



**NL Health  
Services**

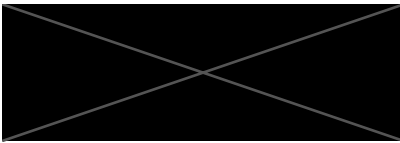
**NL Health Services ATIPP Office**

760 Topsail Road  
Mount Pearl, NL  
Canada, A1N 3J5  
w: NLHealthServices.ca

**Final Response to Applicant-No Responsive Records**

**File #: NL-144-2025-045**

**October 16, 2025**



Dear Kristen Schulz,

Re: Your request under Part II of the *Access to Information and Protection of Privacy Act, 2015*

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On August 13, 2025, Newfoundland and Labrador Health Services (NLHS) received your request for access to the following records/information:

***1) "Please provide documentation on the government's (or health region's) protocol for patients requiring potentially lifesaving heart surgery. Specifically, please provide documentation that indicates patients must be informed - at the time they decide to proceed with surgery or when it is presented as an option - of their expected wait time for surgery and the maximum recommended wait time for surgery. If a similar disclosure is required, please provide that documentation. The time period for this request is January 1, 2022 to present (we're looking for the most recent documentation so if this protocol goes back further that is fine too - whatever is the current practice)."***

There are no responsive records in relation to your request at this time. NLHS has reviewed this request and believes it is asking for the same information as in your previous request 142-2025-045. In discussion, again, with content experts that would have knowledge of this type of information, it is felt that there is no unifying document, documented guidelines or policies in relation to cardiac surgery wait times that would address wait time estimates or maximum recommended wait times.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the Access to Information and Protection of Privacy Act, 2015 (the Act) (a copy of this section has been enclosed for your

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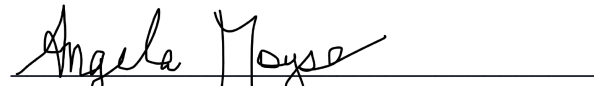
reference). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner  
2 Canada Drive  
P. O. Box 13004, Stn. A  
St. John's, NL. A1B 3V8  
Telephone: (709) 729-6309  
Toll-Free: 1-877-729-6309  
Email: [commissioner@oipc.nl.ca](mailto:commissioner@oipc.nl.ca)

If you have any further questions, please contact me by email at [atipp@nlhealthservices.ca](mailto:atipp@nlhealthservices.ca).

Sincerely,

A handwritten signature in black ink, reading "Angela Moyse", is written over a horizontal line.

Angela Moyse BSW, RSW  
Provincial Access Officer – Information Services Manager  
ATIPP Coordinator  
NLHS

### Access or correction complaint

42. (1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

(a) a request that is disregarded under section 21 ;

(b) a decision respecting an extension of time under section 23 ;

(c) a variation of a procedure under section 24 ; or

(d) an estimate of costs or a decision not to waive a cost under section 26 .

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

**Direct appeal to Trial Division by an applicant**

**52.** (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42, the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner's refusal under subsection 45 (2).