

## Requests for Health Records PHC Remote Flowchart

Primary Health Care (PHC) Clinical Governance is the point of contact for approval and coordination of supplying copies of the requested client medical records. When requests for a copy of Health Records are received by any PHC Remote staff member, the request should be forwarded to PHC Clinical Governance in the first instance. This allows for all requests to be logged and information generated according to consistent protocols, under the direction of the PHC Clinical Governance Team.

<p><b>Provider / Agency Requesting Medical Records</b> External agencies include: Coroner; Police; Crimes Victims Service Unit (CVSU); Territory Families; Insurance Companies, Legal Services and Other Health Service Agencies</p>	<ul style="list-style-type: none"> <li>▪ Complete Provider / Agency 'Request for medical records' and supply details of delegated authority under Legislation or a client's signed 'Authority to release' as appropriate</li> <li>▪ Send request and client's authority to PHC Clinical Governance E-mail: <a href="mailto:RequestsPHCMedRecords.DoH@nt.gov.au">RequestsPHCMedRecords.DoH@nt.gov.au</a> Confidential Fax: (08) 8942 6811</li> </ul> <p>Enquiries: <b>Central Australia:</b> (08) 8951 7602   <b>Top End:</b> (08) 8985 8138</p>
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<p><b>PHC Clinical Governance Action Officer:</b> <b>Central Australia</b> - PIRS Quality Audit Administration Officer <b>Top End</b> - Medical Records and Primary Care Information System Audit Officer</p> <p style="text-align: right;"><b>Note:</b></p>	<ul style="list-style-type: none"> <li>▪ Acknowledge receipt of request from requesting Provider / Agency</li> <li>▪ Review the Request and 'Authority to release' and confirm this aligns with Authority and/or clients consent, proceed if satisfactory. Contact the Requestor to rectify the request as appropriate.</li> <li>▪ Prepare medical records from client's PCIS / EACS file and/or client's paper-based medical file as per request</li> <li>▪ When required, obtain medical report / Statutory Declaration from appropriate PHC Medical officer</li> <li>▪ Ensure clinical review of prepared medical records prior to release</li> </ul> <p>Where a request seeks medical records not held by PHC, the Action Officer will refer Provider / Agency to the correct service were possible (eg Hospital, Congress)</p> <p>Request's that require records held in a client's paper-based file will need to be retrieved from either Darwin or Alice Springs Secondary Storage</p> <p>Agencies requesting records prior to the implementation of PCIS / EACS (2007-2009 roll out) must be aware that the request will take longer to prepare and complete</p>
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<p><b>Registered Health Practitioner</b></p>	<ul style="list-style-type: none"> <li>▪ Review content is within the scope of the request and appropriate and ready for release</li> <li>▪ Approve release of prepared medical records / reports</li> </ul>
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<p><b>PHC Clinical Governance Action Officer:</b></p>	<ul style="list-style-type: none"> <li>▪ Send Medical Records / Report to Provider / Agency</li> <li>▪ Maintain database of all completed requests for medical records</li> <li>▪ Request and obtain a Corporate file for every request in line with Privacy and Confidentiality protocols</li> <li>▪ Invoice agency per the <a href="#">NT Hospitals Fees and Charges Manual</a> (see page 32)</li> </ul>
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**NOTE:** Individuals requesting information under the [Information Act](#) (Freedom of Information) must utilise the [Freedom of Information - Application to access information](#) process.

**Related References:**

[Request for Access to Health Information and Records PHC Remote Guideline](#), [Requests with a Warrant PHC Remote Information Sheet](#) and [Requests for Health Information from Territory Families PHC Remote Information Sheet](#)