SHN
SCARBOROUGH HEALTH NETWORK

[redacted]

Access Request: FIPPA Request 2026-005

Hello Kristen Schultz:

I am writing regarding your access request under the Freedom of Information and Protection of Privacy Act (the "Act"), which our office received on March 4, 2026. SHN sent you an extension notice on April 1, 2026.

Your request is for the following information:

- Please provide data on the amount of write-offs from health services provided to patients who are not residents in Canada as well as the outstanding obligation. Please break out the data by year for these five fiscal years (2020-2021 – 2024-2025). A summary table is preferred. (Date Range for Record Search: From 04/01/2020 – Present).

A search has been conducted, and the responsive record has been reviewed. **A decision has been made to grant access to the record in full.** The following responsive record was identified:

- Request 2026-005 – Summary Table

As per Section 57(1) of the Act, a head shall require fees to be charged for processing a request. **Thus, a fee payment is required before the record can be disclosed. Once the payment is received, SHN will disclose the record to you.**

The final fee for processing your request is **$60.00 CAD.** The breakdown for your fee is as follows:

- $30.00 for search time based on 1 hour of time @ $7.50 per quarter hour;
- $30.00 for records preparation based on 1 hour of time @ $7.50 per quarter hour.

If we do not receive your fee payment **($60.00 CAD)** within 30 days of the date on this letter, we will consider your request abandoned and close the file.

As per Section 57(4), the Act provides that all or part of the fee can be waived if in our opinion it is fair and equitable to do so. You may be required to provide proof to support any waiver claims. Please notify Jeffrey Munroe, Manager, Privacy at jmunroe@shn.ca, as soon as possible of your wish to proceed with a request for a fee waiver.

You may request the Information and Privacy Commissioner to review this decision and fee within thirty days from the date of this letter. The Commissioner's address is Suite 1400, 2 Bloor Street East, Toronto, Ontario, M4W 1A8. For more information visit https://www.ipc.on.ca/

A copy of section 57(1) and 57(4) of the Act is enclosed for your information.

Should you have any questions, please contact Jeffrey Munroe, Manager, Privacy at jmunroe@shn.ca. We would appreciate you using the above listed access request number in any further correspondence.

Sincerely,

Trish Matthews
Director, Privacy and Risk Management
Scarborough Health Network
tmatthews@shn.ca

Appendix A: Record List

- Request 2026-005 – Summary Table

Fiscal Year	Financial Class	Charges	Payments	Write Offs	Balance
Dec 2021-Mar 2022	International Commercial	$1,104,885.50	$1,043,497.32	$61,388.18	$0
	Out of Country	$36,494.53	$28,519.30	$7,975.23	$0
Total		**$1,141,380.03**	**$1,072,016.62**	**$69,363.41**	**$0**
2022 / 2023	International Commercial	$5,876,986.72	$5,514,799.36	$362,187.36	$0
	Out of Country	$998,680.11	$873,088.35	$125,591.76	$0
Total		**$6,875,666.83**	**$6,387,887.71**	**$487,779.12**	**$0**
2023/ 2024	International Commercial	$7,153,647.45	$6,433,163.90	$598,431.92	$122,051.63
	Out of Country	$5,201,772.64	$3,069,667.00	$2,112,472.61	$19,633.03
Total		**$12,355,420.09**	**$9,502,830.90**	**$2,710,904.53**	**$141,684.66**
2024/ 2025	International Commercial	$8,115,916.85	$7,194,745.37	$276,832.63	$644,338.85
	Out of Country	$7,262,252.74	$3,700,843.55	$1,739,107.40	$1,822,301.79
Total		**$15,378,169.59**	**$10,895,588.92**	**$2,015,940.03**	**$2,466,640.64**
2025/ 2026	International Commercial	$5,343,255.92	$4,004,918.41	$1,654.85	$1,336,682.66
	Out of Country	$8,676,383.53	$4,102,056.35	$80,095.70	$4,494,231.48
Total		**$14,019,639.45**	**$8,106,974.76**	**$81,750.55**	**$5,830,914.14**