

National Privacy Principles: Letter of Advice to Patients

ACCESSING YOUR MEDICAL RECORD IN THIS PRACTICE

As of 21 December 2001, patients have rights of access to health information held about them by this practice.

Accessing your health information may be as simple as requesting a copy of your latest pathology results from your medical practitioner during the course of a standard medical consultation.

However, accessing your health information will more often than not involve far more work for our staff. We advise that the following procedure has been developed to ensure that all requests for access are dealt with as fairly and efficiently as possible:

1. All requests for access must be made in writing and addressed to the attention of Prof Corbett.
2. Requests for access will usually be acknowledged, in writing, within 7 days of receipt of the request.
3. Applicants will be required to complete the standard consent form and must undertake to be bound by the terms of the document.
4. The total time between the receipt of a written request for access and the time when access is granted shall not, ordinarily, exceed 30 days. Where it is not possible for access to be granted within 30 days, you will be notified, in writing, of this and advised when access will be granted.
5. Where access to your medical file is refused you will be advised in writing of the reasons for refusal, and Prof Corbett will contact you to discuss whether there are any means by which access may be facilitated. ACCESSING YOUR MEDICAL RECORD, This advice has been prepared by the AMA (NSW) Limited 2001
6. You will not be permitted to remove any of the contents of your medical file from the medical practice, nor will you be permitted to alter or erase information contained in the medical record.
7. Should you request copies of any, or all, of the contents of your medical file, the following fees payable in advance will be applicable: A standard fee of \$25 will be applied to normal applications, a higher fee will be charged if a more time consuming and complicated application is made plus: • \$1.00 per page for photocopying
8. Generally, patients will be required to collect their records in person. However, in some limited circumstances patients may request that records are provided to another person. This provision will generally only apply where the patient is unable, due to illness or incapacity, to attend the practice in person.
9. If you are collecting a copy of your medical record or are authorised to collect the record of another person, you will be required to provide identification. This should be photographic identification.
10. Records cannot be released if there is a possibility of their being medico-legal of insurance.

Should you have any queries in relation to the above, our practice staff are happy to address these for you. Should you wish to make an application for access please approach our reception staff and they will assist you in getting under way with your application.

Coastal Neurophysiology Services

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