



Use this form to submit a request for your own health information or if you are requesting health information on behalf of a patient/client. Requests are usually processed within 30 days. Processing time may vary depending on complexity of the request and volume of records. Fees are charged for processing a request for information. See reverse for instructions on completion and payment.

Photo identification (ID) or two pieces of non-photo ID is required to confirm identity. If you are faxing or mailing in your request, please make sure photocopies are clear.

Patient/Client Information			
Last Name		First Name	
Birthdate (yyyy-Mon-dd)		Personal Health Number	
Requester Information			
Last Name <input type="checkbox"/> Same as above		First Name <input type="checkbox"/> Same as above	
Mailing address			
City/Town	Province	Postal Code	Phone
Information Requested			
Name and Location of Facility	Clinic/Program or Area of Service	Time Period of Records	
Indicate the records or information you want (attach a separate sheet of paper if you need more space)			
<input type="checkbox"/> Mail information to the above address		<input type="checkbox"/> The information will be picked up (ID required)	
Authorization			
If you are requesting on behalf of the patient/client, check the box below that applies to you and attach a copy of the document that confirms your authority to act on behalf of the patient/client.			
<input type="checkbox"/> Guardian of an individual under the age of 18 years AND the individual is not a mature minor.			
<input type="checkbox"/> Guardian or trustee appointed under the Adult Guardianship and Trusteeship Act, AND requested information relates to powers and duties of guardian or trustee.			
<input type="checkbox"/> Nearest relative under the Mental Health Act AND requested information is needed to carry out obligations of the nearest relative.			
<input type="checkbox"/> Agent under the Personal Directives Act AND directive has been enacted AND requested information is relevant to a decision the agent is authorized to make.			
<input type="checkbox"/> Personal representative of a deceased patient/client and requested information relates to administration of the individual's estate.			
<input type="checkbox"/> Power of attorney has been granted by the patient/client AND requested information relates to powers and duties of attorney.			
<input type="checkbox"/> Written authorization has been given by the patient/client to make request on his/her behalf.			
Requester Signature		Date (yyyy-Mon-dd)	

Health information and personal information collected on this form will be used to process your request for health information. Collection of this information is authorized under section 20(b) of the Health Information Act and section 33(c) of the Freedom of Information and Protection of Privacy Act. COV is collecting the personal health number under section 21(1) (a) of the Health Information Act. If you have questions about the collection of any information on this form, please contact Information and Privacy at 1-866-254-8181.

Health Information Access Request

How to complete the form and submit your request

Patient/Client Information

Enter your last name and first name. If you are requesting health information for another individual (*for example: your infant child; a spouse who has given you written authorization to make a request on his or her behalf*), enter the name of that other individual.

Enter the date of birth and the personal health care number of the patient or individual whose health information you are requesting.

Requester Information

Print your last name and first name (*please print*). Enter your complete mailing address and the telephone number at which you may be contacted during business hours. (*Covenant Health staff may need to contact you if they have questions about your request*).

If you are requesting your own health information, place a check mark in the “same as above” boxes for both the last name and first name.

Information Requested

Please be as specific as possible in completing this part of the form. This will assist Covenant Health in responding to your request accurately, completely and quickly.

List the records or information you are requesting as precisely as you can (*for example: records relating to an outpatient visit*).

Provide the name of the facility that provided the health services (*for example: Grey Nuns Hospital, Bonnyville Health Centre, etc.*).

Specify the time period when the patient/client received health services (*this will allow staff to retrieve records relating to those services*).

Identify the clinic, program or area that provided the services (*for example: Emergency; Immunization; Social Work Services*).

Sign and date your request.

Authorization

When you make a request for health information, you will be asked to provide proof of your identity before the records are provided to you. All copies of identification will be returned to you after your request has been processed. If you are requesting records for another individual, please check the box indicating the power you are exercising on behalf of the individual whose information you are requesting. Please attach evidence of your authority to exercise that power (*for example: guardianship order; power of attorney; excerpts from a will naming you as executor and the date and signature of the will*).

Payment

All requests for health information are subject to a fee. A basic fee of \$25.00 is applied to all requests which includes up to 20 pages depending on the record format (*e.g. paper, electronic or microfilmed record*). Every page after that costs 0.25 cents for paper and electronic records and 0.50 cents per page for microfilmed records. Additional costs may apply as outlined in the Health Information Regulation Schedule of the Health Information Act.

Submission of Request

Submit your request by delivering in person, mailing or faxing to Health Information Management at the location where you received health services.

If you are requesting information from multiple locations, submit your request to Health Information Management at one of the locations where you received health services.

Addresses and phone numbers for Health Information Management can be found on the AHS website and searching under “Health Information – Access and Disclosure” or in your local telephone book.