

Patient Information Access Policy

Pursuant to the 'Freedom of Information Act 1992', patients have the right to access all information pertaining to themselves. Medika Health Clinic observes this right and assists patients when wanting to access their personal information.

In the event that a patient should wish to access their medical records held at Medika Health Clinic, the patient will be required to complete a 'Patient Information Access Form' (*Protocol PT02*) as well as provide at least one form of photographic identification for photocopy and storage in their EHR. Patients will be provided with a copy of the required records as quickly as is possible.

As stated on the 'Patient Information Access Form', patients may be required to pay a small printing/photocopying fee to cover the cost of stationery & staff time. In accordance with 'Sections 16.1 E and 17.3' of the 'Freedom of Information Act 1992', the Practice will make available an estimate of any associated charges should the applicant request such information. In the case that the estimate exceeds \$30, the Practice will notify the applicant prior to printing/photocopying the requested information and inquire as to whether the applicant would like to proceed. Pursuant to 'Section 18.1' of the 'Freedom of Information Act 1992', the Practice maintains the right to request that the applicant pay a deposit prior to printing/photocopying any information.

Subjection to 'Section 19.1 B', the Practice will consider all applications to be withdrawn should an invoice remain unpaid for more than 30 days. If this should occur, the Practice will record in the patient's file that the request has been cancelled due to non-payment.

Patients are made aware that the Practice is unable to release confidential information, such as specialist letters, and that they will need to be obtained directly from the author.

Patient records should never be released to a patient without the prior approval of one of Medika Health Clinic's doctors, preferably the patient's treating practitioner. A practitioner has the right to withhold certain records if they believe that the release of those records would be of detriment to the patient's physical or mental health.

Reviewed 15 February 2025