

## Information Sheet – Application for Access to Health Records

### Access to Health Records Checklist

The following information is necessary for us to complete your application. Have you remembered to:

- Complete all personal details – name, date of birth and any other names you may have used in the past
- Complete your contact details – phone number, postal address, email address
- Select the hospital or service where your records are located – please refer to the list below
- Tell us the specific documents required – e.g. operation report, discharge summary
- Tell us any dates that you remember – approximate dates of treatment or attendance
- Tell us how you would like to receive the documents – secure email (free of charge), CD (free of charge) or photocopies (25 cents per A4 page) – *if you do not choose how you would like to receive the documents and you have provided an email address, they will be supplied via secure email. If you haven't supplied an email address they will be supplied on CD.*

**After receipt of a valid application, documents are normally available within 20 or 25 working days depending on whether processed under Administrative Access arrangements or Information Privacy legislation**

Completion of your application may be affected by the accessibility of your medical record; the amount of information being requested and the demands of other requests on the Information Access Unit.

### Evidence of Identity and Consent

Metro North Hospital and Health Service is committed to protecting your confidential information. Appropriate evidence of identity and authorisation is required before we can provide you with access to your personal information. As part of your application to access your documents you will need to provide evidence of your identity when submitting your request, e.g. drivers licence, birth certificate, passport, 18+ card. If you would like another person to act on your behalf (your agent), your agent will need to provide your written consent together with evidence of identity documents for both you and your agent.

Copies of identity documents must be **certified by a Justice of the Peace or Commissioner for Declarations**. For more information regarding proof of identity documents and authorisations, please see our website at <https://metronorth.health.qld.gov.au/about-us/information-access-privacy/accessing-health-records> or contact the Information Access Unit at your local hospital before you submit your application.

### Returning your Application

#### By Email:

Please email your completed application form and a colour scanned copy of your certified evidence of identity document to the facility where you have attended as a patient.

**By Post:** Please post your completed application form, enclosing a certified copy of your evidence of identity document to the facility where you have attended as a patient.

**In Person:** Please bring in your original evidence of identity document to be sighted and any other relevant documents to the facility (excluding Royal Brisbane and Women's Hospital and Surgical, Treatment and Rehabilitation Service).

If you require any assistance with the completion of this application form, please do not hesitate to contact your local hospital's Information Access Unit.

## Where do I apply?

**Metro North Hospital and Health Service:** Two (2) or more hospitals within the Metro North Hospital and Health Service.

- Post: Information Access Unit, Royal Brisbane and Women's Hospital, Butterfield Street, HERSTON QLD 4029
- Phone: (07) 3646 8323
- Fax: (07) 3646 7605
- E-mail: [IAU-RBWH@health.qld.gov.au](mailto:IAU-RBWH@health.qld.gov.au)

**Caboolture and Kilcoy Hospitals:** Caboolture Community Health Centre, Caboolture Dental Clinic, Redcliffe and Caboolture Child and Youth Mental Health Services, Caboolture Mental Health Service, Caboolture Hospital, Kilcoy Hospital, Woodford Prison.

- In person: Window Reception, Health Information Services, Ground Floor, Caboolture Hospital
- Post: Information Access Unit, Caboolture Hospital, LMB No. 3, CABOOLTURE QLD 4510
- Phone: (07) 5433 8863
- Fax: + (07) 5433 8706
- Email: [Cab-HIS-IAU@health.qld.gov.au](mailto:Cab-HIS-IAU@health.qld.gov.au)

**Redcliffe Hospital:** Redcliffe Hospital, Redcliffe Dental Clinic, Brighton Health Campus Rehabilitation or Transition Care Services (Dolphin House), Cooina House, Redcliffe Community Health Centre, Eventide (archive only), Zillmere Interim Care, North Lakes Health Precinct.

- In person: Counter Enquiries, Volunteers Desk (Front Desk), Ground Floor, Redcliffe Hospital
- Post: Information Access Unit, Redcliffe Hospital, LMB No. 1, REDCLIFFE QLD 4020
- Phone: (07) 3883 7513
- Fax: (07) 3883 7906
- E-mail: [IAU-Redcliffe@health.qld.gov.au](mailto:IAU-Redcliffe@health.qld.gov.au)

**Royal Brisbane and Women's Hospital:** Royal Brisbane and Women's Hospital, Aspley Community Health Centre, Halwyn Centre, Stafford Dental Clinic, Oral Health Centre, Brisbane Dental Hospital (archive only), Sexual Health Service (Biala), AIDS Medical Service, Community Forensic Outreach Service.

- Post: Information Access Unit, Royal Brisbane and Women's Hospital, Butterfield Street, HERSTON QLD 4029
- Phone: (07) 3646 8323
- Fax: (07) 3646 7605
- E-mail: [IAU-RBWH@health.qld.gov.au](mailto:IAU-RBWH@health.qld.gov.au)

**Surgical, Treatment and Rehabilitation Service (STARS):** Surgical, Treatment and Rehabilitation Service

- Post: Information Access Unit, Health Information Management, Surgical, Treatment and Rehabilitation Service, 296 Herston Road, Herston Health Precinct, HERSTON QLD 4029
- Phone: (07) 3647 6950
- E-mail: [STARS\\_IAU@health.qld.gov.au](mailto:STARS_IAU@health.qld.gov.au)

**The Prince Charles Hospital:** The Prince Charles Hospital, Pine Rivers Dental Clinic, Sandgate Dental Clinic, Chermshire Community Health Centre, Winston Noble, Jacana Centre (Brighton Health Campus), Jacana Acquired Brain Injury Rehabilitation Service (Bracken Ridge), Gannet House, North West Community Health Centre, Nundah Community Health Centre, Pine Rivers Community Health Centre, Mental Health – Alcohol and Drugs Service (Biala).

- In person: Reception Counter, Medical Records Department, Lower Ground Floor, Main Acute Building (Bldg 1), The Prince Charles Hospital
- Post: Information Access Unit, The Prince Charles Hospital, Rode Road, CHERMSIDE QLD 4032
- Phone: (07) 3139 5634
- E-mail: [IAU-TPCH@health.qld.gov.au](mailto:IAU-TPCH@health.qld.gov.au)