

PATIENT AND PUBLIC HELP CENTRE

How to contact us



Telephone

416-967-2603
Toll Free: 1-800-268-7096 Ext. 603

Hours of operation

Monday – Friday
8 a.m. – 5 p.m.

Address

College of Physicians and Surgeons of Ontario
80 College Street, Toronto, ON
M5G 2E2 Canada

Email

feedback@cpso.on.ca

When emailing, please provide a phone number at which you can be reached so we can best assist you and address your concerns.

With the support of translation services, our Patient Help Centre is available in more than 240 languages.

Frequent questions we get



Q. Can my doctor charge me to transfer my medical records?

Yes, physicians may charge patients a reasonable fee for making a record of personal health information, or part of it, available. See our **Medical Records** policy for details.



Q. Can a doctor screen me before accepting me as a new patient?

No. Doctors must use a first-come first-served approach when accepting new patients into their practices and are not allowed to cherry pick or discriminate against prospective patients. See our **Accepting New Patients** policy for details.



Q. Can a doctor decide to end the physician-patient relationship with me?

Yes, but in each case they must make reasonable efforts to resolve any situation affecting their ability to provide you care, and only consider ending the relationship where those efforts have been unsuccessful. See our **Ending the Physician-Patient Relationship** policy for details.

Q. In what circumstances are doctors required to report or disclose information about me to authorities?

There are numerous situations that would require a doctor to report an event or health condition to a specific agency or authority. These include child abuse or neglect, impaired driving ability, or if you have certain communicable diseases. See our **Mandatory and Permissive Reporting** policy for details.

