

## Freedom of Information Frequently Asked Questions (FAQs)

### 1. What records does Perth and Smiths Falls District Hospital have?

Under the *Freedom of Information and Protection of Privacy Act*, (FIPPA) Perth and Smiths Falls District Hospital must publish a Directory of Records listing the general classes or types of records in its custody.

#### [Directory of Record and Personal Information Bank](#)

### 2. Does FIPPA provide access to Personal Health Information (PHI)?

No, personal health information is subject to the *Personal Health Information Protection Act* (PHIPA). PHI held by Perth and Smiths Falls District Hospital may only be used and disclosed in accordance with PHIPA. For more information about personal health information, see the [Your Privacy](#) webpage.

### 3. How do I request access to information held by Perth and Smiths Falls District Hospital?

First, consult the Directory of Records to ensure that we have the records you want, then download and complete the [Access Request Form](#). You must clearly identify the records, to which access is requested and be sure to include your contact information together with the \$5.00 application fee (non re-fundable) payable to Perth and Smiths Falls District Hospital.

#### **Make a request under FIPPA.**

### 4. Are there other costs involved?

Yes. Under FIPPA, there are fees authorized by FIPPA (Regulation 460) that you will be asked to cover for searching, reproducing, severing and otherwise prepare a record for disclosure as outlined below:

- searching and preparation time for general records \$7.50
- photocopying and computer print-outs \$\$0.20/page
- disks, CDs or other storage media \$10.00/disk

You will be advised if the processing fees will exceed \$25.00 and you will be asked to provide a deposit of 50% if the estimated processing cost exceeds \$100.00. We will let you know if any exemptions under FIPPA apply to the records you are requesting so that you can make an informed decision on whether or not to pay the deposit.

### 5. What can I do if access is denied?

You can appeal the decision. FIPPA provides an individual with the right to appeal any decision by the head of an institution, including the decision to change a fee. The Information and Privacy Commissioner is authorized to conduct an independent review of any decision the Privacy and Information Officer under FIPPA.

**6. How to submit an appeal?**

Any decision we make related to Freedom of Information requests under FIPPA, including the decision to charge a fee, may be appealed to the:

**[Office of the Information and Privacy Commissioner of Ontario](#)**

Your appeal letter should include:

- your name, address and telephone number;
- a copy of your original request;
- a copy of Perth and Smiths Falls District Hospital response; and
- reason for your appeal.

The appeal must be accompanied by a fee of \$10.00 if you are appealing a request for access to personal information or \$25.00 if you are appealing a request for access to general records.

For more information about appeals, please contact:

*Information and Privacy Commission of Ontario*

Suite 1400, 2 Bloor Street

Toronto, ON

M4W 1A8

Tel. 416-326-3333

Toll Free (Ontario only) 1-800-387-0073

**7. Who can I contact for further information?**

PSFDH Privacy and Information Office by sending an email to **[privacyinformationoffice@psfdh.on.ca](mailto:privacyinformationoffice@psfdh.on.ca)**