

The purpose of this Policy is to set out how Springs Medical will provide access to your personal health information.

This Policy is part of our Privacy Policy and our desire to provide for, maintain and give effect to your right to privacy.

Overriding principles

At all times the conduct under this Policy will be governed by the following principles:

- all requests for access will be treated seriously;
- all requests will be dealt with promptly;
- all requests will be dealt with in a confidential manner;

Form of Access

Springs Medical will provide access by allowing you to inspect, take notes of or receive copies of printouts of the personal information that Springs Medical holds about you.

You can make your request in writing by filling out the form supplied by us.

To obtain access you will have to provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

When will Access be denied?

Access will be denied if any of the following conditions are met:

- The request does not relate to the personal information of the person making the request
- Providing access would pose a serious and imminent threat to life or health of a person
- Providing access would create an unreasonable impact on the privacy of others
- The request is frivolous and vexatious
- The request relates to legal proceedings between Springs Medical and you

- Providing access would prejudice negotiations with the individual making the request
- Access would be unlawful
- Denial of access is authorised or required by law
- Access would prejudice law enforcement activities
- Access discloses a 'commercially sensitive' decision making process or information
- Any other reason that is provided for in the Health Privacy Principles (HPPS) out in the *Victorian Health Records Act* and the National Privacy Principles (NPPS) set out under the commonwealth *Privacy Act*.

Where possible Springs Medical will favour providing access. It may do so by providing access to the appropriate parts of, and not the entire record.

Time

We will take all reasonable steps to provide access within 45 days of receiving your written request, as per the Health Records Act (Vic. 2001).

Costs and charges

Springs Medical will, impose charges in accordance with the Victorian Health Records Act and the Health Records Regulations. Please ask us about these fees.

● 10 Hospital Street
Daylesford 3460
t: 03 5348 2227
f: 03 5348 1447

● 22 Victoria Street
Trentham 3458
t: 03 5424 1602
f: 03 5424 1851

● 89 Piper Street
Kyneton 3444
t: 03 5422 1298
f: 03 5422 1307

Patient Details

Title	Preferred Name	First Name	Surname
Date of Birth			

Address

Number	Street Name	Street Type
City/Suburb		Postcode

- | | |
|--|---|
| <input type="checkbox"/> Blood Test Results. | <input type="checkbox"/> A Summary of My Health Record. |
| <input type="checkbox"/> Other Test Results. | <input type="checkbox"/> A Copy of My Health Record. |
| <input type="checkbox"/> Letters from Third Parties e.g. Other doctors | <input type="checkbox"/> Other, please give details below |

Details regarding boxes ticked above

Photo identification must be provided

Please tick one of the following to provide

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Driver's license. | <input type="checkbox"/> Passport |
| <input type="checkbox"/> Other, Please describe below | |

Please note: All requests are subject to payment of administrative fees outlined in the Health Regulations Act, please refer to page three of this document.

Applicant name	Relationship to the patient (if you are not the patient)
Signature	
Date	
Staff Signature	Date

Item	Fee cap from 1 July 2019
Items 1 & 2 (Sched 1): Time for supervising inspection or viewing of records	1.2 fee unit (currently equal to \$17.80) per half hour or part thereof**
Use of equipment not in organisation's possession	Reasonable costs incurred
Item 3: (a)&(b) Copy of health information to individual	20 cents per page for A4 black & white Reasonable costs otherwise
(c) Time for assessing & collating health information	\$37.00 (2.5 fee units)
(d) Transporting records held off site	1.2 fee units (\$17.80)
(e) Postage	Actual postage cost, if request to be posted
Item 4: Providing an accurate summary of information to individual	Greater of usual consultation fee (if a health service provider) or 2.9 fee units per quarter hour (\$42.90), up to 9.4 fee units (\$139.20)
Item 1 (Sched 2) Copy of health information to another health service provider	20 cents per page for A4 black & white if at least 20 pages Reasonable costs otherwise
Item 2: Summary of health information to another health service provider	Greater of usual consultation fee or 2.9 fee units per quarter hour (\$42.90), up to 9.4 fee units (\$139.20), where the time taken to prepare is at least 30 minutes
Regulation 7: Functions of nominated health service provider under s. 42 of the Act	Reasonable costs not exceeding 4.7 fee units per quarter hour (\$69.60) up to 23.6 fee units (\$349.50)