

Health Records Policy for Patients

We take the privacy and confidentiality of our patients very seriously. Our doctors will collect and record information that is relevant to your health. Should the reason for demographic collection not be clear, we encourage you to ask your doctor or nurse. Sometimes it is not always obvious.

For example, we might ask your occupation. Why do we need this? Some occupations increase your risk of disease (for example asbestosis) or risk of injury (for example your risk of tetanus); and thus recording your occupation can act as a prompt to your doctor to ensure your ongoing health. This is one of many examples.

If you do not want something included in your medical records, please discuss this with your doctor.

We are required by law to keep medical records for 7 years from the last visit; or until a child turns 25. Your records may be kept in a secure storage location off site, and they will be securely destroyed in the keeping with our legal requirements.

Transfer or copies of records

Should you wish to receive part of your medical records you can request this in a consultation with your doctor. Alternatively, we require a written request stating the nature of the records you require (all of them vs just those relating to your heart, for example), and the way you would like us to provide them (post, email).

If you would like to transfer your records to a new practice you can sign a request at that practice and we will facilitate the transfer via courier or registered post. A fee may be required.

Wakefield Gardens Surgery will comply with all legal requests for records. We may contact you to verify your consent and to ensure you understand what you are consenting to.

From time to time we receive a request from family members of a deceased patient to have copies of their medical records. This is a specific scenario. Confidentiality continues after death. We can only provide records to the executor of the patient's estate. We require:

- a written request that states the name, DOB and last address of the patient;
- a copy of an ID of the person requesting the information (e.g. driver's licence);
- the paperwork confirming that the person requesting is the executor or a letter from the executor granting permission.
- the letter to confirm exactly which information is required, and how it is to be sent;

All record requests to be actioned in a timely manner.

Policy written 18/9/21 and will be reviewed before 31/12/25 Rumfaro Pty Ltd Trading as "Wakefield Gardens Surgery".