

Request for Information Procedure

St Vincent's Private Hospitals only

Access to medical records will be granted in accordance with *Privacy Act 1988* (for all states), *Health Records Act 2001* (Victoria only), and *Health Records and Information Privacy Act 2002* (New South Wales only). Medical Records held by all St Vincent's Private Hospitals may be requested using the attached request form. Privacy legislation allows the hospital in certain circumstances to restrict the release of medical records – refer below.

1. How to Make a Request

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

2. Urgency of Information

If you require access to your records urgently, we can release specific notes to your General Practitioner (GP) or to your specialists at their request. However, we require them to send us a request for information on their letterhead via email to the relevant Health Information Services (HIS) site, including your signed consent. If the matter is not urgent, and you would like the notes to be sent to your GP, please contact the relevant HIS site to arrange – refer below. All requests must follow the steps below.

Note: We cannot release your whole medical record to your GP or health care specialists, rather specific documents will be provided, eg. Discharge Summary.

3. Proof of Identification Required

Under the *Privacy Act 1988*, *Health Records Act 2001*, and *Health Records and Information Privacy Act 2002*, we will require evidence of the identity of an applicant, and if the request is for another person's medical record, evidence of the applicant's authority to make the request. A completed request must include copies of the documents listed below.

3.1 Where Requesting Your Own Medical Record

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

3.2 Where Requesting the Medical Record of Another Person

1. A 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 photocopy of evidence that the applicant is the authorised representative of the patient (e.g. Guardianship Order, Enduring Power of Attorney (Medical), Appointment of Medical Treatment Decision Maker/Support Person, Birth Certificate).

3.3 Where Requesting the Medical Record of a Deceased Person

1. A photocopy of the applicant's Australian Driver's Licence or Australian Passport, OR two forms of identification (at least one of which is photographic identification), **AND**
2. A photocopy of evidence that the applicant is the legal representative of the deceased such as the executor of

the will of the deceased person where probate of the will has been granted; OR holding office as administrator of the estate of the deceased person.

4. Refusal of Request and Complaints

According to the relevant Acts, we have the right to refuse access to the information. Where a refusal occurs the Applicant will receive a written reason for refusal of access. If you are not satisfied with the decision, you have the right to apply for a review to the Privacy Commissioner or contact the Health Care Complaints Commission – refer below for contact details.

State	Act	Contact Details
VIC	Privacy Act 1988 and Health Records Act 2001	Health Complaints Commissioner Level 26, 570 Bourke Street MELBOURNE VIC 3000 Phone: 1300 582 113 Website: https://hcc.vic.gov.au/
NSW	Privacy Act 1988 and Health Records and Information Privacy Act 2002	Health Care Complaints Commission Locked Mail Bag 18 STRAWBERRY HILLS NSW 2012 Phone: 1800 043159 Fax: (02) 9281 4585 Email: hccc@hccc.nsw.gov.au Website: https://www.hccc.nsw.gov.au
QLD	Privacy Act 1988	The Office of the Health Ombudsman PO Box 13281 George Street BRISBANE QLD 4003 Phone: 133 OHO (133 646) Fax: (07) 3319 6350 Email: complaints@oho.qld.gov.au Website: https://www.oho.qld.gov.au/

5. Fees for Accessing Medical Records

A fee for access is required. You do not need to send payment with your request form. You will be notified of the fees for accessing medical records by invoice when your request is processed. The fees are in accordance with the regulations under the *Privacy Act 1988*, *Health Records Act 2001*, and *Health Records and Information Privacy Act 2002*.

NB: If you have any questions or concerns in regard to the fees, please contact the relevant Health Information Services site.

6. How Long Will It Take?

Under each act in each state, we have a maximum number of days to respond to your request. Refer below for further details.

Once payment is received, information will be sent within 5-10 days.

State	Act	Max Days to Respond
NSW	Commonwealth Privacy Act 1988	45 days
QLD	Health Records and Information Privacy Act 2002	45 days
VIC	Health Records Act 2001	45 days

7. How Do I Pay My Invoice?

Your invoice will include payment instructions.

8. How Do I Return This Form?

Completed request forms must be returned to the relevant Health Information Services sites listed below. For any questions or concerns, please contact the relevant HIS site.

State	Hospital(s)	Contact Details
NSW	St Vincent's Private Hospital Griffith	Refer St Vincent's Private Hospital Melbourne below
	St Vincent's Private Hospital Sydney The Privacy Officer Health Information Services Department	406 Victoria Street DARLINGHURST NSW 2010 Phone: 02 8382 7468 Fax: 02 8382 7275 Email: SVPHS.medicalrecords@svha.org.au
	Mater Hospital, North Sydney The Privacy Officer Health Information Services Department	PO Box 958 North Sydney NSW 2059 Phone: (02) 9900 7539 Fax: (02) 9957 7756 Email: Mater.MedicalRecords@svha.org.au

QLD	<p>St Vincent's Private Hospital Northsides and St Vincent's Private Hospital Brisbane The Privacy Officer Health Information Services Department</p>	<p>627 Rode Road Chermside QLD 4032 Phone: (07) 3326 3656 Fax: (07) 3326 3535 Email: SVPHN.Privacy@svha.org.au</p>
	<p>St Vincent's Private Hospital Toowoomba The Privacy Officer Health Information Services Department</p>	<p>22 - 36 Scott Street Toowoomba QLD 4350 Phone: (07) 4690 4000 Fax: (07) 4690 4289 Email: TOHIS@svha.org.au</p>
VIC	<p>St Vincent's Private Hospital Melbourne (SVPHM) and The Privacy Officer Health Information Services Department</p>	<p>75 Victoria Parade Fitzroy VIC 3065 Phone: (03) 9411 7695 Fax: (03) 9231 6852 Email: HIS.General@svha.org.au</p>