



## Information Sheet for Requesting Patient Information

Information from your own record or the record of a dependant or family member can be requested from the Clinical Record Service.

### How do I request .....

#### My clinical information?

1. The request must be in writing or can be made by completing the Release of Information Request Form (attached)
2. Please include specific details of the information you require including the dates you were in hospital and the documents you require, e.g. discharge summary, clinical notes.
3. Please include a current mailing address and contact number both landline and mobile
4. **All** requests **must** be accompanied by proof of identification with a photo and signature, e.g. drivers licence, passport.

#### Clinical information for my child?

As above in 1-4, as well as proof of relationship to the child.

**Please note:** If the request is for a family member who is not a dependant (Dependent = 16 years or under) then consent in writing from the person is required

#### Clinical information for a relative or friend?

As above in 1-4, as well as written consent from the patient or if applicable a copy of the Power of Attorney.

#### Clinical information for a deceased relative?

As above in 1-4, as well as written consent from the Executor/Administrator of the Will or where there is no Will, proof of your relationship to the patient.

### How long does it take?

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.

**Note:** Failure to supply all of the above information may delay the processing of your request.

### Urgent Requests

If your request is urgent, you **must** provide a reason for the urgency and the timeframe within which you require the information, and all efforts will be made to meet this timeframe.

### How much does it cost?

There is no charge for this service.

### Receiving your requested information

Most requesters receive their clinical documents via post, but you can collect your documents in person if you would prefer. Please let us know if this is your preference. For this option, you will need to present personal identification before the information will be released to you.

If you are collecting copies on behalf of someone else e.g. friend/ family, you must have their written consent authorising you to collect their information.

### Need help with your request?

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.

#### Release of Information Team Contact Details:

Clinical Records Department, Building 21  
Auckland City Hospital  
Private Bag 92024  
Auckland 1023

**phone:** (09) 3074949 ext 22283, 22271, 22276, 22282

**fax:** (09) 307 8920

**email:** [GROI@adhb.govt.nz](mailto:GROI@adhb.govt.nz)

**Business Hours:** Mon to Fri - 9.00 am to 3.00 pm