

**TILLSONBURG DISTRICT MEMORIAL HOSPITAL**  
**167 Rolph Street, Tillsonburg, ON, N4G 3Y9**  
**Phone: 519-842-3611, ext. 303      Fax: 519-842-6733**

**HOW TO MAKE A REQUEST FOR ACCESS TO A TDMH RECORD  
OR PERSONAL INFORMATION UNDER ONTARIO'S FREEDOM OF INFORMATION AND  
PROTECTION OF PRIVACY ACT (FIPPA)**

- Step 1.** Before submitting a request in writing for access to information, contact the Administration Office to discuss your request with a staff member to determine if the record(s) exist that respond to your request and if the record(s) can be disclosed to you routinely through regular procedures. Most records are available through an informal process. Records that contain confidential or third party personal information are subject to exemptions under the Act and are not disclosed routinely.
- Step 2.** If the department does not provide access to the record(s), submit your signed request in writing with the required \$5.00 fee, either delivering it by hand or mailing it to the Tillsonburg District Memorial Hospital at the above address. Make your cheque or money order payable to the Tillsonburg District Memorial Hospital. Requests received by electronic mail are not accepted.
- Step 3.** When making a written request, be clear and identify the specific record(s) or personal information to which you seek access. If applicable, identify the classification and name of record. Also, specify dates or a time period for the record(s)/personal information you request. Keep the scope of your request narrow and specific. A clearly defined request with a narrow scope will greatly assist the Hospital to search, locate and retrieve the record(s)/personal information and answer your request quickly.
- Step 4.** Pursuant to section 24(1) of FIPPA, you must provide sufficient detail in your request to enable an experienced Hospital employee, with a reasonable effort, to identify the record(s)/personal information sought. If you are unsure how to describe the record(s)/personal information, contact the Administration Office for help formulating your request.
- Step 5.** When your request is received, the Hospital will send you an acknowledgement letter and notify you of any time extensions or fees that may apply.
- Step 6.** Records to which no exemptions apply will be sent to you directly.
- Step 7.** Records to which exemptions apply may be withheld entirely or be "severed" (i.e. portions blacked-out). A decision letter will explain in detail the exemptions applied and give reasons. If you request access to records containing personal information about yourself the Hospital may ask you to present yourself in person to the appropriate department with one piece of picture ID before the records are disclosed to you.