



Requesting to Access Personal Information Policy

How do I request access to my personal information?

Patients who wish to access or obtain a copy of their personal information should put their request in writing using the '*Request to Access Personal Information Form*', and then submit the form to our practice reception. All requests will be acknowledged within 10 working days, including any additional information regarding the processing of the request.

Ordinarily, access to the requested information will be provided within 30 days.

How will access be provided?

Access may be provided by:

- inspecting your medical record (or a print-out of your record) at the practice; and/or
- providing a copy of the requested information in person or via secure email (encrypted and password protected) or post (additional fees for postage may apply); or
- providing an accurate summary of the information, instead of a copy, if you and the doctor agree that a summary is appropriate.

We recommend that you make an appointment with your doctor to view your medical record together, so that the doctor can assist you to understand and interpret the material contained within it. A consultation fee will apply in addition to the administration fee. The fee is not redeemable via Medicare or private health insurance.

Can I amend my medical record?

You will not be permitted to remove any contents of your medical record from the practice. Should you wish to amend or delete any personal information, you will need to fill out a separate written request.

When will access to my medical record be refused?

Access to your personal information may be legitimately withheld in certain circumstances, including (among others):

- where access would pose a serious threat to life, health or safety of any individual or the public;
- where access would cause unreasonable impact on the privacy of other individuals;
- where the request is frivolous or vexatious; or
- where the information is privileged because of actual or anticipated legal proceedings.

If access to your personal information is refused, the practice will provide you with written reasons for the refusal. You will not be charged an access fee in this instance. If access is refused, you are welcome to contact the practice to discuss by which access may be facilitated.

If you have any queries regarding the above policy, please contact our Practice Manager, Claire Grant, who will be happy to discuss these with you.

Access Fees

The practice is entitled to charge an appropriate fee to cover the administrative costs of this service. The fee is \$25.00, plus postage (as applicable). This fee is not redeemable under Medicare or private health insurance.

Current as of:	25/08/2026	Version:	1.0
Amendments			
Date of amendment:	Version:	Details of amendment:	
20/04/2026	1.0	Original Policy	