

# Frequently Asked Questions

## Why was my request denied?

LHSC may deny your correction request if there is not a legal obligation to correct the information.

A request may be denied if it relates to a professional opinion, medical diagnosis, or treatment plan, as these are not errors of fact. Please speak to your physician directly if you have a concern of this nature.

## Why would LHSC need more than 30 days to review?

All steps will be taken to review and respond to your request within 30 days, but if the requested change is lengthy and/or requires significant consultation, an additional 30 days may be required in order to thoroughly assess your request. We will contact you if an additional 30 days is needed.

## What can I do if my request has been denied?

If LHSC denies your request, you may submit a brief written statement of disagreement (1-2 pages) stating that you requested a correction and that it was denied. This statement will be added to your record.

If you are not satisfied with our response to your correction request, you may contact the Information and Privacy Commissioner of Ontario at 1-800-387-0073.

# Privacy Office

London Health Sciences Centre  
800 Commissioners Road E  
P.O. Box 5010, Stn. B  
London, ON N6A 5W9

519-685-8500 ext. 32996  
privacy@lhsc.on.ca  
Fax: 519-667-6706

[www.lhsc.on.ca/privacy](http://www.lhsc.on.ca/privacy)

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Please contact the Privacy Office if you have any questions or if you need assistance with the process.

# Patient Guide: Correcting Your Health Record



**By law, you have the right to request a correction to your information if it is incorrect.**

## Request Process

### Step 1: Request Your Record

The first step is to request a copy of your record to confirm what information is included. To obtain a copy of your health record, contact the Health Information Management's Release of Information Office at 519-685-8500:

University Hospital: ext. 35842

Victoria Hospital: ext. 52865

London Regional Cancer Program: ext. 53254

### Step 2: Review Your Record

Review your record to determine the type of information that is incorrect.

Errors that are administrative in nature, such as the spelling of your name, address or date of birth, can be corrected at your next appointment during registration, or by calling Patient Registration at 519-685-8500:

University Hospital: ext. 33191

Victoria Hospital: ext. 58116

London Regional Cancer Program: ext. 53163

**Errors that require a correction request typically include medical information that has been incorrectly documented (e.g. the name of the diagnosis or tests that have been completed).**

### Please Note:

The procedure described in this brochure is about correcting errors of fact at the time the record was created at the hospital.

It cannot be used to challenge treatment decisions, professional opinions or a medical diagnosis.

We cannot correct professional opinions or observations in your medical record that our health providers made honestly and "in good faith" about you.

### Step 3: Submitting a Correction Request

Complete the "Request to Correct / Amend Personal Health Information" form.

This form can be found on the London Health Sciences Centre (LHSC) website, or by contacting the Privacy Office.

Tips for completing the form:

- Clearly indicate what information needs correcting. If it is a simple request you may want to include a copy of the record with a line through the incorrect information

- On the request form, or on a separate sheet, write the correct information exactly as you think it should be noted in your record
- Include any supporting documentation to show that the record is incorrect
- Send, or deliver in person, the complete form and all supporting documents to the LHSC Privacy Office

Be sure to:

- Include a copy of your ID or bring it to the Privacy Office for review
- Provide any other names that you may have used previously (e.g. maiden name)
- Sign and date the request form

### Step 4: Review

The Privacy Office will review your request with the department that created the record. It is their responsibility to make a decision about the correction request.

We must act on your request within 30 days, and notify you if we require additional time.

We will respond to you in writing.

