



**GOLD COAST
HOSPITAL & HEALTH SERVICE
Information Access Services**

**Application Kit for Accessing Medical Records and
other Government Documents**

This Kit Includes -

- 1. Flow Chart – What Application Type Do You Need to Lodge?**
- 2. Application Checklist**
- 3. Frequently Asked Questions**
- 4. Administrative Access Application Form**
- 5. Right to Information & Information Privacy Access Application Form**
- 6. Evidence of Identity Information Sheet**

Attention Applicant -

Please complete only ONE form:

Complete this form if you are applying for-
Information about yourself.

- 1. Administrative Access Form (Admin Access)**

OR

Complete this form if you are applying for-
Information about someone else (including your child).

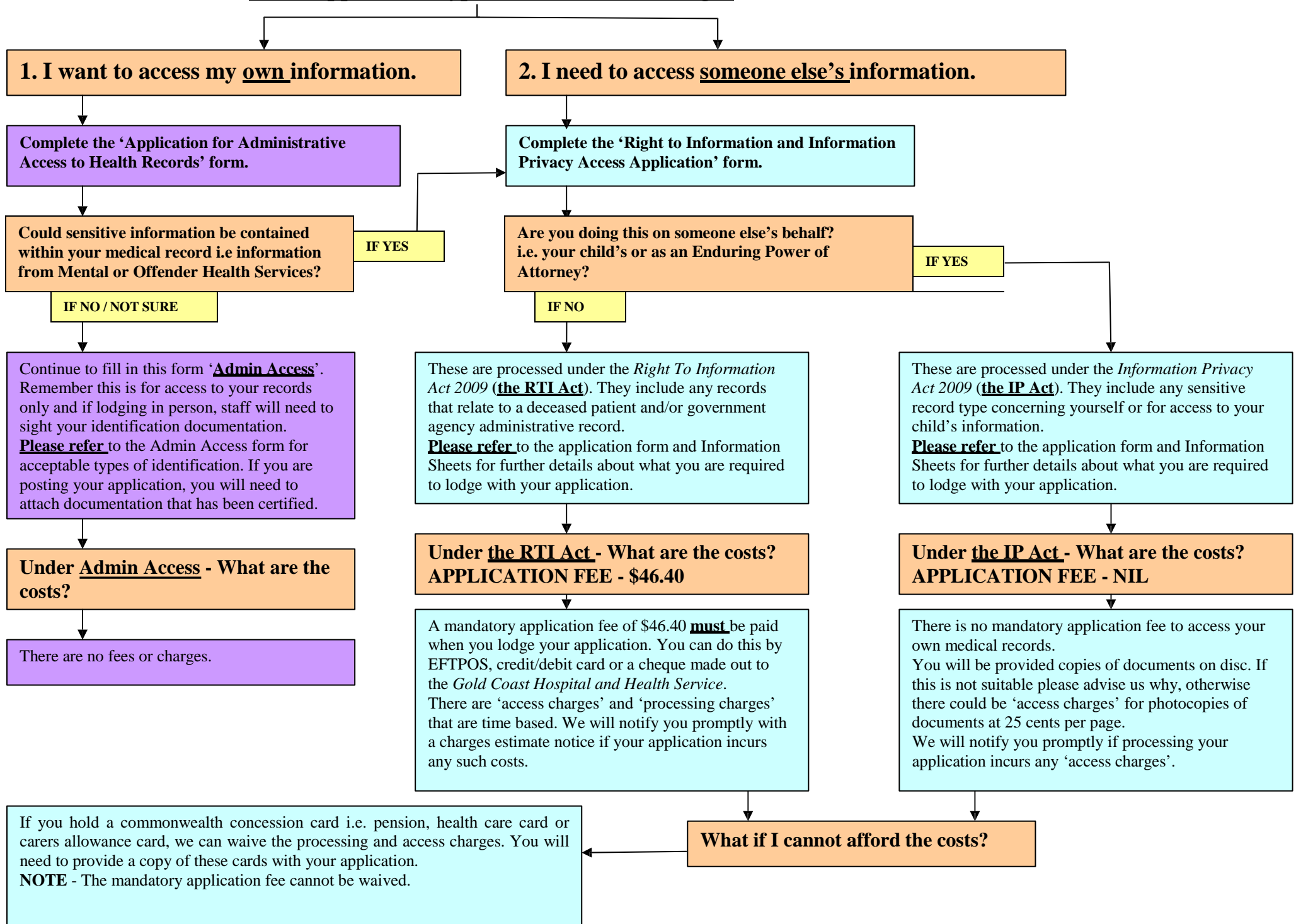
- 2. Right to Information/Information Privacy Form (RTI & IP)**

Office Use Only

Please ask for a copy of this as a receipt of lodging your application in person.

Date Received: / / __ Queensland Health Officer _____

What Application Type Do You Need To Lodge?



STOP

Before you submit your form, please go through the Application Check List

- I have selected the appropriate form
- I have filled in all required details on the form
- I have signed and dated the form

Posting in Form

- I have provided one of the identity documents listed that bears the **original** signature of a Commissioner for Declarations or a Justice of the Peace (JP) certifying the photocopy to be a true copy of the original document.

- | | |
|---|---|
| <input type="checkbox"/> Driver's licence | <input type="checkbox"/> Identifying page of current passport |
| <input type="checkbox"/> Medicare or health benefits card | <input type="checkbox"/> Naturalisation certificate or citizenship certificate |
| <input type="checkbox"/> Birth certificate or certified extract from birth register | <input type="checkbox"/> Immigration papers or other documents issued by the Commonwealth Department of Immigration |
| <input type="checkbox"/> Marriage certificate | |

**Address to: Information Access Services
Gold Coast University Hospital
1 Hospital Boulevard
SOUTHPORT QLD 4215**

OR

Apply In-Person

Main Reception - Southport OR Robina Hospital

I will attend in person to the hospital of my choice to lodge a completed form to the main

- reception enquiries counter on the ground level and provide my identification for staff to sight.

OR

Via Email

GCHHSInformationAccess@health.qld.gov.au

I am lodging my application via email (will receive an auto-reply confirmation) to the above

- address with an understanding that I must forward the certified identification documentation (as detailed above) to the Information Access Service's postal address within 10 business days.

Frequently Asked Questions

Which form do I fill out?

1. If you are applying for your own medical records you need to complete the 'Application for Administrative Access to Health Records' form. These applications are referred to as **Admin Access**.
2. If you are applying for someone else's medical record (e.g. your child, spouse, family member, deceased patient information or other government agency documents) you need to complete the 'Right to Information and Information Privacy Access Application' form. These applications are referred to as **RTI & IP**.

How long does it take?

Admin Access

We aim to process all Administrative Access requests within **25 business days** (5 weeks). **Please note** there is no legislatively mandated time frame for responding to these requests. Whilst we aim to respond within 5 weeks of receiving a completed application, in some cases this may take longer.

RTI & IP

An application dealt with under this legislation has a prescribed processing period of **25 business days** (5 weeks). **Please note** that whilst a legislated time frame exists, decision makers may apply for an extension as necessary. You will be notified if an extension is sought and applied to your request.

If you have a specific date by which you require information, please indicate this on your application. Whilst every effort will be made to meet this requirement, it cannot be guaranteed.

Can I go to my doctor?

Records can be requested through your General Practitioner (GP) - for continuum of care matters only. These requests are dealt with by a separate unit named 'Release of Information' (ROI). The ROI unit specialises in rapid response to health facilities, GP's and specialists - meaning a faster turnaround completion time for urgent healthcare related requests.

Health professionals and their staff should be aware of this option and have the necessary forms to lodge a request on your behalf. Health professionals should fax the request to:

Release of Information
Health Information Services
Fax: 5687 3699

I need my records for both Hospitals. Do I need to apply to each one?

No. Both the Robina and Gold Coast (Southport) Hospitals are part of the GCHHS. Any request for information will cover both Hospitals as well as any records pertaining to GCHHS Community Health Services. If the service / facility you attended is not listed, please indicate the name of it on the form so we can locate the records for you. Being as specific as possible on the application forms will assist us to locate the exact information you are seeking access to.

Can I collect my medical records?

No. Under current GCHHS policy and procedure, all records will be mailed via registered post. If extenuating circumstances exist, please contact the unit on telephone (07)5687 3849.

Why does my ID need to be certified by a JP or a Commissioner for Declaration?

State and National legislation imposes a strict responsibility on GCHHS staff to ensure they take measures for protecting a patient's privacy. We must obtain certified identification to ensure that no-one else is inappropriately applying for your medical record. This requirement also ensures your private medical information is kept confidential.

APPLICATION FOR ADMINISTRATIVE ACCESS TO HEALTH RECORDS

*For office use only
(Attach Patient ID Label)*

DETAILS OF APPLICANT (Please print)

Full Name	Title (Mr/Mrs/Ms etc)	Surname/ Family Name		
	Given Names		Date of Birth (dd/mm/yy)	
Name used in records (If records requested are under a different name than above, please provide details):				
Postal Address				
	Suburb/Town			Postcode
Tel (Home)	(Work)	(Mobile)	E-Mail	

DETAILS OF APPLICATION

It will help us locate the documents without unnecessary delays if you can provide as many details about the documents as possible, including: in what name they are held (eg. under a maiden name); the hospital or health facility where they are held; the date(s) of treatment to which the application applies.

I REQUEST ACCESS TO THE FOLLOWING DOCUMENTS:

- | | | | | |
|--|--|---|---|---|
| <input type="checkbox"/> IN-PATIENT HOSPITAL NOTES | <input type="checkbox"/> OUT-PATIENT NOTES | <input type="checkbox"/> COMMUNITY HEALTH SERVICE NOTES | <input type="checkbox"/> X-RAYS; MRI SCANS, ETC | <input type="checkbox"/> LABORATORY REPORTS |
|--|--|---|---|---|

(Approximate dates of records requested):

- RECORDS OF TREATMENT ARISING OUT OF MOTOR VEHICLE ACCIDENT ON _____ (Date)

- OTHER (Please specify):

EVIDENCE OF IDENTITY

Before access to personal information can be given, you must provide suitable evidence of your identity. (see over for acceptable forms of documentation)

Evidence of identity documentation accompanies this form.

- YES NO

If you are requesting personal information in respect of another person, the written consent of that person is also required.

A copy of the person's written consent accompanies this form.

- YES NO

PRIVACY NOTICE: Personal information supplied in the course of an application may be used or disclosed in order to deal with the application, and with any review or complaint arising from the application.

SIGNED: _____

DATE: _____

NOTE: DOCUMENTS WILL NORMALLY BE AVAILABLE WITHIN 25 WORKING DAYS AFTER RECEIPT OF COMPLETED APPLICATION AND CONFIRMATION OF IDENTITY/CONSENT. YOU WILL BE NOTIFIED IF THAT DEADLINE CANNOT BE MET.

EVIDENCE OF IDENTITY

To protect patient privacy, satisfactory evidence of identity is required before you can be given access to health information. This can be established by providing one of the following identity documents:

- | | |
|--|---|
| <input type="checkbox"/> Driver licence
<input type="checkbox"/> Medicare or health benefits card
<input type="checkbox"/> Birth certificate or certified extract from birth register
<input type="checkbox"/> Marriage certificate | <input type="checkbox"/> Identifying page of current passport
<input type="checkbox"/> Naturalisation certificate or citizenship certificate
<input type="checkbox"/> Immigration papers or other documents issued by the Commonwealth Department of Immigration. |
|--|---|

IF APPLYING IN PERSON: Bring an **original** identity document, for sighting/verification by a departmental officer.

IF APPLYING BY MAIL: Send with your application a photocopy of one of the identity documents listed above. Copies provided will be securely destroyed once Queensland Health is satisfied as to your identity.

NOTE: The photocopy must bear the **original** signature of a Commissioner for Declarations or a Justice of the Peace (JP), certifying the photocopy to be a true copy of the original document, which they have sighted. Documents that bear a photocopied or facsimile copy of the certification/signature will not be accepted.

DO NOT SEND ORIGINAL IDENTITY DOCUMENTS THROUGH THE MAIL.

FOR OFFICE USE ONLY					
Date received				Officer's Signature	
Identity confirmed	D YES	Officer's Signature	Date	D NO	+- If "NO", application is refused
Type of ID provided					
Consent verified	D YES	Officer's Signature	Date	D NO	
D PROCESSED UNDER ADMINISTRATIVE ACCESS					
Release authorised by	Officer's Name		Officer's Signature		Date
Documents released by	Officer's Name		Officer's Signature		Date
Method of release	D Personal attendance		D Registered Mail - Acknowledgment of receipt		
	(Applicant's Signature) _____		(Attach receipt) -+		
OR					
D REFERRED FOR PROCESSING UNDER RIGHT TO INFORMATION / INFORMATION PRIVACY ACTS					
Referred by	Officer's Name		Officer's Signature		Date
Reason for referral					

This completed form should be placed on the patient's file as a record confirming the details of access granted.

Right to Information and Information Privacy Access Application

Right to Information Act 2009 (Section 24)
Information Privacy Act 2009 (Section 43)

Please read the following information carefully before proceeding with your application.

It is recommended that you contact the **RTI officer** in the relevant agency for assistance and advice **before** completing and submitting this application form.

The information you are seeking may be already available online, for purchase or by request:

- Online** – a search of the relevant agency websites may locate the information you are seeking;
- For purchase** – agencies may offer documents for purchase (for example: birth certificates, transcripts of proceedings, spatial statistics);
- By request** – agencies may administratively release a range of information upon request.

If you wish to make a formal application to access documents under the *Right to Information (RTI) Act 2009* or the *Information Privacy (IP) Act 2009* the application must be submitted on this approved form.

This form is available at www.rti.qld.gov.au and on some agency websites.

RTI Act or IP Act?

You may apply under the *IP Act* if

- all of the documents you are applying for contain your personal information
- OR
- you are acting on behalf of another person, and all of the documents contain that person's personal information.

You should apply under the *RTI Act* in all other cases. If in doubt, contact the RTI officer of the agency to which you are applying.

Fees and charges

There is an application fee under the *RTI Act*, and you may also have to pay processing and access charges.

There is no application fee and there are no processing charges under the *IP Act*, although you may have to pay access charges. For further information about fees and charges, see www.rti.qld.gov.au or contact the agency you're applying to.

Note: ▲ denotes **Mandatory** field.

Contact Details

You are required to supply your name and an address for correspondence. Additional contact details will help us to deal with your application, and to correspond with you in the manner you prefer. If you are applying on behalf of another person, please complete this section with your contact details.

Title (e.g. Mr, Mrs, Ms, Miss) **Given name/s**

Family name

▲ ▲ ▲

Organisation / Company name (complete if you are making this application on behalf of an organisation or company)

Postal address

▲ **Postcode:**

Preferred method of contact (Please indicate by numbering in order of preference, your preferred method of contact. If you choose email or post, please also provide a contact telephone number. The agency may need to telephone you to clarify aspects of your application. Please include country code and area code, where applicable).

Phone Fax Mobile Email Post

▲
.....

Great state. Great opportunity.



Application Details

1. Which description most closely describes your application for access?

- a. All of the documents I'm applying for contain my personal information OR I'm seeking access on someone else's behalf, and all the documents contain that person's personal information – **IP application, no application fee.**
- b. Some of the documents I'm applying for do not contain my personal information OR I'm seeking access on someone else's behalf, and some of the documents do not contain that person's personal information – **RTI application, application fee payable.**
- c. None of the documents I'm applying for contain my personal information OR I'm seeking access on someone else's behalf, and none of the documents contain that person's personal information – **RTI application, application fee payable.**

2. Are you seeking access to information on someone's behalf?

No

Yes Person's family name

Given name/s

Please attach **proof of your authorisation to act on the person's behalf.**

(for example: a client agreement if you are a solicitor or written authorisation from the person concerned).

3. If you ticked 1(b) or 1(c) only: are you seeking access for the use or benefit of another person, company or body?

(for example, a journalist applying for a media organisation)

▶ No Yes

4. If you answered yes to question (3) above, what is the name of the other person, company or body?

5. Which agency/s are you applying to?

You must complete a separate form for each agency and there is a separate fee for each RTI application.

6. Particular details:

Please provide specific and detailed information about the documents you are seeking, as this will help us process your application.

a. The subject matter of the documents you are seeking (e.g. the planning process for the Letter Z Program)

b. The type of documents (e.g. internal memos, emails)

c. The time period / date range you would like us to search within (e.g. September 2011 - June 2012)

d. Relevant document reference numbers (if known)

e. Where you think the documents may be located (e.g. facility, business area, unit, person)

f. Any other details you believe will assist us in dealing with your application Note: Include additional information that the agency requires in the space provided or as an attachment to your application (e.g. date of birth will assist in locating relevant files to distinguish you from someone with the same name)

7. Preferred access type (tick one):

Note: Your preferred access type may not be available. If you choose to access documents by email, CD, DVD or inspection, there will be no charge for this access.

- Inspect document/s Photocopy of document/s (charges may apply) Document/s sent to me by email
 Copy of the document/s on DVD Copy of the document/s on CD

Note: Information that is released following an application under the RTI Act, and is not the applicant's personal information, may be published in an online disclosure log. See privacy notice.

8. Evidence of identity

If you are seeking access to documents that contain personal information either in relation to you or on behalf of another person, you must provide evidence of your identity with this application or within 10 business days of making this application in order for your application to be processed. If you are seeking documents on someone's behalf, both parties must provide evidence of their identities. (If you are not seeking any personal information, you are not required to provide evidence of your identity.)

Applying:

by post — attach a **certified copy** of your identification document to this application form.

in person — produce the original identification document for the RTI officer to sight.

by email or fax — post or present a **certified copy** of the identification document to the relevant agency to which you are applying for information. (A certified copy is considered valid if it is witnessed by a lawyer or notary public, a commissioner for declarations or a justice of the peace or in the case of a prisoner, a corrective services officer. 'refer note below')

Note: Documents that provide sufficient evidence of identity include:

- Current driver's licence
- Identifying page of current passport
- Birth certificate
- Copy of a prisoner's identity card certified by a corrective services officer
- Statutory declaration of an individual who has known the applicant for at least one year (A declaration template can be downloaded at www.court.qld.gov.au/forms).

9. Financial hardship

Concession card holders - Application for financial hardship must be made in writing to the relevant agency. If you hold a valid concession card, and you are seeking a waiver of processing and access charges, you must show RTI officer your card (or attach a copy of the card to your application).

Note: Not all concession cards are accepted. Please contact the RTI officer to be sure your card qualifies.

Non-Profit organisations - If you have financial hardship status, you must provide the RTI officer with a copy of the notice from the Office of the Information Commissioner showing that financial hardship status has been granted.

Note: If you are a non-profit organisation and have sought financial hardship status under the RTI Act, do not submit this application until you have advice from the Office of the Information Commissioner about whether financial hardship status has been granted. If financial hardship status is granted, this status will remain current for one year from the date of the Information Commissioner's decision, unless there is a substantial improvement in your organisation's financial circumstances.

10. Credit card payments

Not all agencies can accept credit card payments. Please confirm with the agency you're applying to that it can accept credit card payments before completing this section of the form (see next page).

Declaration

Privacy Notice: The information you provide on this form will be used by the agency you have applied to, to deal with your application as set out in the Right to Information Act 2009 or the Information Privacy Act 2009.

If you have applied under the RTI Act to a department or Minister only: Once the department or Minister receives your valid application, the date you applied and what you are applying for will be published online in their disclosure log. If the department or Minister gives you access to a document, and if the document contains no personal information about you, the document will be published online in the department or Minister's disclosure log, along with your name and, if another person, company or body will use or benefit from the documents sought, the name of that person, entity or body. The department or Minister may remove some information from the document before it is published—for example, information that may be defamatory.

If you have applied to an agency other than a department or Minister, documents which do not include your personal information may be published on a disclosure log.

I declare that:

- The information provided in this form is complete and correct
I have read the privacy notice
Where applicable, I have attached documents required for the purpose of this application (e.g. evidence of identity, authorisation to act on another person's behalf, evidence of financial hardship status)
If I cannot attach any required copies of documents, I will provide them to the agency within 10 business days of making this application
I have included any relevant application fee/s (fees are based on the type of application, see section 1)

I understand that it is an offence to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

Signature

Date

..... / /

Office Use Only

Date received _____ RTI Ref / IP Ref _____
 ____ / ____ / ____

Application Fee Received No Yes Date ____ / ____ / ____

Satisfied as to Identity of Applicant No Yes Date ____ / ____ / ____

Identity Document Sighted No Yes Date ____ / ____ / ____

Receiving Officer (print name) _____ Decision Maker Assigned to Application (print name) _____

Mastercard/Visa Authority

Expiry Date	Card number	Amount
..... /	<input style="width: 400px; height: 20px;" type="text"/>	\$
Cardholder's name	Cardholder's signature	
.....	



RIGHT TO INFORMATION / INFORMATION PRIVACY (RTI/IP)

Evidence of Identity / Evidence of Authorisation requirements for applicants and agents

This information sheet sets out the requirements for establishing 'evidence of identity' and 'evidence of authorisation', as prescribed under the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

Key Principles

To ensure the appropriate protection of personal information held by government, the *Right to Information Act 2009* and the *Information Privacy Act 2009* both require that specific precautions are taken before processing applications for access to, or amendment of, documents containing personal information.

These precautions include verifying the identity of applicants, and also verifying the identity and authority of persons who state that they are acting as an applicant's agent, in relation to applications for access to, or amendment of, personal information.

Statutory Requirements

Applications under the <i>Information Privacy Act 2009</i>	What is required	Authority (IP Act)
Access application made by individual on own behalf	• Evidence of applicant's identity	s 43(3)(a)
Access application made by agent on behalf of applicant eg. - by solicitor on behalf of client - by parent or other person on behalf of child	• Evidence of applicant's identity • Evidence of agent's identity • Evidence of agent's authorisation	s 43(3)(a) s 43(3)(b) s 43(3)(b)
Amendment application made by individual on own behalf	• Evidence of applicant's identity	s 44(5)(a)
Amendment application made by agent on behalf of applicant eg. - by solicitor on behalf of client - by parent or other person on behalf of child	• Evidence of applicant's identity • Evidence of agent's identity • Evidence of agent's authorisation	s 44(5)(a) s 44(5)(b) s 44(5)(b)

Applications under the <i>Right to Information Act 2009</i> * *if the application is for access to a document containing personal information of the applicant	What is required	Authority (RTI Act)
Access application made by individual on own behalf	• Evidence of applicant's identity	s 24(3)(a)
Access application made by agent on behalf of applicant eg. - by solicitor on behalf of client - by parent or other person on behalf of child	• Evidence of applicant's identity • Evidence of agent's identity • Evidence of agent's authorisation	s 24(3)(a) s 24(3)(b) s 24(3)(b)

What is sufficient 'evidence of identity' (for both applicant and agent)?

The evidence of identity **prescribed*** for a person is a document verifying the person's identity, including, **for example**—

- (a) a passport; or
- (b) a copy of a certificate or extract from a register of births; or
- (c) a driver licence; or
- (d) a statutory declaration from an individual who has known the person for at least 1 year; or
- (e) if the person is a prisoner within the meaning of the *Corrective Services Act 2006* – a copy of the person's identity card from the department administering the Act that is certified by a corrective services officer.

If a document, other than a prisoner identity card (see (e) above), is a photocopy of an original document, the document must be certified by a qualified witness as being a correct copy of the original document.

qualified witness means—

- (a) a lawyer or notary public; or
- (b) a commissioner for declarations; or
- (c) a justice of the peace.

* see *Information Privacy Regulation 2009*, section 3; *Right to Information Regulation 2009*, section 3

What is sufficient 'evidence of authorisation' (for an agent)?

No specific requirements have been prescribed by regulation. However, the *Information Privacy Act 2009* and the *Right to Information Act 2009* both contain the following **examples***:

Examples of an agent's authorisation—

- the will or court order appointing the agent to act as the applicant's guardian
- the client agreement authorising a legal practitioner to act for an applicant
- if the application is made on behalf of a child (in reliance on section 45 IPA; section 25 RTIA), evidence the agent is the child's parent

* see *Information Privacy Act 2009*, section 43(3) (b); *Right to Information Act 2009*, section 24(3) (b)

When must the evidence of identity and/or authorisation be provided?

The *Information Privacy Act 2009* and the *Right to Information Act 2009* both require that evidence of the applicant's identity, and where necessary, evidence of an agent's authorisation, must be provided **with the application or within 10 business days after making the application.**

What happens if the required documentation is not provided?

The evidence of identity / authorisation requirements in the *Information Privacy Act 2009* and the *Right to Information Act 2009* are included in the list of "relevant application requirements" which must be satisfied in order for an application to be considered valid.

If the required evidence is not provided, an RTI / IP officer will contact the applicant (or agent) to inform them of the application's non-compliance with statutory requirements. If the applicant (or agent) has still not provided the required documentation within a reasonable period, the only course open to the RTI / IP officer is to make a decision refusing to deal with the application because it does not comply with all relevant application requirements. This is a reviewable decision, subject to (*optional*) internal review within the department, and external review by the independent Office of the Information Commissioner.

This summary discusses general principles only.

If you need any additional information about the 'evidence of identity' or 'evidence of authorisation' requirements for RTI or IP applications made to the Gold Coast Hospital and Health Service (GCHHS), please contact:

**Information Access Services
Governance, Risk and Commercial Services
Gold Coast University Hospital
1 Hospital Boulevard
SOUTHPORT QLD 4215**

Phone: (07) 5687 3849

Email: GCHHSInformationAccess@health.qld.gov.au