

How to Make an Access Request

Access to General Records and your own Personal Information:

1. Anyone can make a Freedom of Information Request. You do not have to live in Ontario or even in Canada. You do not have to be a Canadian citizen.
2. There are two different kinds of requests that you can request access to:
 - General records request
 - Request for one's own information (You cannot request anyone else's personal information).
3. Print and complete the FIPPA Request Form ([click here](#)).
4. Be clear and identify what record(s) or personal information you are requesting. If possible, include dates or time periods of your request and keep the scope of your request narrow and specific. This will assist the hospital in the search to locate and retrieve the records you are requesting.
5. Your Freedom of Information request must be accompanied by the \$5.00 application fee.
6. Sent your request form and \$5 to:
Freedom of Information Coordinator
Hanover & District Hospital
90-7th Avenue, Hanover, ON N4N 1N1
7. If exemptions apply to your request, you may be denied access to the entire record(s) or sections may be severed ("blacked out"). A decision letter will be sent to you explaining the reasons for the hospital's decision.
8. If your request involves your personal information, you may be asked to come to the hospital with one piece of ID to identify yourself before your documents are released.
9. If you are not satisfied with the decisions that the hospital has made regarding your access request, you have 30 days from the hospital's decision date to request a review by Ontario's Information and Privacy Officer.