

Accessing My Own Health Records

The *Health Records (Privacy and Access) Act 1997* requires ACT Health to create and keep health records in a manner that ensures the privacy of your health information.

Health records created by any ACT Health facility are confidential documents and remain the property of ACT Health. Copies of health records are not released to consumers or third parties without a written request and signed authorisation from the consumer.

Requests to access health records are assessed under the ACT Health Records (Privacy and Access) Act 1997 and fees may apply.

How do I access my ACT Health record?

- If you are a consumer accessing health records relating to a service provided by **Mental Health, Justice Health or Alcohol and Drug Services** complete the “Request for Access” application form available from your service provider, or print a copy from the ACT Health website
- If you are a consumer accessing health records relating to a service provided by the **Canberra Hospital and Health Services** (other than Mental Health, Justice Health or Alcohol and Drug Services) complete the “Request for Access” application form available from your service provider, or print a copy from the ACT Health website
- Forms must be completed and signed, and faxed or posted to the address indicated on the form
- Your health record will be reviewed by relevant ACT Health staff prior to release, in accordance with the legislation. Please allow up to 4 weeks for processing.
- Fees may apply. The fee is based on the number of pages requested so will be calculated after the request is received and the record is reviewed. See over page for fees payable. You will receive an invoice for the amount owed.
- Your records will be posted by Registered Mail (unless your postal address is a post office box or you have nominated to personally collect them)
- If you have nominated to personally collect your record please bring a form of photographic identification and relevant concession card with you. Copies will be available during business hours (8:30 am – 5:00pm) as follows:

- **Mental Health, Justice Health or Alcohol and Drug Services** records can be collected from Level 3, 1 Moore Street, CANBERRA CITY
- **All other records** can be collected from the Clinical Record Service, Mezzanine Level, Building 12, Canberra Hospital, Yamba Drive GARRAN ACT
- If your request to access your record is related to legal proceedings or an insurance claim the individual or firm acting on your behalf should make the request to access the health record

Further Information

- Further information can be found in the Health Records (Privacy and Access) Act 1997 information brochure for consumers of health services in the ACT which is available from your service provider, or the ACT Health Directorate website
- Fees may be charged for accessing your health record. Access to read your health record attracts a fee of \$15.20. To obtain a copy of some or all of your record the cost is \$41.70 for the first 50 pages then 35c for each page thereafter. A 50% discount applies to pensioners and DVA (Department of Veterans Affairs) patients on presentation of a relevant card (e.g. Pension Card, Health Care or Senior's Card holders). That is, \$20.85 for the first 50 pages then 17c for every page thereafter. GST is not applicable. Payment can be made by cash, cheque (made out to ACT Health) or credit card/EFTPOS. The full schedule of fees is available from your service provider or the ACT Health website
- If you have questions regarding accessing your **Mental Health, Justice Health or Alcohol and Drug Services** health record please contact the **Release of Information Officer - Ph 6205 4806**
- If you have questions regarding accessing your **Canberra Hospital & Health Services** health record please contact the **Clinical Record Service - Ph 6244 2124** during office hours