

# FREEDOM OF INFORMATION

## Frequently Asked Questions

### ***What is FIPPA?***

The Freedom of Information and Protection of Privacy Act (FIPPA) provides a right of access to information in the custody or under the control of institutions subject to the Act and provides a right to the protection of personal information under the custody or control of the institution. Public Hospitals in Ontario have been under the provisions of FIPPA since January 1, 2012.

### ***Do I have to file a freedom of information request to get information?***

No, a formal application may not be necessary. You may contact our Health Records Department at 613-969-7400 Extension 2280 at anytime to request access to your personal health records. If the records you are looking for are not provided under the existing procedures, you may make a formal request for access under FIPPA.

### ***How do I make a formal request for access to information under FIPPA?***

If you make a formal request for access to information or access to personal information or to have your personal information corrected, you must fill out the Freedom of Information Request form and submit this along with your cheque or money order for \$5.00 payable to Quinte Health. Please be aware that there may be additional charges related to the cost of searching for, preparing and sending the information requested. Please try to be very specific as to the material you are requesting. The more detail provided will assist in searching and obtaining the information and reduce the administration cost and additional fees.

### ***How long does an FOI request take to process?***

Once Quinte Health receives a formal FOI request it will be reviewed to ensure it has sufficient details and contains the application fee. Once it is deemed that the hospital has a complete FOI request, the process will begin and you will receive a response within 30 days. Possible responses could be granting full or partial access to records; notification that no relevant records exist; notification of the need for a time extension and/or the need to notify affected third parties; and issue of a fee estimate and interim decision regarding the request.

### ***What if I disagree with the results of a formal access to information request?***

You have the right to appeal a decision to the provincial Information and Privacy Commissioner of Ontario. Appeals must be made within 30 days of when you receive the decision. You may contact the Commissioner at:

Information and Privacy Commissioner Ontario

2 Bloor Street East, Suite 1400

Toronto, ON M4w 1A8

[www.ipc.on.ca](http://www.ipc.on.ca)