

# Patient 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

## 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. How do I find a new doctor in Ontario?

Your best bet is to call Health Care Connect, at 1-800-445-1822. This body has information about which Ontario doctors are accepting new patients.



### 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.

## We can also help you with



Communication issues with your doctor or their staff



Finding information about other health-care organizations in Ontario



Navigating our website



Getting information on how to file a formal complaint against an Ontario doctor

## What we can't do



Intervene directly in your health care or order a doctor to take a specific course with your treatment



Provide emergency services – if you have an emergency, please call 911.



Arrange or make referrals for specific types of health care.