



## PCC Agent – Quick Reference Guide

### Requesting Medical Records

If you are seeking compensation through the PCC Compensation Plan, you are fully responsible for obtaining and submitting all required supporting medical documentation. This documentation must clearly support the Tobacco-Victim's diagnosis with one of the compensable tobacco-related diseases (Lung Cancer, Throat Cancer, Emphysema or COPD (GOLD Grade III or IV)) between March 8, 2015 and March 8, 2019 (inclusive) and is essential for the proper evaluation of eligibility under the Plan.

Because medical records can take considerable time to locate and retrieve, it is strongly recommended that you begin requesting medical records **as early as possible** in the claims process.

Patients are legally entitled to a copy of their own medical records. It is not necessary for a lawyer or other third party to make the request on your behalf. However, if you are requesting records on behalf of someone else - such as a family member or a deceased person - you may need to provide proof of your legal authority, described below.

**PLEASE NOTE:** Any fees charged by healthcare providers for retrieval and copies of your medical records are your responsibility.

#### Steps for Requesting Medical Records from a Hospital or other Healthcare Provider

##### 1. Identify the Hospital or Healthcare Provider

- Determine which hospital(s) or clinic(s) hold the relevant medical records.
- Make note of the facility's name, address, and department (e.g., Health Records or Medical Records Department).
- If the clinic has closed, contact a third-party medical records storage service like RSRS or MedRecords (RSRS or MedRecords)
- If you are unable to obtain records from the hospital records department, the receptionist or administrative assistant at the Tobacco-Victim's family doctor's office may have relevant documents or may be able to advise you where to make your request.

##### 2. Contact the Medical Records Department

- Visit the relevant website (hospital, storage centre etc.) or call the Health Records Department to confirm their process, and average timeline, for releasing records.
- Ask about their preferred method of request (online form, mail, fax, or in-person).

### 3. Complete a Medical Records Request Form

- Most health record requests require a specific “Authorization to Release Health Information” form, often available on their website.
- This form typically asks for:
  - Patient’s full name and date of birth
  - Patient’s health card number
  - Specific records requested (ie. pathology report, spirometry test)
  - Dates of treatment
  - Signature of the patient or legal representative
- Identify the specific records you are requesting (see Quick Reference Guide - Acceptable Documents for Medical Diagnosis), and the specific date ranges (between March 8, 2015 and March 8, 2019, inclusive).

### 4. Provide Proof of Identity and/or Legal Authority

- Include a copy of government-issued photo ID.
- If requesting records on behalf of a deceased Tobacco-Victim, also include:
  - Proof of death (e.g., death certificate)
  - Documents showing your legal authority to act (e.g., Will, Letters of Administration, Power of Attorney). If you’re unsure what type of legal document is required, review the Quick Reference Guide — Acceptable Documents for Legal Representation or contact the PCC Agent for help.

### 5. Submit the Request

- Send the completed form and supporting documents via the preferred method.
- Keep a copy of everything you submit, and record of the date the request was submitted, for your own records.
- Be sure to submit your request early, as it may take several weeks or months to receive the records.

### 6. Pay Any Applicable Fees

- Fees may include a flat processing charge ranging from \$25 to \$35 per request, and a per-page copying fee of approximately \$0.25, however these fees can vary.
- Ask about the cost in advance and be prepared to pay by cheque, credit card, or e-transfer.
- You can reduce costs by clearly specifying which records you need.

## 7. Track and Follow Up

- Processing times can vary.
- Follow up with the provider if you don't receive confirmation or the records within the expected timeframe.

## **Steps to Request Medical Records via MedChart (Online Option)**

MedChart is a secure, private online platform that streamlines the process of requesting medical records across Canada. It allows you to manage requests, monitor progress, and receive records digitally.

### 1. Create a MedChart Account

- Visit [medchart.ca](http://medchart.ca) and sign up for a personal account. You'll need to provide basic personal information and verify your identity.

### 2. Start a New Request

- Once logged in, click on "New Request". You can request records from hospitals, clinics, pharmacies, or other healthcare providers in Canada.

### 3. Select the Provider

- Use the search tool to find the healthcare provider (e.g., the treating hospital). You can also request provincial records by selecting the appropriate provincial history provider.

### 4. Select the Date Range

- Indicate the timeframe for the records you're requesting (e.g. between 2015-2019).

### 5. Upload Consent and Supporting Documents

- You'll be prompted to upload a signed consent form and any other required documentation. MedChart allows you to manage consents and track request status through your dashboard.

### 6. Submit the Request

- Review and submit your request. You can also save it as a draft and submit later.

### 7. Cost Information

- MedChart charges a \$14 service fee per request, plus any additional costs invoiced by the healthcare provider.

### 8. Track and Access Your Records

- MedChart will notify you when your records are ready. You can view, download, or share them securely from your MedChart account.

## Need Help?

If you require assistance obtaining the necessary documents, the PCC Agent can provide free guidance and support during the claims process. This includes help understanding what records to request and how to submit your request. However, the PCC Agent cannot guarantee that records will be located or that the documents received will meet the PCC Compensation Plan's evidentiary requirements. The PCC Agent is not responsible if records are missing, incomplete, inaccurate, or insufficient to support your claim.

The PCC Agent can be contacted at:

- Phone: 1-888-482-5852
- Email: [PCCAgent@TobaccoClaimsCanada.ca](mailto:PCCAgent@TobaccoClaimsCanada.ca)
- Website: [www.TobaccoClaimsCanada.ca](http://www.TobaccoClaimsCanada.ca)