



## **I am a relative, friend or representative of someone in long-term care. What information am I entitled to access directly from the clinical team?**

Family councils have heard from those who attend their meetings that accessing health information about the one they care for presents challenges.

- Power of Attorney
- Health Representative
- Guardian and Trustee
- Medical Health Records:
  - Health Gateway
  - Medications
  - Activities of Daily Living
  - Clinical Notes/Records
  - MOST Form
  - Care Plan
  - Diet Plan

To file a freedom of information (FOI) request about long-term care in BC, you must submit a written request to the public body you believe holds the records, such as the relevant health authority. Provide detailed information about the records you are seeking, including a date range and the specific office or program. You can submit the request by email or mail.

### **Before you submit**

- **Identify the correct public body:**

Determine which public body, like a specific health authority (e.g., [Vancouver Coastal Health](#)), you believe has the records you need.
- **Check for public information:**

Some information may already be publicly available on the body's website, which could save you time and fees.
- **Be specific:**

Clearly describe the records you are requesting, including a date range. Broad or complex requests will take longer to process and may incur extra fees.



- **Understand the cost:**

There is a non-refundable application fee of \$10 for general requests, but there is no fee for requesting your own personal information. Additional fees may apply for the time it takes to locate and prepare records if the request requires more than three hours of work.

## How to submit your request

1. **Write your request:**

Submit your request by writing via email or mail. It must contain enough detail so that an experienced employee can reasonably identify the records.

2. **Include required details:**

- Your name and contact information.
- A clear and concise description of the records you want.
- The date range for the records.
- The specific office or program area where you believe the records are held.

3. **If requesting someone else's information:**

You will need to provide written proof of your authority to act on their behalf.

4. **For your personal information:**

If you are requesting your own records, there is no application fee. You can often access certain personal records through the Province of British Columbia's online portal or by using a manual mail-in form.

5. **Send your request to the correct public body:**

Send the request to the public body where you believe the records are located. For example, to file a general request for corporate records with Vancouver Coastal Health, email your request to the address provided on their FOI page.



## ILTCCABC

**Independent Long-Term Care Councils Association of BC**  
Your provincial long-term care councils' association



If you seek the health records of your loved one, you may try filling out the release of health records form:

<https://www.himconnect.ca/Documents/Release%20of%20Health%20Records%20Authorization%20Form%20%28June%202024%29.pdf>

And following the instructions: <https://www.himconnect.ca/patients/request-access-to-your-health-records/requesting-health-records-from-hospitals-and-or-health-care-facilities>

Requesting Health Records from Hospitals and/or Health Care Facilities:

<https://www.himconnect.ca/patients/request-access-to-your-health-records/requesting-health-records-from-hospitals-and-or-health-care-facilities>

