

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

Health care records are confidential documents and remain the property of Calvary Public Hospital Bruce. Copies of health care records are not released to consumers or third parties without a written request and signed authorisation by the consumer or authorized person. Requests to access health care records are assessed under the *ACT Health Records (Privacy and Access) Act 1997*. These requests are processed by the Health Information Service, Calvary Public Hospital Bruce.

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*” form.
2. Return the completed form **and** a copy of identification;
by email: healthinformationservices@calvary-act.com.au
in person
by post: Health Information Services
Calvary Public Hospital Bruce
PO 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 collect in person.
5. Once payment is received, copies will be made and available within 7 days.
6. Identification will be verified before release of the information.

COSTS

Fees are charged in accordance with the ACT Health (Fees) Determination 2020 (No.1) effective from 1 January 2021.

1. Access to read your health care record in Health Information Services is \$16.60
2. Charges for copies of health care records (GST is not applicable): \$45.50 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/COLLECTION OF COPIES

Copies are posted by Registered Mail unless you have nominated to collect in person. 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 eg driver’s license, if collecting copies in person.

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