

## INFORMATION FOR CONSUMERS OR THIRD PARTIES REQUESTING TO ACCESS HEALTH CARE RECORDS

Health records are confidential documents and remain the property of Calvary Health Care ACT. Copies of health records are not released to consumers or third parties without a written request and signed authorization of the consumer. Requests to access health records are assessed under the *ACT Health Records (Privacy and Access) Act 1997*.

Additional information can be found at: <https://www.calvarycare.org.au/public-hospital-bruce/patient-and-visitor-information/your-admission>

### 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, Section 7*" form.
2. Return the completed form via email at [healthinformationservices@calvary-act.com.au](mailto:healthinformationservices@calvary-act.com.au) or in person or via post to:  
Health Information Services  
Calvary Public Hospital Bruce  
P.O. 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 kept for personal collection.
5. Once payment is received, copies will be made.
6. Identification will be verified before release of the information.

### COSTS

Fees are charged in accordance with the ACT Health (Fees) Determination 2018 (No.1) effective from 1 January 2019.

1. Access to read your health record in the Health Information Services is \$15.60
2. Charges for copies of health records (GST is not applicable): \$42.70 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 (made out to Calvary Health Care ACT) or credit card/EFTPOS.

### SUPPLY OF COPIES

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

Health Information Services, Ground Floor Xavier Building  
Calvary Health Care ACT, Cnr. Haydon Drive & Belconnen Way, Bruce ACT

Please bring a form of identification such as a driver's licence, which will be sighted when collecting health care records.

The Public Health Information Services is open:  
Monday to Friday (excluding Public Holidays)  
07:30am – 5:00pm.

Contact Details:  
Phone: 02 6201 6280  
Fax: 02 6201 6213