



HEALTH RECORDS DEPARTMENT
Health Records Retrieval Fees for Research

I. Administrative Fee:

- Record location is determined from the Chart Tracking system.
- Records are retrieved from the department or from off site storage.
- Record numbers are sorted in order to facilitate retrieval.
- Records are signed out in the chart tracking system to a research shelf and requestors are advised.
- Upon return, records are signed back into the Chart Tracking system.
- Records are sorted in order and filed back into the Main Files or sent back to off site storage.

Rate per Chart Retrieved as per WRHA Fee Schedule:

\$5.00 for funded studies

\$3.00 for non funded studies

Off-Site Chart Retrieval as per Iron Mountain Rates:

(For charts with NO activity within the last 3 years)

Plus an additional \$2.85 per Chart Retrieved

Assistance in identifying medical record numbers /

Preparation of Statistical summary or analysis:

\$25 per hour

II. Health Records Response Time:

- Chart retrieval for DIRECT PATIENT CARE receives top priority. All other requests are queued as they are received into the Health Records Department. We request 5 days notice prior to requiring the health record for review. (Our average response time is 2 days). Health records for research purposes are retrieved from 7:30 to 3:45, Monday to Friday.
- If the health record required is signed out to another area in the hospital, the chart location is recorded on the request form beside the chart number. It is then up to the requestor to obtain the health record from that location, or to re-request it at a later time. The Health Records Department only charges for health records that we retrieve.
- If we have questions related to a request, or the request form is incomplete, a Health Records staff member will contact the requestor for clarification or for missing information. For example, if the request form does not have a stated purpose, the requestor will be contacted.