

**MUST ATTACH PATIENT LABEL HERE**

SURNAME: \_\_\_\_\_ NHI: \_\_\_\_\_

FIRST NAMES: \_\_\_\_\_ DOB: \_\_\_\_\_

**Please ensure you attach the correct visit patient label**

**Release of Information**

Please complete all sections of this form and provide supporting documentation so your application can be processed

**Patient details:** – person whose records are to be accessed

Family name:	NHI:
Given names:	DOB:    /    /
Also known as:	
Residential address:	

**Requestor details:**

Name:
Relationship to patient:
Postal address:
Contact phone numbers:

Authority to request this information:	Supporting copies attached of:
<input type="checkbox"/> I am the patient	<input type="checkbox"/> photo identity
<input type="checkbox"/> I am the parent / guardian of the child who is under 16 years of age	<input type="checkbox"/> photo identity (proof of relationship may be required) <input type="checkbox"/> Are there any current orders in place in relation to this child? If yes please provide us with a copy
<input type="checkbox"/> I have written consent from the patient	<input type="checkbox"/> photo identity & written consent
<input type="checkbox"/> I have lawful authority (e.g. power of attorney) over the person's affairs	<input type="checkbox"/> photo identity & lawful authority
<input type="checkbox"/> I have authorisation from the executor of the deceased person's estate	<input type="checkbox"/> photo identity & lawful authority

**Information requested:** – select the categories of information requested

<input type="checkbox"/> Discharge summary	Date range:
<input type="checkbox"/> Clinic letter from Outpatient visit	Date range:
<input type="checkbox"/> Test results, e.g. Bloods, X-rays etc. (please specify):	Date range:
<input type="checkbox"/> Inpatient Record	Date range:
<input type="checkbox"/> Mental Health and Addiction Records	Date range:
<input type="checkbox"/> Maternity Records	Date range:
<input type="checkbox"/> Other (please specify)	

**Request to be actioned by:**

*Every effort will be made to meet required timeframes, but this may not always be possible. In accordance with the Privacy Act 2020, we will respond to your request no later than 20 working days after date of receipt.*

Date Required by (urgent requests only):

Reason for urgency:

**Delivery details (Please choose ONE only):**

Courier to address above       Collect from Clinical Records Department

Send electronically to this email address: \_\_\_\_\_

Requestor signature: \_\_\_\_\_ Date of Request: \_\_\_\_\_



### Release of Information

#### Information Sheet for Requesting Patient Information

Information for your own record or the record of a dependant / family member can be requested from the Clinical Records service.

<p><b>How do I request?</b></p>	<p><b>My Information?</b></p> <ol style="list-style-type: none"> <li>1. The request must be in writing and can be made by completing this Release of Information Form.</li> <li>2. Please include specific details of the information you require, including the dates and the documentation you require, e.g. discharge summary, clinical notes.</li> <li>3. All requests must be accompanied by proof of identification with a photo and signature (e.g. drivers licence, passport).</li> </ol> <p><b>Clinical Information for my child?</b></p> <p>1 - 3 as above. You may be asked for proof of relationship to the child.  <b>Please note:</b> If the request is for a family member who is not a dependant (Dependant = less than 16 years), consent in writing from the person is required.</p> <p><b>Clinical information for a relative or friend?</b></p> <p>1 - 3 as above, plus written consent from the patient or, if applicable, a copy of the Power of Attorney.</p> <p><b>Clinical Information for a deceased relative?</b></p> <p>1-3 as above, plus consent from the Executor/Administrator of the Will. If there is no Will, we will require proof that you are the next of kin or the deceased person's representative. The Te Toka Tumai Auckland legal team will review and consider proof provided and determine if release is appropriate.</p>
<p><b>How long does it take?</b></p>	<p>It may take up to 20 working days for us to respond to your request, however, all efforts are made to process all requests as quickly as possible. For complex requests, or requests that require Clinical review, an extension to this time may be required, but the requestor will be informed if a delay is expected.</p>
<p><b>Urgent Requests</b></p>	<p>If your request is urgent, you must provide a reason for the urgency and the time-frame within which you require the information and all efforts will be made to meet this time-frame.</p>
<p><b>How much does it cost?</b></p>	<p>There is no cost for providing copies of requested documentation.</p>
<p><b>Receiving your requested information</b></p>	<p>You can choose to either:</p> <ul style="list-style-type: none"> <li>- Collect your documents in person (personal identification must be produced at release)</li> <li>- Arrange for a friend or relative to collect on your behalf (your written consent authorising the collection and their photo identity is required at release)</li> <li>- Request for the documents to be mailed to you by courier</li> <li>- Request for the documents to be sent securely electronically</li> </ul>
<p><b>Declined Request</b></p>	<p>In some circumstances we may refuse part, or all of a request for health information. We will let you know why. You do have the right of review of such a decision and can do this by contacting the Privacy Commissioner.</p>
<p><b>Need help with your request?</b></p>	<p>If you need any assistance in completing the request form, or have any questions about any of the information above, please contact the Release of Information Team using the contact details below:</p> <p><b>Phone:</b> (09) 3074949 ext. 22288  <b>Email:</b> GROI@adhb.govt.nz  <b>Business hours:</b> Mon-Fri – 8am to 3pm</p>
<p><b>Privacy Commissioner</b></p>	<p>Should you be dissatisfied with the information provided to you, a complaint can be raised with the Office of the Privacy Commissioner. Please visit their website:  <a href="https://privacy.org.nz/your-rights/resolving-privacy-issues/">https://privacy.org.nz/your-rights/resolving-privacy-issues/</a> for more information.</p>