medchart

TOBACCO SETTLEMENT · FOR CLINICIANS AND RECORDS OFFICES

How Medchart requests arrive

Patients and estates are requesting records for the tobacco settlement. Each request has signed consent, a clear scope and one place to respond.

What every request includes

- **Signed consent.** A copy is attached. For an estate, so is proof of the representative's authority.
- **Patient identifiers.** Name, date of birth and health number, to match the right chart.
- **Defined scope.** The records and date range asked for (usually 2015 to 2019), so your office does not guess.
- **Secure return.** Upload through a private link instead of fax or courier.

How it can reach you

- **Email:** letter and consent attached
- **Fax or mail:** the same letter, with the upload link
- **Medchart inbox:** only if your clinic already uses it

Respond the way your policies and provincial rules require. The upload link is an easier option, not a requirement.

How your office responds

1. Open the secure link from the request.
2. Check the consent and scope.
3. Upload the records, or tell us what is missing. Have the request number and the patient's birth date ready.
4. Medchart confirms delivery to the requester.

Fees

Your usual copy fees apply. Medchart collects payment from the requester and shows the fee before they approve it, so your office does not bill the patient.

Physician Form

Some requests include the Physician Form from Tobacco Claims Canada for a physician to complete. Completing it is up to the physician.

Where do the records go? To the person who requested them. For tobacco requests, Medchart also sends them on to the Claims Administrator, as the patient's signed consent allows.

Questions about a request? Call **1-888-399-7789** or email **contact@medchart.ca** with the request number.

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.