

# Request for Medical Records Instruction Guide

Healthscope Request For Medical Records

# Medical Records Request Instructions Guide

Before making a request, please first check your My Health Account, as you may already have access to your information.

Please follow the instructions below when making a request for information.

## WHERE TO SUBMIT A REQUEST

Medical records are maintained by the hospital's Medical Records or Health Information Service team.

To obtain your medical record, please contact the hospital directly, either in person or via the contact information provided on the hospital's "Contact Us" webpage on their website. When making a request, ensure that you provide the information detailed in the [What To Include In A Request](#) section. You can contact the hospital through either:

- Attending in person
- Phone (contact details on hospital website)
- Using the "Contact Us" form on the hospital's website (Select "Request Medical Record" or "General Query").

If you have previously corresponded with the Medical Records or Health Information Services via email, you can also use that email address. If you have not received a confirmation of receipt within 7 days, please follow up with the hospital by calling the number on their website to confirm the request has been received.

## Requests for clinical care

If you require us to send your full or partial record to your doctor, please instruct your doctor to contact the hospital directly using the contact details on the hospital's "Contact Us" page. This will be the fastest pathway to obtain your medical record and medical record request fees are most often waived when made through your doctor.

If you are a doctor, please call the hospital to obtain an appropriate pathway for receiving the record.

## Request for full medical record

If you require your full medical record, please fill out our Release of Health Information form. You can access the form here: [\\*Insert link to Medical records request form\\*](#).

## Costs and Fees

Most requests for a full copy of the medical record will attract a fee. Fees vary by state and by the type or size of the request.

Please contact your treating hospital for the current fee schedule.

**Fees may be reduced or waived** in certain circumstances, such as:

- Requests made directly by a treating doctor for ongoing clinical care
- Requests limited to summary documents (e.g., discharge summaries)

The hospital will advise you of any applicable costs before processing your request.

## Email Requests

If you have previously corresponded via email with the hospital's Medical Record or Health Information Service team, please continue to use that email for written correspondence.

If you have not previously corresponded and require an email address for your request, contact the hospital directly, and they will provide you with the most up-to-date email address at your designated hospital.

You can find the contact details on the hospital's "Contact Us" page. Alternatively, you can use the briefing form on the "Contact Us" page using the following steps:

- Select "Request Medical Record" from the available options – this will direct your request to the appropriate team.
- Where this option is not provided, select "General Enquiry" and specify that your request relates to obtaining a medical record.

When making a request, ensure that you provide the information detailed in the What To Include In A Request section.

## Privacy Office

The [Privacy.Officer@healthscope.com.au](mailto:Privacy.Officer@healthscope.com.au) email is primarily reserved for questions, concerns or complaints about privacy-related matters.

Please do not use this for medical record requests, unless:

- You have already made a request directly to the hospital, and
- You have not received a response for over 7 days.

If you are following up with regards to a medical record request, please include the date the request was sent and which hospital it was sent to.

Please allow up to 30 days for the hospital to action a request for medical records.

## WHAT TO INCLUDE IN A REQUEST

When making a request for medical records, please include the following information for written requests. If you call the hospital, have it available to provide it to staff during your call. This will assist our staff in locating your record and ensure that all required information is provided.

### Patient details

Please include the following patient details:

- Full name
- Date of birth
- Medical Record Number (if known)
- Contact details (phone and email)

### Record Details

Including the following details will assist our staff with ensuring the release of information process progresses as smoothly as possible.

#### Scope of request

Please specify **what** documents are required or **what time period** is required if relevant. For example, if you require the entire medical record, just a discharge summary, specific reports, outpatient notes, etc.

Note: If you are an outpatient, your request may need to be forwarded to your specialist, as the hospital often does not hold specialist doctor's records. If you are requesting information in relation to a specialist doctor's treatment, include this in your request as these records may be located elsewhere.

#### Purpose of request

Please also include **the reason for your request**. Staff may require additional information depending on the type of request, or offer an expedited pathway to your medical records. Examples may include, ongoing clinical care, personal record, legal matter, etc.

Note: for ongoing clinical care, please have your doctor request the information directly from the hospital, this is the most efficient pathway available.

#### Urgency of request

Please allow a standard processing time of up to 30 days. If the request is urgent, specify the required date and the reason for the urgency. Processing times can sometimes be lowered by altering the scope of the request.

## Release of Health Information Form

For any request not made by a doctor for ongoing clinical care (e.g., personal access, legal matters, insurance, third-party representatives), you must complete the Release of Health Information Form.

You can access the form here: [download the Medical Records Request Form here.](#)

Providing the completed form with your initial request will help avoid delays.

## VERIFICATION AND CONSENT

Be advised of the consent and verification requirements for your request. The following is a summary of requirements for various types of requests.

### Requests made by patient for full record

Patient signature and photo identification are required.

### Requests for Clinical Care

Written consent from the patient is required.

### Requests Made on Behalf of a Patient

All requests made on behalf of a patient require patient consent or legal authority, as well as photo identification for individuals or verification for businesses or entities.

#### Consent

Where available, written consent from the patient is required. For example, this could be a legal authority, authority for ongoing care etc.

#### Legal Authority (incapacity)

Where a patient cannot provide consent, a legal authority plus proof of incapacity is required. For example, this could be a power of attorney and a document confirming proof of incapacity, letters of administration or a will. Some additional capacity evidence may be required, for example:

- A death certificate may be necessary where the hospital is unable to confirm a patient's death.
- Consent from both parents may be required when a parent is seeking documents on behalf of a minor without the presence of the minor. Requests made outside the presence of the minor may require evidence of cohabitation or guardianship.

Please note that when requesting information for deceased patients, only an Executor of the Will, or Administrator of the Estate where there is no Will, can be provided with access to the patient's record. Next of kin may be provided with limited information on compassionate grounds, but they do not have the authority to access the patient's record unless they are the Executor or Administrator. Privacy continues to be protected for at least 30 years after the death of an individual.

## Legal Authority (legislative power)

Government bodies with special legislative powers to obtain patient information must provide a letter and cite the authority that grants them the right of access to patient information. Information will only be provided strictly within the limits of the legislative authority.

## Identification (individual)

Where an individual is named in a consent form or legal authority, the requester must provide photo identification and a signature. Examples include where an Executor is named in a will, Administrator of an estate, or Power of Attorney.

## Verification (business or entity)

Where a business or entity is named in a consent form or legal authority, the requester must verify the business through an official letterhead, contact information or other form of evidence confirming they are a representative of the business or entity. The hospital reserves the right to request additional verification where they deem a request to be suspicious.

## Additional Identification and Verification information

Please note the following when seeking to verify or identify yourself as a requester:

- A person signing on behalf of the patient is not considered patient consent. Please ensure the patient signs any documents where their written consent is required.
- Verbal consent is unfortunately not an acceptable form of consent, as staff are unable to reliably verify an individual from their voice alone.

## Further Questions

### General Queries

If you have any questions about your request for information, please contact the hospital using the contact details on their website.

### Privacy Office

If you are encountering issues with obtaining a response from the hospital, or wish to make an access or privacy complaint, please direct your queries to the Healthscope Group Privacy Office at [Privacy.Officer@healthscope.com.au](mailto:Privacy.Officer@healthscope.com.au).

Please note that requests for information in the Privacy Office inbox will not be actioned unless there has been an attempt to contact the hospital directly and there has been no response for at least 7 days.