

Information for consumers or third parties requesting to access health care records



Canberra Health Services

Health care records are confidential documents and remain the property of North Canberra Hospital. Copies of health care records are not released to consumers or third parties without a written request and signed authorisation by the consumer or authorized person. Requests to access health care records are assessed under the *ACT Health Records (Privacy and Access) Act 1997*. These requests are processed by the Health Information Service, North Canberra Hospital.

Additional information can be found at: www.canberrahealthservices.act.gov.au

Process for accessing your health record

1. Complete and sign the "Request by Consumer to Obtain Personal Health Information Under the ACT Health Records (Privacy and Access) Act 1997" form.
2. Return the completed form **and** a copy of identification;
 - by email: healthinformationservices@calvary-act.com.au
 - in person
 - by post: **Health Information Services**
North Canberra Hospital
PO Box 254 Jamison Centre ACT 2614
3. The Health Information Manager or the treating doctor assesses requests.
4. When your request is processed (within 14 days of receipt), you will be contacted to arrange pre-payment and nominate whether you wish to have copies posted to you or collect in person.
5. Once payment is received, copies will be made and available within 7 days.
6. Identification will be verified before release of the information.

Costs

Fees are charged in accordance with the ACT Health (Fees) Determination 2020 (No.1) effective from 1 January 2021.

1. Access to read your health care record in Health Information Services is \$16.60
2. Charges for copies of health care records (GST is not applicable): \$45.50 processing fee for up to 50 pages plus an additional \$0.40 per page charged for each page copied over 50 pages.
3. A 50% discount applies to pensioners and DVA patients on presentation of relevant identification/card.
4. Payment can be made by cash, cheque/money order or credit card/EFTPOS.

Supply/collection of copies

Copies are posted by Registered Mail unless you have nominated to collect in person. Copies can be collected from:

Health Information Services

Ground Floor Xavier Building
North Canberra Hospital
Cnr. Haydon Drive & Belconnen Way, Bruce ACT

Please bring a form of identification eg driver's license, if collecting copies in person.


Health Information Services is open:

Monday to Friday (excluding Public Holidays)
7.30am – 5pm

Contact Details:

Phone: 02 6201 6280 | Fax: 02 6201 6213

Acknowledgement of Country

 Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Accessibility
Call (02) 5124 0000



Call 131 450

canberrahealthservices.act.gov.au/accessibility

