

Accessing Records

The Freedom of Information Act 1982 gives you the right to access your information held in Alpine Health records.

Alpine Health includes:

- Bright District Hospital and Health Services;
- Mt Beauty District Hospital; and
- Myrtleford District War Memorial Hospital.

All of the medical records held at Alpine Health are currently in hard copy and we do not have any electronic format.

Costs

The total cost of producing a record varies according to the type of request. These charges are set by government regulations.

For further information please visit www.foi.vic.gov.au

Application fee: \$27.90 (*Indexed annually*)
Search fee: \$21.00 (*or part of an hour*)
Supervision: \$5.00 per 15 mins
Photocopying: 20c per A4 page

Current postal charges also apply.

An application for financial hardship may be made but must be supported by concession card evidence such as a Health Care or Pension Card.

If your application is accepted, you may be excused from paying some or all of the charges.

Further enquiries may be referred to:

Freedom of Information Officer

Alpine Health

30 O'Donnell Avenue

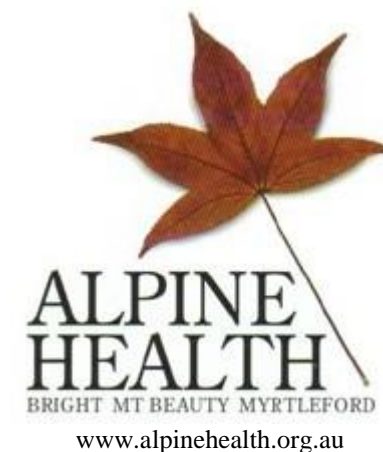
Myrtleford Vic 3737

Tel: (03) 57519344

Fax: (03) 57519396

(during business hours)

Email: foi@alpinehealth.org.au



FREEDOM OF INFORMATION

Accessing your records

July 2016

Your Records

Your medical records held at Alpine Health include health information collected during your inpatient and urgent care 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.
- **Urgent care records are kept for a minimum of 12 years from the patient's last date of attendance.**
- Records for deceased patients are kept for 12 years from the date of death.
- At the end of the retention period, records are securely disposed of.

Obtaining Copies of Records

Applications must be in writing to the Freedom of Information (FOI) Officer via the Request form available on the website, 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 drivers 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 of 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 processes eg as evidence in a legal action before a court.

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

Alpine Health has 45 days from receipt of your application to inform you of the outcome of your request and you may also receive an invoice for any applicable charges.

These charges must be paid in full before you receive the information that has been requested.