

September 25, 2025

Dear Applicant:

**Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: HCS/158/2025]**

---

On September 16, 2025, the Department of Health and Community Services (HCS) received your request for access to the following records:

**"Please provide data on the top ten patients in the province for 2024 when it comes to the most appointments with a general practitioner. A summary table is preferred, noting numbers one through ten in the first column (with each row being a patient), the number of appointments in the second column and the amount billed by the doctor in the third column."**

and

**"Please provide data on the number of patients in the province for 2024 that had more than 50 appointments with a general practitioner and the number that had more than 100 appointments."**

A decision has been made by the Deputy Minister of HCS to provide access to the requested information which is provided in the tables below.

Top ten patients in the province for 2024 when it comes to the most appointments with a general practitioner		
Patient	Number of Appointments	Amount Paid
1	142	\$ 7,985.73
2	122	\$ 6,818.87
3	103	\$ 5,778.14
4	92	\$ 5,152.17
5	92	\$ 5,477.35
6	88	\$ 4,014.18
7	85	\$ 3,654.35
8	84	\$ 4,763.68
9	81	\$ 4,257.37
10	81	\$ 3,803.69

Number of patients in the province for 2024 that had more than 50 and more than 100 appointments with a general practitioner	
Number of Appointments	Count
>50	153
>100	3

The **Access to Information and Protection of Privacy Act, 2015** (the “Act”) requires us to provide an advisory response within 10 days of receiving the request. As this request has been completed prior to day 10, this letter also serves as our Advisory Response.

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 Act a copy of this section has been enclosed for your 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 appeal may be addressed to 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  
[commissioner@oipc.nl.ca](mailto:commissioner@oipc.nl.ca)

You may also appeal directly to the Supreme Court within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section has been enclosed for your reference).

Please be advised that this request may be published on the [Completed Access to Information Requests](#) website. Requests will be posted when possible, but no sooner than three business days after a response is sent electronically, or five business days where a response is sent by mail. Please note that requests for personal information will not be posted online. Additional details regarding the process for publishing requests online can be found [here](#).

If you have any questions, please contact me via e-mail at [ATIPP-Health@gov.nl.ca](mailto:ATIPP-Health@gov.nl.ca).

Sincerely,

*Beth McGrath*

for/Ana Carolina de Almeida  
 Access to Information Coordinator

**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 2;

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

(c) 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

(d) 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).