

Financial Matters

Mackenzie Health requests that all patients under the age of majority in Ontario (under the age of 18) provide the name of an adult guarantor (over the age of 18) who will be financially responsible for all charges for any other services not covered by the Ontario Healthcare Insurance Plan (OHIP) or other insuring agencies. This may include but is not limited to medical devices (all items taken are non-refundable/non-returnable) and ambulance fees.

Unpaid Accounts

All charges are due upon discharge from hospital. For any unpaid charges, the guarantor will receive an initial invoice showing all charges payable by the patient or guarantor.

Statements for unpaid accounts will be sent out at 30, 60 and 90 days from the discharge date. Reminder phone calls for outstanding accounts are placed at 45 and 60 days from the discharge date.

If a balance on the account is still outstanding after 90 days, a final notice will be mailed and then reported to our third-party collection agency.

				Trench St.	Elgin Mills Rd.	
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Hwy. 400	Jane St.	Bathurst St.		Major Mackenzie Dr.		
			Yonge St.	Bayview Ave.	Hwy. 400	
				Hwy. 7		



Health Information Services

10 Trench Street
Richmond Hill, ON L4C 4Z3

Hours of Operation

Monday to Friday
8 a.m. to 4 p.m.
T: (905) 883-2200 (from Richmond Hill)
T: (905) 832-4554 ext. 2200 (from Vaughan)
F: (905) 883-2141

www.mackenziehealth.ca

Rights of Minors in Health Care

A Guide for Parents and Guardians



Our Commitment to Privacy

Mackenzie Health is committed to protecting the privacy and confidentiality of your child's personal health information in accordance with the law.

Personal health information refers to identifying information about your child that is related to their physical or mental health, and any treatment they have received.

Making Treatment Decisions

In Ontario, there is no age of consent to medical treatment. Your child's right to make their own treatment decisions is based on their mental capacity. This means whether your child can understand all the information about the treatment and the risks associated with the decision.

If your child's health care provider thinks they do not have the mental capacity to consent, they will advise your child of this and will ask the parent(s) or legal guardian(s) for consent. Your child has the right to challenge this finding.

If you have any questions or concerns about your child's right to make their own treatment decisions, please speak with your child's physician.

Accessing Your Child's Health Records

You have a right to request access to your child's health records if:

- The child is **under 12 years of age** and you are the parent or legal guardian
- The hospital has obtained consent if your child is **over 12 years of age**; both the child and the parent/guardian must sign an access request form

If there is a conflict between the child and the parent/guardian and the child can make their own decisions, their wishes will prevail.

To request access to your child's medical records, please contact Health Information Services at 905-883-2200.

My Chart

MyChart is a free online tool that allows you to access health information at Mackenzie Health securely from your personal device (phone, computer, tablet etc.). You can log on from anywhere and at any time to access important health information including past and future appointments; pre-appointment questionnaires; visit summaries; test results; eCheck-in and more.

How can I obtain MyChart access for my Child?

If your child is **under 12 years of age**, you can obtain access in one of three ways:

- At Patient Registration, when signing in the minor child for their appointment. You **must** sign a legal guardian form for access to be assigned.
- At Health Records. You **must** sign a legal guardian form for electronic access to be assigned.
- If a legal guardian has their own MyChart account, you can request access to a minor's electronic health information directly through your account. To learn more about proxy access, visit www.mackenziehealth.ca/mychart and go to 'MyChart for My Family'.

If your child is **over 12 years of age**, you can obtain access in one of two ways:

- At Health Records where both the patient and the individual requesting access must sign an access request form.
- If the patient has their own MyChart account, they can assign proxy access directly through their account to any individual of their choosing.