

ACCESS TO PERSONAL INFORMATION POLICY

Under the *Privacy Act 1988* (Cwlth) and the *Health Records Act 2001* (Vic), you have a legal right to access the personal information the **YARRAWONGA MEDICAL CLINIC** holds about you (such as your medical record), subject to some exceptions.

Access Fees

The Clinic is entitled to charge an appropriate fee, determined in accordance with the *Health Records Regulations 2002* (Vic), plus GST, to cover the administrative costs of this service. Our reception will advise you of the applicable fee, which is not redeemable under Medicare or private health insurance.

How do I request Access to my Personal Information?

Patients who wish to access or obtain a copy of their personal information should put their request in writing using the attached *Request to Access Personal Information Form*, and submit the form to our Clinic reception. All requests will be acknowledged in writing within 14 days of receipt of the request.

Ordinarily, access to the requested information will be provided within 30 days.

How will Access be Provided?

Access may be provided by:

- inspecting your medical record (or a print out of your record) at the Clinic; and/or
- providing a copy of the requested information in person or via secure email or post (additional fees for postage may apply); or
- providing an accurate summary of the information, instead of a copy, if you and the doctor agree that a summary is appropriate.

We recommend that you make an appointment with your doctor to view your medical record together, so the doctor can assist you to understand and interpret the material contained within it. A consultation fee will apply in addition to the administration fee, plus GST. The fee is not redeemable via Medicare or private health insurance.

Can I Amend my Medical Record?

You will not be permitted to remove any contents of your medical record from the Clinic. Should you wish to amend or delete any personal information, you will need to fill out a separate written request using the *Request to Amend Medical Record Form* available from reception.

When will Access to My Medical Record be Refused?

Access to your personal information may be legitimately withheld in certain situations, including (among others):

- where access would pose a serious threat to the life, health or safety of any individual or the public;
- where access would cause unreasonable impact on the privacy of other individuals;
- where the request is frivolous or vexatious; or
- where the information is privileged as a result of actual or anticipated legal proceedings.

If access to your personal information is refused, the Clinic will provide you with written reasons for the refusal. You will not be charged an access fee in this instance. If access is refused, you are welcome to contact the Clinic to discuss means by which access may be facilitated.

If you have any queries regarding the above policy, please contact the Clinic Manager who will be happy to discuss these with you.

Regards - Yarrawonga Medical Clinic