

Access, Correction, and Release of Your Health Information

At Gotcare, we act as the custodian of your health records, but the information within them belongs to you. Across the provinces we serve, you have the right to access your records, request corrections, and control who sees your story.

01 Accessing Your Records

You have a legal right to see and receive copies of your health information.

The Request: You or an authorized person should complete a "Request to Access Personal Health Information" form.

Verification: We must verify your identity or your legal authority (such as a Power of Attorney) before releasing any data.

Timeline: We will provide access within 30 days of your request. If we need more time (up to another 30 days), we will notify you in writing.

Format: You can request to examine original records or receive copies in paper or electronic formats where available.

Fees: We may charge a reasonable fee for copies based on cost recovery, and we will provide an estimate before proceeding.

Exceptions: In rare cases, we may deny access if disclosure poses a risk of serious harm to you or others, or if the information is part of an ongoing legal proceeding.

02 Correcting Your Records

If you believe your health record is incomplete or incorrect, you have the right to request a fix.

How to Fix: Use the "Request to Correct Personal Health Information" form to specify the error.

Our Review: We will respond within 30 days. If we agree there is an error, we will make the correction and notify others who received the incorrect info if you request it.

Clinical Opinions: We generally do not change clinical observations, opinions, or professional judgments.

Statement of Disagreement: If we refuse a correction, you have the right to attach a "Statement of Disagreement" to your record, which will be shared whenever the record is accessed.

03 Sharing and Releasing Information

We manage how your information moves between healthcare providers and third parties.

Inside the Circle of Care: We share information with your doctors, nurses, or specialists involved in your treatment using implied consent. You can withdraw this consent at any time.

Transferring Records: If you move to a new healthcare provider, we will transfer a copy of your file at no charge.

Third Parties: Requests from lawyers, insurance companies, or employers require your express written consent. We only release the minimum information necessary for their specific purpose.

Mandatory Release: Law requires us to share information without consent in specific cases, such as suspected child abuse, court orders, or to reduce a risk of serious bodily harm.

04 Who Can Make Decisions?

Consent can be provided by the following authorized individuals:

The Client: Capable individuals can make their own choices.

Minors: Capable children under 16 can often consent on their own; if a child and parent disagree, the capable child's wishes prevail.

Substitute Decision-Makers (SDM): If a client is incapable, an SDM (such as a guardian, attorney for personal care, or spouse) can act on their behalf.

Estates: For deceased clients, the Estate Trustee or a relative may provide consent for administrative purposes.

Still have questions?

Contact Gotcare's Chief Privacy Officer for help with access or correction requests:

PHONE
1-888-819-1244 ext. 107

EMAIL
privacy@gotcare.ca

ADDRESS
1655 Dupont Street, Suite 105, Toronto, ON M6P 3T1

If your concern is not resolved, you may contact your
Provincial Information and Privacy Commissioner