

what you

NEED TO KNOW about...

Freedom of Information and Protection of Privacy

Protecting your privacy and personal health information is important to us. CHEO's Freedom of Information (FOI) Office follows provincial laws to:

- Provide access to most records under control of the Hospital
- Protect the privacy of individuals at the same time.

The records covered by this law include both paper and electronic records. Anyone has the right to make a request for information under FIPPA.

FIPPA: Freedom of Information and Protection of Privacy Act

This is an Ontario Law that CHEO must follow. This Act aims to balance an individual's right to know with an individual's right to privacy.

How to make a request

All requests for access to information go through CHEO's Freedom of Information (FOI) Coordinator. All requests must be in writing. To make a request:

1. Complete an Access/Correction Request form (these are available in the Library on Level 1, 9:00 am-3:30 pm, Monday to Friday), and include a \$5 application fee.

Or

2. Write out your request on your own, making sure you include:
 - The name or description of the records you are looking for
 - Your contact information
 - A statement that you are making this request through FIPPA
 - \$5 application fee
 - Your signature from the requester

We will be able to respond more quickly and accurately when you provide us with enough detail about the information

What happens after I make a request?

CHEO's FOI Office has 30 days to respond after receiving your application. In some situations, the FOI Office may extend the 30 day response time. If this happens, we will send you a written notice.

After receiving a request, the FOI Office will:

1. Review it, following the FIPPA
2. Decide what information can be released
3. Send you a letter letting you know about this decision. This letter will outline all of the details of the decision, including:
 - Any exemptions that may apply
 - An outline of how much it will cost to access the records
 - A list of any records that you'll be able to see
 - Directions about the actual access to the identified records.

If we estimate that your request will cost over \$100, we may ask for a deposit of half the amount before working further on your request. This is outlined in Reg. 460, s. 7.1 of FIPPA. We will make sure you have enough information so you will be able to decide if you want to pay the deposit and have us go ahead with your request.

Questions?

FOI Coordinator:
613 737-7600 extension 3646
email: foi@cheo.on.ca

