

PATIENT PORTAL – LINKED ACCOUNTS

Request to Unlink Accounts

In the Epworth patient portal, a person can add other people to their account eg. child, next of kin. This is known as linking accounts ie. multiple people's accounts attached to the one primary email address.

UNLINKING ACCOUNTS

At any point in time, a person may wish to remove/unlink another person from an account in the patient portal. This request can be from the primary account holder, a person linked to the primary account holder's account or on person's behalf (if they have authority to do so).

HOW TO MAKE A REQUEST TO UNLINK AN ACCOUNT

Complete the attached *Request to Unlink Accounts Form* in full. The request must include the primary account holder, linked accounts details and the applicants details, along with certified copies of the proof of identification documents specified below. NB. You must be over 18 years old to request an account to be unlinked.

PROOF OF IDENTIFICATION REQUIRED

Under the *Health Records Act 2001* (VIC), we may require evidence of the identity of an applicant. If the request is for another person's Epworth account, we require evidence of the applicant's authority to make the request.

A completed request must include **certified copies** of the documents listed below.

 **Certified copies** are documents certified by an authorised person as true copies of original documents.
For a full list of people authorised to certify documents, see the attached guidelines.

Applicant = Primary Account Holder or Linked Account:

1. A certified photocopy of your Australian Drivers License or Australian Passport, OR two forms of identification (at least one of which is photographic identification).

Applicant = Neither the Primary Account Holder or Linked Account:

1. A certified photocopy of the applicant's Australian Drivers License or Australian Passport, OR two forms of identification (at least one of which is photographic identification), **and**
2. A certified photocopy of evidence that the applicant is the authorised representative of the primary account holder or linked account (e.g. Guardianship Order, Medical Enduring Power of Attorney, Appointment of Medical Treatment Decision Maker/Support Person, child's Birth Certificate).

Where requesting accounts to be unlinked for a deceased person:

1. A certified photocopy of the applicant's Australian Drivers License or Australian Passport, OR two forms of identification (at least one of which is photographic identification), **and**
2. A certified photocopy of evidence that the applicant is the legal representative of the deceased in the form of the Grant of Probate or Letters of Administration.

RETURNING THIS FORM

Completed request forms may be returned to **email:** ER-PSCLeadership@epworth.org.au



FURTHER QUESTIONS

If you have any questions about unlinking accounts in the patient portal, please contact the Patient Service Centre on:

 (03) 9426 6666

Email: ER-PSCLeadership@epworth.org.au

APPLICANT CHECKLIST OF DOCUMENTS TO PROVIDE

- Fully completed *Request to Unlink Accounts Form*
-  Attach a **certified copy** of the applicant's photo ID
-  Attached a **certified copy** of proof of your capacity to make this request on another patient's behalf *(if applicable)*



PATIENT PORTAL

Request to Unlink Accounts






Mark tick boxes with a ✓ where applicable.

Indicates that a **certified copy** of supporting documentation is required.


Section 1: Primary Account Holder			
Last name:			
Previous last name (if any):			
Given name(s):		Date of birth (dd/mm/yyyy):	
Medicare Number (11 digits):		Epworth UR (if known):	
Mobile Phone Number:		Home Phone Number:	
Email address: *this email address must be the email used for your account			

Section 2: Linked Patient Details			
Last name:			
Previous last name (if any):			
Given name(s):		Date of birth (dd/mm/yyyy):	
Medicare Number (11 digits):		Epworth UR (if known):	
Mobile Phone Number:		Home Phone Number:	
Email Address: * this email address must be identical to the email to be used to create an account in the patient portal to ensure details can be matched			

Section 3: Applicant Details			
<input type="checkbox"/> Linked Patient (proceed to section 4)			
<input type="checkbox"/> Neither the Primary Account Holder or Linked Account (complete details below)			
Last name:			
Given name(s):			
Mobile Phone Number:		Home Phone Number:	
You must attach a certified copy of the specified proof of your capacity to make this request on the patient's behalf.			
<input type="checkbox"/> Executor Attach Grant of Probate or Letters of Administration			
<input type="checkbox"/> Guardian or Administrator Attach Order			
<input type="checkbox"/> Medical Enduring Power of Attorney Attach Power of Attorney			
<input type="checkbox"/> Medical Treatment Decision Maker Attach Appointment of Medical Treatment Decision Maker			
<input type="checkbox"/> Support Person (Appointment) Attach Appointment of Support Person			
<input type="checkbox"/> Parent Attach child's Birth Certificate			
<input type="checkbox"/> Other capacity (please specify): Attach proof			

Section 4: Applicant Proof of Identification	
You must attach a certified copy of one category of identification below for your application to be processed.	
<input type="checkbox"/>	 Current Australian Drivers License OR
<input type="checkbox"/>	 Current Australian Passport OR
<input type="checkbox"/>	 Two forms of identification (<i>including at least one form of photographic identification</i>)

Section 5: Declaration	
I declare that the information I have provided is true and accurate.	
Applicant signature:	
Date (dd/mm/yyyy):	

HOSPITAL USE ONLY			
<input type="checkbox"/>	 Identification provided (<i>including at least one form of photographic identification</i>) viewed		
<input type="checkbox"/>	Account Unlinked in CRM	Date:	
<input type="checkbox"/>	Notified Applicant	Date:	
<input type="checkbox"/>	Application form sent to Health Information Services (HIS) for scanning into the primary account holders record in BOSSnet (MR970)		
Staff member name:		Designation:	
Staff member signature:		Date:	

GUIDELINES FOR CERTIFYING DOCUMENTS

Copies of documents provided in support of a Medical Record Access **must** be certified as true copies of the original.

WHO CAN CERTIFY DOCUMENTS?

In **Australia**, the following people are authorised to certify documents:

- **Health professions:** Chiropractor, Dentist, Medical practitioner, Nurse, Optometrist, Pharmacist, Physiotherapist, Psychologist
- **Legal professions:** Legal practitioner, Patent attorney, Trade marks attorney
- **Court positions:** Bailiff, Justice of the Peace, Judge, Magistrate, Registrar, or Deputy Registrar, Clerk, Master of court, CEO of a Commonwealth court
- Commissioner for Affidavits, or Commissioner for Declarations (dependent on jurisdictions)
- **Government representatives** (elected): Federal, State or Territory or Local
- **Public servants:** Federal, State or Territory or Local - employed for five years or more
- Permanent employees of the **Australian Health Practitioner Regulation Agency**
- Bank officer, building society officer, credit union officer, finance company officer - employed for five years or more
- Veterinary surgeon
- Accountant (member of ICA, ASA, NIA or CPA, ATMA, NTAA)
- Minister of religion, or marriage celebrant
- Member of:
 - Chartered Secretaries Australia
 - Engineers Australia, other than at the grade of student
 - Australian Defense Force (an officer; or a non-commissioned officer with 5+ years of continuous service; a warrant officer)
 - Australasian Institute of Mining and Metallurgy
- Notary public
- Holder of statutory office not specified in another item in this Part
- Police officer
- Sheriff or Sheriff's officer
- Teacher (full-time) at a school or tertiary education institute

Outside Australia, the following people are authorised to certify documents:

- Justice of the Peace
- Notary public
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1995*)
- Employee of the Commonwealth or the Australian Trade Commission who works outside Australia

WHAT DO THE ABOVE AUTHORISED OFFICERS NEED TO DO TO CERTIFY YOUR DOCUMENTS?

An Authorised Officer should do the following in the presence of the applicant:

1. Certify that each document is a true copy of the original.
2. Certify that the photograph on the photographic documentation (e.g. license or passport) is a true likeness of the applicant.
3. Witness the signature of the applicant.

Certified documents must:

1. Be initialed on every page by the Authorised Officer.
2. Annotated on the last page as appropriate e.g. "I have sighted the original document and certify this to be true copy of the original" and sighted by the Authorised Officer.
3. List the name, date of certification and contact phone number and have the stamp or seal of the Authorised Officer (if relevant) applied.