

Request to Access Personal Health Information

Surname:			
Given Name(s):			
Any other names used:			
Address:			
Phone no:		Mobile:	
Date of Birth:	/ /		

Type of Access required (under the Health Records Act 2001 Victoria)

- ☐ I wish to obtain photocopies of my health information (at 20c per page).
- ☐ I wish to view my health information (\$10 per ½ hour viewing time)
- ☐ I wish to receive a summary of my health information as prepared by the Primary Care Connect (fees apply)

Signed: _____ Date: ____ / ____ / ____
(Applicant's Signature)

Please provide evidence of identity e.g. copy of Driver's Licence, birth certificate.
If the applicant is the holder of a concession card fees may be waived, please include copy of concession card.

Consent for release of health information to authorised representative.

Applicant wishing to obtain access to health information other than their own must provide a signed authority from the individual concerned – this authority must include a copy of photo identification with signature e.g. driver's licence. Where the person is deceased, the person's legal representative must sign the authorisation.

I _____ of _____
(Name) (Address)

hereby authorise Primary Care Connect to release information from my health information to:

(Name of authorised representative)

(Address of authorised representative)

Signed: _____ Date: _____

How to access health information

The Health Records Act 2001 (Victoria) gives individuals a right of access to their personal health information held by Primary Care Connect (PCC), in accordance with Health Privacy Principle 6 (HPP6). HPP6 obliges PCC and other organisations that hold health information about a person to give them access to their health information on request, subject to certain exceptions and the payment of fees (if any).

Making a request for access

An individual is required to make a request in writing. In the request, the individual needs to:

1. State their name and address,
2. identify sufficiently the health information they are seeking access to,
3. specify the form they want the access in (i.e. obtaining a copy of their file, viewing the information, or an accurate summary if the health information is extensive or complex).

An individual can seek access on behalf of someone else if:

- that other person has a right of access and has authorised them in writing (identity confirmed)
 - to seek access on their behalf (e.g. a solicitor, family member or friend).

OR

- is their authorised representative (such as parent, guardian or a person holding an enduring power of attorney)

OR

- the individual is the legal representative of the deceased person who would have had a right of access when alive.

The request must be in writing, and they must provide evidence of their authority to act on the person's behalf.

Correction of personal information

An individual has the right to apply to have their personal information that is held by PCC amended if they believe that it is inaccurate, incomplete, misleading or not up-to-date. A request to amend information must be in writing with details of why the information is considered incorrect. PCC must notify the individual in writing of its decision to correct the information within 30 days.

Reviewing a decision

If an individual is not satisfied with the response to their request for access or correction of health information, they can write to:

Health Services Commissioner

Level 30, 570 Bourke Street

Melbourne Vic 3000

Ph: 8601 5200 or Toll Free 1300 582 113

Timelines for responding to requests.

The individual will be notified in writing that access to their request will be provided within 30 days from the date the request has been received.

For further information or to submit an application contact:

The Information Sharing Officer

Primary Care Connect

399 Wyndam Street

Shepparton Vic 3630

Ph. (03) 5823 3200

Email: informationsharing@primarycareconnect.com.au