



Access Request Form - Ontario

To help identify the correct test(s) in our system, please provide the following information:

Patient name: _____

Date of birth (dd/mm/yyyy): _____ Health Card #: _____

Address where sample collected: _____

Date(s) of service (dd/mm/yyyy): _____

If you are requesting reports on another person:

Your name: _____ Relationship to patient: _____

Your address: _____

I request that the report(s) be sent to the address below. Note that the LifeLabs logo and the name provided below will appear on the outside of the envelope.

Addressee: _____

Street/P.O. Box: _____

City & Province: _____ Postal Code: _____

For each request received, LifeLabs charges a base processing fee of \$10, plus \$2 per report provided. Please select your method of payment (*do not send cash*):

Credit Card: (Visa or MasterCard only)

Name on card: _____

Card number: _____ Exp. date: _____

Cheque or Money Order (made payable to "LifeLabs")

The undersigned individual authorizes and consents to LifeLabs printing and mailing copies of the requested report(s) to the address provided above.

Signature: _____ Date: _____

Note: it may take up to thirty (30) days to process your request, once received.

Staff note:

If a customer presents this form at a Patient Service Centre, please forward it through internal mail to:

**Customer Care Centre – Access Requests
6560 Kennedy Road
Mississauga**



REQUESTING COPIES OF REPORTS FROM LIFELABS (ONTARIO)

LifeLabs is a national medical laboratory services company. Each year, we perform over 100 million laboratory tests, for over 19 million customers.

In Ontario, the handling of Personal Health Information (PHI) is governed by the Personal Health Information Protection Act of 2004 (PHIPA). LifeLabs strives to comply with PHIPA in everything we do, particularly when disclosing PHI.

In most cases, individuals should access their laboratory test results via their physician or health care provider. Test results are more meaningful when they are explained in relation to your current health state and medical history. Patients and substitute decision-makers seeking printed copies of results reports have three options:

1. Request copies from your physician.
2. For information about electronic access to recent results, please visit www.myresults.lifelabs.com
3. To request copies of past reports from LifeLabs, please complete the form on the other side of this page.

FILLING OUT THE ACCESS REQUEST FORM

Once you have a copy of the Access Request form, take these steps:

1. Fill in the form as completely as you can, and sign where indicated. Underage patients typically require the consent of a parent or guardian. Substitute decision-makers must include proof of authority.
2. If presenting form at a Patient Service Centre, present it at the front desk, during intake.
3. If mailing, send completed form and payment (***do not send cash***) to the following address:

LifeLabs
attn: Customer Care Centre – Access Requests
6560 Kennedy Road
Mississauga, Ontario, L5T 2X4

In compliance with PHIPA, completed requests will be processed, and a response mailed out within thirty (30) days. Incomplete forms will be sent back to the requester, with a letter explaining any deficiency. Please note that for security reasons, we will not provide copies of reports via e-mail or fax.

Fees: as permitted by Section 54 of PHIPA, LifeLabs charges a fee for copies of past reports: a base processing fee of \$10 per request, plus \$2 per report provided. Fees for access to imaging or archived materials may vary. Quotes can be provided in advance, upon request.

FOR MORE INFORMATION

For more information about our privacy-related practices, please visit our website at www.lifelabs.com and click on the “Privacy” link at the bottom of the page. If you have detailed questions, please feel free to contact us by e-mail at: privacy@lifelabs.com or by regular mail at:

LifeLabs
attn: Privacy Office
100 International Blvd.
Toronto, Ontario, M9W 6J6

For help in completing this form, or acquiring additional copies, please call our Customer Care Centre, toll-free at:

1-877-849-3637