



MDHS

Freedom of Information

Accessing Medical Records

Accessing records

The *Freedom of Information Act 1982* gives you the right to access your information held in Maryborough District Health Service (MDHS) records.

MDHS includes Maryborough, Dunolly and Avoca campuses.

Freedom of Information (FOI) also allows you to amend incorrect information in your records and to request an explanation or a summary of the information.

Chief Executive Officer
Maryborough District Health Service

Further Enquiries:

Freedom of Information Officer
Maryborough District Health Service
75-87 Clarendon Street
PO Box 155, Maryborough VIC 3465
Tel: (03) 5461 0333
Fax: (03) 5461 4489

Reviews/Complaints:

If you are not satisfied with our decision regarding your request for information, you may seek a review by the Office of the Victorian Information Commissioner (OVIC):

Victorian Information Commissioner
PO Box 24274, Melbourne VIC 3001
Tel: 1300 00 6842 (1300 00 OVIC)

Email: enquiries@ovic.vic.gov.au

Website: ovic.vic.gov.au



Partnering with Consumers

Freedom of Information Guide – July 2019



WWW.MDHS.VIC.GOV.AU

Records.

Copies.

Costs.

Your records

Your medical records at MDHS include health information collected during your inpatient and outpatient attendances.

The information is used to assist in your ongoing care and treatment.

Such information includes details of current and past illnesses or injuries, operations performed, pathology results and medications taken and prescribed.

- Inpatient records are kept for a minimum of 15 years, or longer if the patient was a child when receiving treatment.
- Outpatient records are kept for a minimum of 12 years from the patient's last date of attendance.
- X-rays are kept for a minimum of 5 years after creation.
- Records of deceased patients are kept for 12 years from the date of death.
- At the end of the retention period, records are shredded.

Obtaining Copies of Records

Applications must be in writing to the FOI Officer, either on an FOI Request Application Form (available from MDHS) or by letter.

Your request to either view the record or obtain a copy must be clear.

Please note that a form of current identification, including your signature (eg Driver's Licence) is necessary to accompany your application.

Applications must be accompanied by the prescribed fee.

Records will only be provided to another person if:

- written authority from the patient is given;
- you can provide evidence you have been named as Power of Attorney by that person for all their affairs;
- you have been appointed Legal Guardian;
- you are the direct next-of-kin in the case of a deceased person.

Records may also be made available in accordance with due legal process (eg as evidence in a legal action before a court).

Costs

The total cost varies according to the type of request.

These charges are set by government regulations. For more information please visit www.ovic.vic.gov.au

- Application Fee: \$30.60
- Search: \$22.20 per hour or part of an hour
- Supervision: \$5.60 per 15 minutes
- Photocopying: 20¢ per b&w A4 page
- Current postal charges will also apply

An application for financial hardship may be made but must be supported by concession card evidence such as Health Care Card/Pension Card. If your application is accepted, you may be excused from paying some or all of the charges.

Processing

Acknowledgement of your application will be sent upon receipt of your application.

MDHS has 30 days from receipt of an application to inform you of the outcome of your request (period may be extended by mutual agreement). At this time you may also receive an invoice for any applicable charges. These charges must be paid in full before receipt of your information.