medchart

TOBACCO SETTLEMENT · FOR LAWYERS, NOTARIES AND TRUST OFFICERS

A records option to share with clients

Medchart gets the medical records. It does not act as counsel and does not prepare claims.

What Medchart does

- Requests medical records from each clinic and hospital
- Follows up with providers until records arrive
- Sends records to the client and to the Claims Administrator
- Lets the client or representative share access with a trusted person, such as their lawyer

What Medchart does not do

- File the claim or prepare claim forms
- Decide who is eligible. Only the Claims Administrator does.
- Give legal advice or act as counsel

For a client's estate, have ready

- [ ] **Proof of authority** (for example, a certificate of appointment or letters probate; varies by province)
- [ ] **The person's details:** full name, date of birth, date of death, health card number if known
- [ ] **A list of providers,** especially anyone involved from 2015 to 2019

How a request works

1. The client or representative starts a request at **app.medchart.ca/tobacco** and signs consent.
2. Medchart requests the records and keeps following up with each provider.
3. Records arrive in one place. They are also sent to the Claims Administrator automatically.

What it costs

$10 + tax per provider, plus any copy fee a clinic charges. The total is shown before approval.

Key date

Last day to file outside Québec: **September 3, 2027**. Records can take weeks.

Claims go through Tobacco Claims Canada. Eligibility, claim forms and payment are theirs: tobaccoclaimscanada.ca or 1-888-482-5852. Medchart questions: tobacco@medchart.ca.

Medchart is not affiliated with the claims administration and does not give legal advice. Medchart works with the Claims Administrator to help claimants gather their medical records. Medchart does not decide eligibility. Information is current to November 2026 and follows the official Tobacco Claims Canada FAQ.