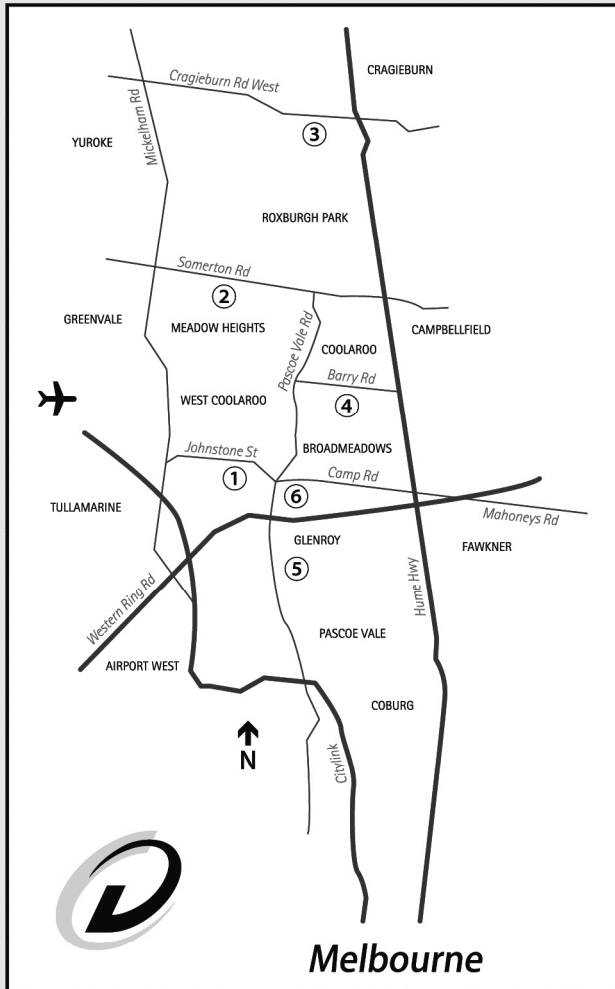


## Your Local Dianella Centre



### Comprehensive Primary Health Care Centres

- ① **Broadmeadows**  
35 Johnstone St, Broadmeadows  
Phone General (03) 8345 5678  
Medical (03) 8345 5777  
Dental Emerg. (03) 8311 4400  
Dental General (03) 8345 5410
- ② **Meadow Heights**  
21-27 Hudson Circ, Meadow Heights  
Phone (03) 9302 8888
- ③ **Craigieburn**  
55 Craigieburn Rd, Craigieburn  
Phone (03) 9308 1222
- ④ **Aged and Respite Service**  
Lynda Blundell Centre, Blair St, Dallas  
Phone (03) 9302 4328
- ⑤ **Glenroy Community Resource and Support Service**  
175 Glenroy Rd, Glenroy  
Phone (03) 9306 5611
- ⑥ **Mental Health Rehabilitation Service**  
393 Camp Rd, Broadmeadows  
Phone (03) 9309 8784

For further information  
please contact  
Federal Privacy Commissioner  
**1300 363 992**

**Health Services Commission**  
**1800 136 066**

Information is also available on  
the Privacy Commission web-site  
[www.privacy.gov.au](http://www.privacy.gov.au)

**Applicable Date**  
**October 2013**  
Version 2.0

**[www.dianella.org.au](http://www.dianella.org.au)**

Email: [info@dianella.org.au](mailto:info@dianella.org.au)



**Dianella**

**Access to your  
healthcare  
records**

**Working Together With Our Community**

*"We share a vision of health, wellbeing and quality of life  
for all in a community which is empowered,  
has opportunities, is caring and works together."*

## YOUR RIGHT TO ACCESS YOUR HEALTHCARE RECORDS

You may access your healthcare record held by Dianella in accordance with the Health Records Act 2001 (Vic).

## HOW TO REQUEST ACCESS TO YOUR HEALTHCARE RECORDS

Reception staff can provide you with a 'Request for Access—Client Healthcare Information' form.

Using this form you may request a copy of your record to be sent to you or your authorised representative, another practitioner or a legal representative.

## FEES FOR ACCESS

Fees are in accordance with the Health Records Regulations 2012.

## WHERE DO I SEND MY COMPLETED FORM?

You may return your completed form to reception staff or post it to us as follows:

Right of Access Request  
Client Information Services  
Dianella Community Health  
55 Craigieburn Rd  
Craigieburn Vic 3074

## Fees to Access to Healthcare Information

FORM OF INFORMATION	FEE (GST is payable on the below fees)
Copy of healthcare record	<ul style="list-style-type: none"> <li>• 20c per page (black &amp; white A4 Page)</li> <li>• \$20.00 assessment &amp; collation</li> <li>• \$15.00 retrieval of offsite records</li> <li>• Actual postage cost if posted</li> </ul>
View the record with an opportunity to take notes of contents (or no explanation of record)	<ul style="list-style-type: none"> <li>• \$15.00 per half hour (or part of a half hour)</li> <li>• \$31.30 assessment &amp; collation</li> <li>• \$15.00 retrieval of offsite records</li> </ul>
View the record with explanation	<ul style="list-style-type: none"> <li>• \$31.30 assessment &amp; collation</li> <li>• \$15.00 retrieval of offsite records</li> <li>• Whichever is the greater—Usual consultation fee OR \$36.30 per quarter hour up to \$117.80</li> </ul>
Receive an accurate summary	<ul style="list-style-type: none"> <li>• Whichever is the greater—Usual consultation fee OR \$36.30 per quarter hour up to \$117.80</li> <li>• \$15.00 retrieval offsite records</li> <li>• Actual postage cost if posted</li> </ul>
Provision of health information to another health provider	<ul style="list-style-type: none"> <li>• 20c per page (black &amp; white A4 page) if at least 20 pages</li> <li>• \$10.00 postage in Australia</li> <li>• If copy in another form, the reasonable costs of providing the copy</li> </ul>
Provision of accurate summary to another health provider	Whichever is the greater— usual consultation fee OR \$36.30 per quarter hour to a maximum of \$117.80 where the time taken to prepare is at least 30 minutes

*\* Maximum fees as per Health Records Regulations 2002 Pension / Health Care Concession Card Holders are entitled to a waiver of the assessment and collation fee upon providing a copy of the cards*

## WHAT HAPPENS AFTER I SEND MY FORM?

Once received, Dianella will respond to your request within 45 days. Dianella will tell you what fees are applicable and once the fee is paid, depending on what you have requested.

If you wish to inspect your records we will notify you of the date and time. For other requests we will either;

- Send you the copy of your record; or
- Transfer your health information to another health provider; or
- Write to you advising that we have refused access to part or all of the health information and give you reasons why.

## CAN YOU REFUSE TO GIVE ME ACCESS TO MY HEALTH INFORMATION?

The Health Records Act 2001 (Vic) states we may deny access to your records if:

- Providing access may have privacy impacts on other people; or
- The information relates to existing legal proceedings where records have already been requested; or
- Denying access is authorised by law; or
- You have already been provided with the records.

For any enquiries please contact the Dianella Information Officer on

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