



## Step 9 – Provide Access

Patients and employees are entitled to access their personal information in the custody or control of the practice. A practice may charge a minimal fee for such access, unless the information is that person's employee personal information. For more information, see [Guidelines for Responding to Patient Requests to Access Their Personal Health Information](#) and [Form – Patient Request for Access to Personal Information](#).

The privacy officer should develop procedures that allow a person to have access to their own records. The process should allow both patients and employees to access and request correction of their personal information.

These procedures should set out what minimal fees will be charged for patient access to records. No fee can be charged for providing access to a person's employee personal information. The minimal fee is intended to recover some of the actual and necessary costs incurred by the practice to provide access, and may include the costs associated with locating, retrieving, producing and copying a record, preparing the record for disclosure and postage or shipping costs. The fee must not generate any profit, and does not usually include reviewing the records to make sure the practice is complying with its obligation to withhold certain types of information.

Information that should be withheld includes:

- personal information of other individuals
- information that could reasonably be expected to threaten the safety, physical or mental health of a third party
- information that could cause immediate or grave harm to the individual who made the request
- information that is subject to solicitor client privilege

When charging fees, the practice must provide the applicant with a written estimate of the total fee, and may require the applicant to pay a deposit before processing the request.