

OTHER FREQUENTLY ASKED QUESTIONS

Access to Family Members Records

A request for information about a family member must be accompanied by the written consent of the person to whom the record relates.

What if the Family Member is Deceased?

Written consent of the Executor of Estate and a copy of the Death Certificate and Will (if applicable) is required.

What if I am under 16 years of age?

If you are under 14 years of age, consent for access to your information must be given by a parent or legal guardian. If you are between 14 - 16 years of age, consent of your parent or legal guardian will be requested unless you indicate a strong objection.

What if my Doctor/Specialist requires my health information?

Your Doctor/Specialist can request information for your treatment from the hospital. Your information will be provided to your Doctor/Specialist free of charge.

HOW DO I GET MORE INFORMATION?

Should you require additional information about accessing your health information please contact the Clinical Information Department on (02) 9616 8278 Monday to Friday between 8:00am - 4:30pm.

Mailing Address

Clinical Information Department
Fairfield Hospital
PO Box 5
Fairfield NSW 1860

Street Address

Clinical Information Department
Fairfield Hospital
Cnr Polding Street and Prairievale Rd
Prairiewood NSW 2176

References:

All fees and charges stated in the pamphlet are set according to:

- NSW Health Department: PD2006_050 - Health Records & Medical/Clinical Reports - Charging Policy.
- NSW Health Department: IB2008_041 - Health Records & Medical/Clinical Reports - Rates.

How Can I Access My Health Information?

A Guide for Patients/Clients



FAIRFIELD HOSPITAL
Clinical Information Department

SYDNEY SOUTH WEST
AREA HEALTH SERVICE
NSW HEALTH

INTRODUCTION

Fairfield Hospital provides a service to enable you to access your medical record and health information.

The information that we can provide includes:

- A copy of your medical record
- Viewing your medical record
- Dates of attendance letter
- Medical report
- Medical certificate
- Work Cover certificate
- Discharge summary
- Medical certificate of cause of death
- Confirmation of birth

To apply for your medical record or other health information please call (02) 9616 8278 or present to the enquiries counter in the front foyer of the hospital. You will need to complete an application form, provide ID and you may need to pay a fee that is set by the NSW Health Department.

A Copy of Your Medical Record

You may request a copy of your medical record under the Health Records and Information Privacy Act or under the Freedom of Information Act.

Fee: \$33 or \$16.50 (if you have a health care card)

Viewing Your Medical Record

You may request to view your medical record. The Clinical Information Department will contact you to organise a suitable time for you to view your medical record at Fairfield Hospital. You will then be able to view your medical record with hospital staff.

Fee: Free of charge

Dates of Attendance Letter

A dates of attendance letter provides you with a list of the dates you attended Fairfield Hospital.

Fee: Free of charge

Medical Report

A medical report is a written report of the information in the medical record.

Fee: \$286

Medical Certificate and Work Cover Certificate

A medical certificate and work cover certificate is similar to a doctors certificate that is provided by the hospital to account for your stay/attendance at Fairfield Hospital.

Fee: Free of charge if the request is made within one (1) year of your visit, if the request is made after one (1) year a fee of \$33 is charged.

Discharge Summary

A discharge summary is a summary of your care whilst in hospital, you may have been provided with a discharge summary when you were discharged.

Fee: Free of charge if requested within one (1) year of your visit, if the request is made after one (1) year a fee of \$33 is charged.

Medical Certificate of Cause of Death

A medical certificate of cause of death (not a death certificate) can be obtained from the hospital if requested within 2 weeks of the death, after this time we suggest you contact the NSW Registry of Births, Deaths and Marriages (on 1300 655 236) for the Death Certificate.

Fee: Free of charge if obtained from the hospital with one (1) year of death.

Confirmation of Birth

A confirmation of birth is a letter provided by Fairfield Hospital outlining the date and time of a birth.

Please Note: This is not a birth certificate, if you require a birth certificate please contact the NSW Registry of Births, Deaths and Marriages on 1300 655 236.

Fee: \$33

HOW TO REQUEST FOR YOUR HEALTH INFORMATION

1. Obtain the Application to Access Personal Health Information Form.
2. Write the patient's details in the "Client/Patient Details" section.
3. Only complete "Applicant Details" section if the requestor is not the patient.
4. Provide photocopies of two (2) forms of identification. (If the requestor is not the patient: identification is required from the patient and the applicant). Acceptable types of identification are listed on the application form.
5. Place a tick (✓) next to the information that you would like to request in the "Information Requested" section.
6. Send the completed form, copies of identification and cheque/money order (if applicable) to Clinical Information Department at Fairfield Hospital.

WHAT WILL THE HOSPITAL DO WHEN MY REQUEST IS RECEIVED?

Once the application form, fee (if applicable) and identification has been received, the Clinical Information Department will aim to process your request within 21 working days (or 6 - 8 weeks for medical reports). If your request is not classed as sensitive, the information will be provided to you. If you have requested to view your medical record you will be contacted to organise an appointment for the viewing.

WHAT HAPPENS IF MY INFORMATION IS SENSITIVE?

Once your information has been identified as sensitive, you will be contacted (via a letter) to nominate a GP/Health Professional. Your nominated GP/Health professional will be sent a copy of your record who will view the record with you before you receive the copy.