

X-rays/scans – Medical Imaging

These can be obtained directly from the RCH Medical Imaging Department.

telephone: 9345 5255

email: medical.imaging@rch.org.au

website: www.rch.org.au/med_imaging

Can you send the information directly to my doctor?

Health Information Services is able to provide copies from medical records to GPs and other external health care providers involved in ongoing patient treatment.

You or your doctor can contact them:

email: his.patientinfo@rch.org.au

telephone: 9345 6107

facsimile: 9345 6589

What if I need the information for court proceedings?

If you require the medical records urgently for Court proceedings, contact your Lawyer. A Subpoena to produce documents may be issued to send the records to the Court.

Need more information?

If you have any questions or concerns about your application or the process, please contact:

Freedom of Information

The Royal Children's Hospital
50 Flemington Road
Parkville Victoria 3052

telephone: 9345 5132/9345 9464

email: foi@rch.org.au

website: www.rch.org.au/foi

facsimile: 9345 4088

For further information regarding the Freedom of Information Act contact:

Office of the Victorian Information Commissioner

email: enquiries@foicommissioner.vic.gov.au

website: www.ovic.vic.gov.au

telephone: 1300 842 364

Our records are stored as part of the Parkville Precinct Electronic Medical Record which includes information from the Royal Women's Hospital, Peter MacCallum Cancer Centre, Royal Children's Hospital and The Royal Melbourne Hospital. By default, information from these health services will not be included in your release. If you require further information from any of the other Precinct partners, please contact them directly.



Access to the Royal Children's Hospital medical records

The Victorian Freedom of Information Act 1982 (**FOI Act**) allows you to request access to your own or your child's Royal Children's Hospital medical records.

Information Guide

Updated July 2023

How do I apply to access RCH medical records?

A valid application requires:

Written application

All applications must be **made in writing** and have enough information for us to find the correct medical record. You can fill in an Application Form or write a letter.

The Application Form can be downloaded from the website: www.rch.org.au/foi

Identification

Photo identification that shows your signature, eg a photocopy of a **driver's licence or passport must** be sent with your application.

Application fee: \$31.80 (non-refundable)

The application fee **must** accompany the written request. Payment by credit card/money order/cheque made payable to The Royal Children's Hospital. Or, in person at the cashier's office RCH.

If one of the following applies the application fee is **waived**:

Health Care Card or valid Pension Card (photocopy)

Compassionate grounds (patient is deceased)

Photographs only

Where do I send my application?

Mail: Freedom of Information
Royal Children's Hospital
50 Flemington Road, Parkville 3052

Email: foi@rch.org.au

Fax: 9345 4088

In Person: Family Hub, ground floor

How much will it cost?

The FOI Act sets out the following charges for providing access to records. These are in addition to the Application fee of **\$31.80**.

The access charges must be paid before the information is released.

Access charges

Electronic Medical Records:

USB \$7.00

Paper records:

Photocopy 20 cents per page

Registered or Parcel Post \$6.00
(depending on the size of the package)

Photographs:

Prints \$2.00 each

USB \$7.00

Please note we DO NOT Email/Fax medical records.

What happens next?

You will receive a letter acknowledging receipt of your request.

A formal decision letter will be provided no later than **30 days** from receipt of a valid request. This may be subject to extensions permitted under the FOI Act of which you will be notified.

This letter will also include the access charges. When this payment has been made the record will be copied and posted to you, this may take up to 4 weeks

Will I get all the records?

Some information may be restricted according to the Exemptions outlined in the FOI Act. This may include information that relates to the personal affairs of a person other than the patient, or information obtained in confidence.

Do I have the right to access information?

The hospital must take reasonable steps to be satisfied that the applicant has the "right to access" the medical records. We have a duty to protect the privacy of personal information.

If the Applicant is NOT the patient and the patient is:

Over 18 years of age

It is preferable for the patient to apply for access to their own medical record. If this is not possible written authority from the patient will be required. Where the patient is not able to provide authority we require evidence that you have the "right to access" the information eg Power of Attorney (medical) or Guardianship documents.

16 – 18 years of age

It is preferable for the patient to apply for access to their own medical record.

In recognition of a young person's evolving competence and right to privacy, the RCH policy is to obtain consent from the young person.

The following are some other situations where we will require additional information:

Name change

If you are requesting your own records and have changed your name, include documentation showing the change of name, eg copy of marriage certificate.

Family Court Orders

If there are current Family Court Orders in place, a copy of the order should be provided.

Requesting records of a deceased patient

Evidence that you are the next of kin **or** written authority from the next of kin.

Authorising others to request records

You can authorise another person (eg TAC, solicitor) to make a request on your behalf.

If you want someone to make a request on your behalf, you must give them your written authorisation for us to release the information to them.