

Requests for information

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What information is available?

You may request a copy (of part or all) of the medical record. The medical record contains health information collected during inpatient and/or outpatient visits. Some of the information includes details of current and past illness, injuries, operations, treatments, and test results.

You may request a record such as a particular -

- discharge summary
- result
- medical report or letter
- x-ray or photograph

You may also request -

- inpatient notes
- outpatient notes
- records in relation to a particular procedure or admission

X-rays films or pathology only?

Please see the contact list at the end of this document – to obtain direct access.

Must the request be in writing?

Under Queensland Health Policy requests must be in writing and on letterhead (unless it is a medical emergency). Queensland Health officers are required to follow this policy. This policy –

- ensures that Queensland Health only responds to legitimate requests
- assists this District to track the thousands of requests received every year.
- ensures that no information is provided without patient consent as required under the *Health Services Act 1991*.

Requests may be sent by mail or facsimile – see contact list below.

Is patient consent required?

It is an offence for hospital administrative officers to release any information without patient consent under the *Health Services Act 1991*. It is your responsibility to provide patient consent. However, if your patient is not at the surgery, this department will attempt to telephone the patient.

Patient consent is not required when a health practitioner employed by the hospital has written to the GP concerned.

Children who are of a sufficient age and maturity to fully understand the consent, must provide consent. Both parent and child may sign. Generally, it is recommended that children aged 16 years or over sign consent.

What if the patient cannot provide consent?

Sometimes a patient is incapable of providing consent. You may wish to call and check requirements (which will depend upon the situation). For example, the following information may be required –

- if there is an enduring power of attorney – a copy of the enduring power of attorney
- if there is no enduring power of attorney – details of the person authorising the release of information and their relationship to the patient.

Consent is not required during a medical emergency.

Who may make the request?

Information is released in response to legitimate requests by health professionals (who know that the patient fully consents to the release). Accordingly, please identify the requesting doctor on the application form. Doctors or other staff members are not legally permitted to sign on behalf of a patient, without a legal appointment (eg Enduring Power of Attorney) or other recognised relationship under the *Health Services Act* (eg parent-child relationship).

Where do I apply?

Apply to the hospital where you believe that the patient was treated – see contact list below.

How do I know that you have received my application?

Check your facsimile transmission sheet to ensure the transmission is valid. It is your responsibility to ensure that the facsimile has reached Queensland Health. If your request is urgent, please call to ensure that the department is informed of any concern about patient health.

Requesting records of a deceased patient

The patient can no longer consent to the release of information and any release must be authorised by legislation. However, the treating GP of the deceased patient will usually be authorised to receive a discharge summary (if the patient has passed away in hospital). For further information or options, call the Clinical Information Access Unit at Nambour - see contact list below.

How long will it take to access to the information?

Requests are prioritised to protect patient health. Medical emergencies will receive priority over routine requests. Depending on volume, most requests are processed within 2 days. Please order ahead for appointments where possible.

If you have concerns about patient health, please contact the Clinical Information Access Unit immediately.

Contact details (general requests for records including pathology and x-rays/imaging) from the following hospitals -

Caloundra:

Medical Records
Fax: 5436 8766
Phone: 5436 8503

Maleny

Clinical Information Access
Fax: 5420 5001
Phone: 5420 5000

Gympie

Legal and Liaison Officer
Fax: 5489 8410
Phone: 5489 8629

Nambour:

Clinical Information Access
Fax: (07) 5470 5425
Phone: (07) 5470 6389

Contact details (pathology only) - direct

Gympie

Legal and Liaison Officer
Fax: (07) 5489 8410
Phone: (07) 5489 8629

Nambour, Caloundra and Maleny:

(Pathology at Nambour)
Fax: (07) 5470 6944
Phone: (07) 5470 6740

GP Connect 1300 856 344 for State Wide results uploaded four times/day from Queensland Health. Results can be obtained electronically by calling this number. A joining form is on the website.

Contact Details (Xray Films/Imaging Only) - direct

Caloundra:

Xray/Imaging Caloundra
Fax: (07) 5436 8514
Phone: (07) 5436 8625

Nambour:

X-ray/Imaging
Fax: (07) 5470 6170
Phone: (07) 5470 6719

Gympie

Legal and Liaison Officer
Fax: (07) 5489 8410
Phone: (07) 5489 8629