



Melbourne Heart Care Access, Amendment/Correction Policy

This policy pertains to the Access, Amendment or Correction of patient files.

Melbourne Heart Care will provide access by allowing you to receive copies or printouts of the personal information that we hold about you.

If a patient requests access to a test result (whether before the doctor has had the opportunity of consulting with the patient, or after) the doctor should handle this situation in accordance with usual clinical practice. A hard copy of test results may be given to the patient after consultation with their doctor.

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.

In some circumstances, patients who request a copy of their medical record will be required to attend an appointment with the doctor to explain and discuss the content of their record, prior to receiving a copy.

The original records are the property of Melbourne Heart Care.

When will access be denied?

Access will be denied if:

- 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 relates to legal proceedings between Melbourne Heart Care 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 'community sensitive' decision making process or information or;
- Any other reason that is provided for in the Health Privacy Principles (HPPs) set out in the Victorian Health Records Act and the National Privacy Principles (NPPs) set out under the Commonwealth Privacy Act.
- Where possible, Melbourne Heart Care will favour providing access. It may so do by providing access to the appropriate parts of the record, and not the entire record.

You will not be permitted to remove any contents of your medical file from the practice. Should you wish to amend or delete any personal information, you will need to fill out a separate written request using the *Request for Amendment/Correction to Medical Record* form available from reception.

Types of Access and Costs

The types of access available, and the relevant costs, are outlined below.

Melbourne Heart Care will, where possible, charge a reasonable fee to cover the administrative costs such as photocopying. There are limits to the fees we can charge and these are prescribed in the Health Records Act 2001 (Vic).

The specialist(s) involved in the patient's care will review the file prior to it being provided to the patient.

A fee will be charged for the doctor's time spent perusing the notes or explaining them directly to the patient, or rewriting incomprehensible records, in accordance with fees suggested within the Victorian Health Records Act and the Health Records Regulation or Freedom of Information legislation.

Accurate Summary

- The usual fee for a consult of comparable duration, or
- \$25 per 15 minutes or part thereof,
Whichever is the greater, plus GST, however the fee must not exceed \$80.

These charges cannot be claimed on Medicare or your Private Health Fund.

Copy

- 20 cents per A4 black and white page (photocopied or printed from computer), plus
- Reasonable costs if not A4, or if in colour, plus
- Reasonable costs incurred in assessing and collating the information



(ie. Time spent by doctor and or staff), but not exceeding \$20.

These charges cannot be claimed on Medicare or your Private Health Fund.

Viewing file with explanation by GP

- The usual fee for a consultation of comparable duration

How do I request an amendment/Correction?

All requests must be in writing on the form supplied by us, we will take all reasonable steps to provide access within 30 days of receiving your request.

The *Request for Amendment/Correction to Medical Record* form can be found on our website www.melbourneheartcare.com.au or provided to you by one of our reception staff.

Disclosure of Health Information to Medical Defence Organisations and lawyers

Doctors may be obliged to disclose patient information relating to adverse outcomes to their Medical Defence Organization, insurer, medical experts or lawyers, without obtaining patient consent, so long as the disclosure is within the reasonable expectations of the patient.

Second opinion of refusal of access

When advised that access has been refused on the grounds of serious threat to the individuals life or health, the individual can ask for a 'second opinion'. The individual may nominate any health service provider who has consented to being nominated. Melbourne Heart Care must accept this nomination if they provide the same kind of service as a Cardiologist/Neurologist/Endocrinologist and have the ability to interpret and understand the health information. The clinic must give a copy of the file to the nominated health service provider within 14 days. That person then looks at the file, discusses it with the usual doctor at Melbourne Heart Care, and makes a decision as to whether it poses a threat to the individuals life or health. If the second opinion is that there is no threat, access must be provided in the form of inspection, but a copy does not have to be provided.