



## **ACCESS TO INFORMATION MANUAL**

The Promotion to Access of Information Act 2 of 2000 as amended from time to time (known as PAIA) requires us to draft and make this PAIA manual available to you. We respect your right of access to information.

This manual will help you (the requester of information) to exercise that right and help you know how you may get access to our records.

### **Introduction**

We describe who we are and what we do on our website, or you can ask us for this information. PAIA requires the information officer of a private body to compile a manual that contains information on the records it holds. A 'private body' means a natural person, company or other type of juristic entity that carries on any trade, business or profession and includes a political party. DocMD is a private body.

### **Our details**

Our organization and information officer details are on our website or available on request.

### **Further guidance from the Information Regulator**

For further guidance, contact the Information Regulator. They have compiled a PAIA guide in each official language of South Africa on how to exercise your rights under PAIA.

Their contact details are:

Website: [www.inforegulator.org.za](http://www.inforegulator.org.za)

Email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za) or [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

Contact number: 010 023 5200

P.O Box 3153, Braamfontein, Johannesburg, 2017

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

### **Records which we make automatically available**

We make some records automatically available to you without you needing to request access to them. These are:

- Memorandum of incorporation (MOI) – CIPC
- Director's names – CIPC
- Documents of incorporation – CIPC
- Banking details – request via email or telephone
- Information on our website – visit our website

Our email: [reception.docmd@gmail.com](mailto:reception.docmd@gmail.com)

Our telephone: 083 474 7896

Our address: Office G04, The Gatehouse, Century Way, Century City, 7441

### **Records we hold to function**

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them:

- Patient personal information
- Patient consent forms
- Patient medical history
- Patient private and sensitive medical documents/records
- Patient consultation records with a healthcare provider in the facility
- Patient treatment and medication records
- Patient test and other investigation results
- Patient referral letters to other healthcare practitioners
- Patient sick letter and other documentation

### **Records we hold to comply with the law**

We hold records that all organizations are required by law to hold. We also hold records that the law specifically requires organizations like ours to retain. Please ask our information officer for details.

### **How you can request access**

We have appointed our information officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record, please complete Form 27.

Please submit the completed form (together with the relevant request fee we explain below) to our information officer's email address, our physical address, or by telephone using the details we provide.

Please also ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and the form of access you require
- specifies your email address, postal address, or telephone number,
- describes the right that you seek to exercise or protect,
- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is meets adequate criteria).

\* If you do not use the standard form, we may:

- reject the request due to lack of procedural compliance,
- refuse it if you do not provide sufficient information, or
- delay it

### **How we will give you access**

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

### **How much it will cost you**

Request fees: When submitting your request, you must pay us a request fee as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from our information officer upon your request, setting out the application procedure.

### **Access fees**

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If we grant the request, you will have to pay us a further access fee the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee. The access fee will provide for:

- the costs of making the record, or transcribing the record,
- the costs of making the record, or transcribing the record,
- the reasonable time we need to search for the record and prepare the record for you

\* If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

### **Grounds for us to refuse access**

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy
- someone else's confidential information
- the safety of individuals and property
- another company's commercial information
- research information
- records privileged from production in legal proceedings

\* We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.

### **Remedies available if we refuse to give you access**

If we deny your request for access, you may:

- apply to a court with appropriate jurisdiction
- complain to the Information Regulator,

for the necessary relief within 180 calendar days of us notifying you of our decision.

### **How we process and protect personal information**

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We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy or ask our information officer for a copy.

### **Availability of this Manual**

This manual is available in English in electronic format on our website and in physical format at the reception of our company offices.

### **Updates to this Manual**

We will update this manual whenever we make material changes to it.

Date last revised: 13 May 2025