

MEDICAL RECORD ACCESS

Information for Applicants

Under the *Health Records Act 2001* (VIC), an individual, or their authorized representative may request access to the individual's medical record held by Epworth HealthCare. Medical records held by all Epworth HealthCare hospitals may be requested using the attached form.

TYPES OF ACCESS

Access to a medical record can be requested for:

- A photocopy of the medical record
- A digital copy of the medical record on a CD
- A digital copy of the medical record via secure email
- Viewing the medical record onsite at Epworth with supervision
- Viewing the medical record onsite at Epworth with an explanation by a Health Service Provider

Note: Digital copies are only available for records stored in the electronic medical record system.

HOW TO MAKE A REQUEST

Complete the attached *Medical Record Access Request Form* in full. The request must include the patient's full name and date of birth, along with certified copies of the proof of identification documents specified below.

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 medical record, 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.

Where requesting your own medical record:

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

Where requesting the medical record of another person:

1. A certified photocopy of the applicant's Australian Drivers Licence 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 patient (e.g. Guardianship Order, Medical Enduring Power of Attorney, Appointment of Medical Treatment Decision Maker/Support Person, child's Birth Certificate).

Where requesting the medical record of a deceased person:

1. A certified photocopy of the applicant's Australian Drivers Licence 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.

FEES FOR ACCESSING MEDICAL RECORDS



You do not need to send payment with your request form. You will be invoiced when your request is processed. The following fees are in accordance with the regulations under the *Health Records Act 2001* (VIC), attract GST and apply from 01 November 2017:

Assessment and collation	\$35.60
<i>This fee may be waived where an applicant provides a certified copy of proof of their concession entitlement in the form of a valid Pension Card or Health Care Card.</i>	
Retrieval of records held off-site	\$17.00 (if applicable)
Where a copy is requested	
Black and white A4 photocopy	\$0.20 per page
CD/secure email (if record is stored electronically)	\$0.10 per page
Domestic Registered Post	\$10.00
International Postage	\$25.00 per 500g
Where viewing is requested	
View record with supervision	\$8.50 per quarter hour or part thereof
View record with an explanation by a Health Service Provider	\$80.00

HOW LONG WILL IT TAKE?

Under the *Health Records Act 2001* (VIC), we have a maximum of 45 days to respond to your request.

HOW DO I PAY MY INVOICE?

Your invoice will include payment instructions. Payment methods available are cheque, credit card and bank deposits.

FURTHER QUESTIONS

If you have any questions about accessing medical records, please contact us on:
☎ (03) 9426 8503 or (03) 9426 6554

RETURNING THIS FORM

Completed request forms may be returned to:

Mail: Medical Record Access Officer
Health Information Services
Epworth HealthCare
89 Bridge Road
Richmond VIC 3121

Email: medicalrecordaccess@epworth.org.au

Fax: (03) 9429 9075

APPLICANT CHECKLIST OF DOCUMENTS TO PROVIDE

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

PLEASE DO NOT SEND PAYMENT WITH DOCUMENTS. AN INVOICE WILL BE MAILED TO YOU.



MEDICAL RECORD ACCESS

Request Form



Mark boxes with a tick box with a ✓ where applicable

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

Section 1: Patient Details

Last name:	
Previous last name (if any):	
Given name(s):	
Date of birth (dd/mm/yyyy):	
Epworth UR (if known):	

Section 2: Access to Record

Are you applying to access your own medical record?

- No ▶ Go to Section 3
- Yes ▶ Go to Section 4

Section 3: Applicant Details

Last name:	
Given name(s):	

What is your relationship to the patient?

You must attach a certified copy of the specified proof of your capacity to make this request on the patient's behalf.

- Executor
 Attach Grant of Probate or Letters of Administration
- Guardian or Administrator
 Attach Order
- Medical Enduring Power of Attorney
 Attach Power of Attorney
- Medical Treatment Decision Maker
 Attach Appointment of Medical Treatment Decision Maker
- Support Person (Appointment)
 Attach Appointment of Support Person
- Parent
 Attach child's Birth Certificate
- 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.

- Current Australian Drivers Licence **OR**
- Current Australian Passport **OR**
- Two forms of identification (including at least one form of photographic identification)

PLEASE TURN OVER TO COMPLETE NEXT PAGE

MEDICAL RECORD ACCESS


Request Form - Continued

Mark boxes with a tick box with a ✓ where applicable

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

Section 5: Applicant Concession Entitlement

Do you hold a current Pension or Health Care Concession Card?

- No ▶ Go to Section 6
- Yes ▶  Attach a **certified copy** of the card

Note: this entitles you to a waiver of the assessment and collation fee.

Section 6: Applicant Contact Details

Postal address:

Email address:

Home phone number:

Mobile phone number:

Section 7: Document Access Requested

- Complete medical record ▶ Go to Section 8
- Partial access (*describe clearly the dates, admissions and/or document required*):

Section 8: Type of Access Required

- Photocopy of the medical record
- Digital copy of the medical record on a CD (*if applicable*)
- Digital copy of the medical record via secure email (*if applicable*)
- View the medical record onsite at Epworth with supervision
- View the medical record onsite at Epworth with an explanation by a Health Service Provider

Section 9: Reason for Request

Section 10: Acknowledgement of Fee

I acknowledge that there is a fee involved in providing the requested information and that payment is required on or prior to collection. An invoice for access to the medical record will be forwarded and I agree to be responsible for payment of the associated fee.

Applicant signature:

Applicant full name:

Date (*dd/mm/yyyy*):

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. licence 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.