William Osler Health System

CONFIDENTIAL

Decision Letter
Sent by: email

June 12, 2026

Kristen Schulz
kristen@secondstreet.org

RE: FREEDOM OF INFORMATION ACCESS REQUEST NUMBER: 2026-007

Dear Kristen:

I am writing to acknowledge payment of the full processing fee of $270.00 paid by Mastercard and received in our office on May 25, 2026, and to provide a decision and access to records. Please find enclosed one (1) page responsive to your request made under the *Freedom of Information and Protection of Privacy Act* (the *Act*) for the following:

- **Data on the total number of accounts (for non-Canadian residents) written off each fiscal year and the total values of those accounts.**

- **Data should include records from Brampton Civic Hospital, Etobicoke General Hospital, and Peel Memorial Centre covering the five fiscal years from April 1, 2020 to March 31, 2025 (FY 2020-2021 through FY 2024-2025). A summary table is preferred.**

Please be advised that your request for access has been granted **in full**.

If you disagree with any aspect of this decision letter, or wish to revise your request, please discuss the matter with us. You may also ask for a review of this decision within 30 days of receiving this letter by contacting the Information and Privacy Commissioner. The Commissioner can be reached at: 2 Bloor St. E., Suite 1400, Toronto, ON, M4W 1A8, Tel. (416) 326-3333.

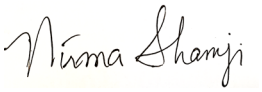
If you decide to appeal this decision, you will need to provide the Commissioner's office with the following:

- the file number listed at the beginning of this letter;
- a copy of this decision letter; and
- a copy of the original request for information which you sent to this institution.

In addition, you must send an appeal fee to the Commissioner's office. The appeal fee for personal information requests is $10.00. The appeal fee for all other requests for information is $25.00. Please include the fee in your letter of appeal. Appeal fees should be in the form of either a cheque or money order made payable to the Minister of Finance.

Should you have any questions or concerns regarding your request, please contact the Freedom of Information and Privacy Office at 905-494-2120 ext. 29466 or foi@williamoslerhs.ca

Sincerely,



Nirma Shamji
Privacy Analyst

Enclosure

Responsive Record – FOI 2026-007

William Osler Health System
Summary of Accounts Balances
(for non-Canadian residents)
Written off by Fiscal Year and by Site

Fiscal Year (Apr 1- Mar 31)	Site Location	Number of Accounts	Amount Written-off
2020-2021	BCH	3,106	$ 3,048,820.90
	EGH	2,401	2,045,730.02
	PMC	177	63,310.00
2020-2021 Total		**5,684**	**$ 5,157,860.92**
2021-2022	BCH	743	1,481,315.78
	EGH	485	334,479.89
	PMC	32	5,945.00
2021-2022 Total		**1,260**	**$ 1,821,740.67**
2022-2023	BCH	1,095	1,890,091.77
	EGH	822	955,121.74
	PMC	42	16,721.00
2022-2023 Total		**1,959**	**$ 2,861,934.51**
2023-2024	BCH	708	1,734,019.37
	EGH	722	1,465,955.47
	PMC	23	18,875.00
2023-2024 Total		**1,453**	**$ 3,218,849.84**
2024-2025	BCH	1,926	5,161,574.36
	EGH	1,858	1,778,045.28
	PMC	232	218,705.00
2024-2025 Total		**4,016**	**$ 7,158,324.64**
Grand Total		**14,372**	**$ 20,218,710.58**

Legend:
BCH - Brampton Civic Hospital
EGH - Etobicoke General Hospital
PMC - Peel Memorial Centre