125