



## General Guidelines for Accessing Paper Records held in Health Records Departments

Please provide the following information in your request to access charts:

- the number of charts you expect to need from the site
- the names of the research staff/students who will perform the chart review
- chart pulling costs apply to most Research studies, an estimate may be provided to you upon request, otherwise you will receive an invoice at the end of your chart review

The records needed for your study may be held at more than one site. Approval to access records is coordinated by Research Administration but the actual provision of records is managed at the site level.

### Accessing Records at Each Site

Call the site contact provided to you to find out:

- the location of the health records department,
- hours of operation,
- availability of workspace and/or internet connection
- lead time required to pull charts. Please request only as many charts as can be reviewed in a day or two so that the department can ensure that you have enough files to work with but do not have a large number of records kept out of their file locations – remember that they are also being used for clinical purposes.

While you are working in the Department:

- Present photo ID to the clerk; he/she will use this to verify that you have permission to access records for a particular study.
- A workspace will be provided in health records. If a workspace is not available, you may remove records from the department if the following conditions are met:
  - records but must kept in your possession at all times, records are not to be left unattended and must be kept secure at all times
  - you must ensure that their contents are not copied or viewed by others who do not have permission to use the records.
  - Records must be returned to the department by end of business day (1530 hrs) .
- If you/your team do not review charts that have been pulled for you within 2 weeks (14 calendar days), the records will be re-filed and charges will apply to have them re-pulled
- Records are not transferred between sites for research purposes so please plan to review the charts in the department where they are stored.