

ACCESS TO HEALTHCARE RECORDS* APPLICATION FORM

Incorporating community services in Exeter, East and Mid Devon

A. Patient Details

Patient Name:	<input type="text"/>
Date of Birth:	<input type="text"/>
Address:	<input type="text"/> <input type="text"/>
Postcode:	<input type="text"/>

B. Only complete this section IF YOU ARE NOT the patient detailed above. Please note that you will be required to provide proof of your right to access these records.

Name:	<input type="text"/>
Address:	<input type="text"/> <input type="text"/>
Postcode:	<input type="text"/>
Relationship to patient (Please tick):	Guardian <input type="checkbox"/> Executor <input type="checkbox"/> Next of kin <input type="checkbox"/>
	Other: <input type="text"/>
Contact Phone Number	<input type="text"/>

C. Type of record /information required/

Specialist / Dr:	<input type="text"/>
Hospital / Dept.:	<input type="text"/>
Date(s) and other relevant information:	<input type="text"/>
#please tick if you require copies of x-rays	<input type="checkbox"/>
Otherwise we assume written reports suffice, limiting costs and charges	<input type="checkbox"/>

D. How would you like to access? Please tick one box

To receive a copy of the records: <input type="checkbox"/>	An appointment to view the records: <input type="checkbox"/>
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PROOF OF IDENTITY: Whether viewing records or requesting copies, you may be asked to supply your Driving Licence or Passport (for own records) in addition to: the child's birth certificate (for child's records) or a death certificate (for deceased person's records) or written consent authorisation (for another person's records)
CHARGES: A fee will be charged to cover the costs of this service (see over)

E. Declaration : Please sign and date

I declare the information given by me is correct to the best of my knowledge and that I have read and understood the terms and conditions of access	
Signed	Date

PLEASE RETURN COMPLETED FORM TO: THE RELEVANT TREATING HOSPITAL WHERE YOUR MEDICAL INFORMATION IS HELD

Access to Healthcare Records

Data Protection Act 1998 Access to Healthcare Records Act 1990 GUIDE AND APPLICATION FORM

This leaflet explains the procedure for accessing a Patient's Hospital Records. If you require clarification of any of the points raised or need further information please let us know. Our contact details can be found at the end.

Procedure for Accessing Healthcare Records

- Access applications are logged upon receipt of a completed form, letter, fax or email.
- A request is made to the areas that hold the relevant records.
(There may be a delay if the patient is currently undergoing treatment)
- Once all the required records have been gathered they will be sent to each treating clinician for authorisation to release.
- An invoice for the photocopying / viewing the records will be sent to the applicant
- Upon receipt of payment:
 - a. An appointment is arranged for the applicant to view the original records or
 - b. The requested copy records are sent out via Recorded Delivery unless otherwise specified.
- The Trust expects to provide all requested documentation within 40 days of receipt of a valid request. If for any reason we are unable to meet this deadline, the applicant will be informed.

The Trust may refuse to release patient records if any of the following apply:

- Disclosure is likely to cause serious harm to the physical and / or mental wellbeing of the patient or any other individual connected with that patient.
- The patient is deemed incapable of understanding the nature of the application.
- The patient is under 16 years of age and is deemed not in their best interest to have access to their records.
- A third party has applied for access to a patient's records and the patient has clearly stated that he / she does not wish any disclosure of the records.
- The medical records were created prior to the 1st November 1991 (except when it helps to explain a record made on or after this date).
- The records contain any information showing that the person was or may have been born following treatment defined in the Human Fertilisation and Embryology Act 1990.

To access records of a patient currently being treated

- You can view these provided the clinician treating the patient has been informed and has given consent (subject to the exclusion listed in this document).
- An immediate review of the records may not always be possible, but the department will endeavour to make an appointment convenient to all parties as soon as possible.
- It will not be possible to photocopy case notes whilst the subject is an inpatient.

Access to Child's Healthcare Records

- If the patient is under the age of 16 and the Trust agrees that disclosure would not be detrimental to the physical and or mental wellbeing of the patient access may be granted to a parent or guardian.
- Dependant on age and or understanding of the child, they may be asked whether they agree to the release of their records.

Note: The Trust may contact both parents/guardians if a request is made.

Access to a Deceased Persons Healthcare Records

- May be granted if the applicant has been named in the patient's records as a next of kin or is a named executor of the estate. *Note: If the Trust is unsure as to the identity of the person seeking access, the named next of kin (as retained in the case notes) will be contacted for verification.*
- Northern Devon healthcare Trust reserves the right to request proof of the applicant's right to Access the notes of a deceased person.

Charges Relating to Accessing Healthcare Records

- There is a £10 fee for viewing healthcare records to cover costs of retrieval and validation for case notes. , (waived for persons treated in the previous 40 days).
- Images arranged during a visit to hospital £4 per item in the Maternity Unit. Copies from Radiology: from £15 per examination on disc with viewer software.
- A standard rate of £50 for all applications made through a legal representative.
- For all other Data Protection requests for healthcare records:
£5 for 3 sheets or less., £10 for 4 to 30 sheets. £50 for more than 30 sheets up to a full set of notes and for any request requiring copies of full size x-rays.
- Requests for deceased persons' records under Access to Records: at the above rates but there is no maximum limit. If there is more than one folder of notes, reasonable charges will be levied to cover resources required to provide copies.

If you feel your Request has been unfairly denied or you wish to make a complaint with regards to the contents of your Records

- You may write to the Access to Records Manager, detailing your concerns. Your letter will then be filed with the case notes.
- If you require advice or have concerns about any aspect of patient care you can contact the PATIENT ADVICE AND LIAISON SERVICE on 01271314090.
- If you remain dissatisfied, you may contact the Northern Devon Healthcare Trust's Complaints Office on 01271 322334
- Any queries please contact Access to Records, Level 0, Northern Devon Healthcare Trust, Raleigh Park, Barnstaple, Devon. EX31 4JB. Tel: 01271 322760