



Labrador-Grenfell
Health

For Immediate Release
March 31, 2020

PUBLIC ADVISORY

Health Records offices closed to the public

Labrador-Grenfell Health is advising the public that in-person inquiries and requests for the release of personal health information/ health records is suspended until further notice in an effort to limit the spread of respiratory illness, including COVID-19.

Emergency requests for personal health information may be faxed to the Health Records Department Monday to Friday from 8:00 a.m. to 4:00 p.m.

Consent for release of personal health information forms can be found on the Labrador-Grenfell Health website.

If you have questions around this change in process, please call the office in your area:

• **Labrador West**

Phone: (709) 285-8269

Fax: (709) 944-7439

• **Happy Valley-Goose Bay**

Phone: (709) 897-2113

Fax: (709) 896-5966

• **St. Anthony**

Phone: (709) 454-0121

Fax: (709) 454-3209

In accordance with the Personal Health Information Act (PHIA) for extenuating circumstances and in consultation with the Office of the Information and Privacy Commissioner, individuals submitting non-urgent requests for personal health records can expect extended processing times of up to 90 days. To assist in triaging requests, Labrador-Grenfell Health asks that only urgent requests be submitted at this time.

As the COVID-19 pandemic continues to evolve, we would like to remind the public to regularly check our website (www.lghealth.ca/latest-news) for updates on Labrador-Grenfell Health services including current restrictions in place at all our facilities.

We would like to thank the public for their continued patience and cooperation during this time.

For more information and regular updates on COVID-19, please visit the Government of Newfoundland and Labrador website at www.gov.nl.ca/covid-19