

Chart Access Fees

Physiotherapist fees for chart copies must comply with the *Health Information Regulation (HIA)*.

Clients have the right to access any record in a physiotherapist's custody that contains the client's health information.

Physiotherapist custodians may charge a basic fee of \$25 for any or all of the following steps required to provide a chart copy:

- Receiving and clarifying the request
- Obtaining consent if necessary (e.g., when information is sought by a third-party payer)
- Locating and retrieving the records
- Preparing the record for copying
- Preparing a response letter
- Packaging copies for shipping or faxing, or both
- Postage and faxing costs
- Photocopying a record

The physiotherapist may assign these duties to an affiliate; however, that does not alter the requirements.

Under the Health Information Regulation additional fees may be charged when producing copies of large records. For example, fees for producing a record from an electronic medical record, and per page fees for copying large paper charts (>20 pages).

Physiotherapist custodians must provide a detailed estimate of the cost of producing the chart copy, and the client must accept the estimate or modify the request, before the request is processed by the physiotherapist.