Mackenzie Health

Mackenzie Richmond Hill Hospital
10 Trench Street, Richmond Hill ON L4C 4Z3
905-883-1212

Cortellucci Vaughan Hospital
3200 Major Mackenzie Drive West, Vaughan ON L6A 4Z3
905-417-2000

August 19, 2026

Decision

Sent via email:
cecelia@secondstreet.org

Subject: Your FOI Request **Our File FOI-26-13**

Dear Cecelia,

This letter is in response to your request under the *Freedom of Information and Protection of Privacy Act* ("FIPPA") for:

- The amount of write-offs from the fiscal year 2025/26 (April 1, 2025, to March 31,2026) for health services provided to patients who are not residents in Canada.
- The list of items/services that cannot be written off
- Methods/procedures Mackenzie Health has in place for non-residents of Canada to pay their medical cost incurred from services performed at Mackenzie Health.

Decision: Partial Access will be provided to responsive records. Please see below decisions:

Request	Decision	Responsive Records
The amount of write-offs from the fiscal year 2025/26 (April 1, 2025, to March 31,2026) for health services provided to patients who are not residents in Canada.	Full Release	The amount of write-offs for FY2025-2026 was **$80,244.**
The list of items/services that cannot be written off	No Responsive Records Found • There is no list of specific items and/ or services that cannot be written off.	**None**
Methods/procedures Mackenzie Health has in place for non-residents of Canada to pay their medical cost incurred from services performed at Mackenzie Health.	Full Release • Under FIPPA 22(a), this information is publicly available on Mackenzie Health's Website: https://www.mackenziehealth.ca/patients-visitors/pay-your-bill	**Please see provided website link**

If you disagree with this decision, you may request that the Information and Privacy Commissioner review your file. The Commissioner can be reached at:

Registrar
https://www.ipc.on.ca

Please note that you have 30 days to request a review from the Commissioner.

If you have any further questions, please contact the Privacy and Freedom of Information Office at (905) 883-1212, ext. 7117, or via email at Privacy@MackenzieHealth.ca.

Sincerely,

Hailey Shafman
Privacy Specialist
Mackenzie Health

Cc:
Kirk Owen
Director, Data Analytics and Chief Privacy Officer
Mackenzie Health