

Take Action! Factsheet 5: Your Medical Records



This document was written by the [Health Care Consumers Association](#).



We speak up for people in the ACT.
We work on health care issues.



This guide tells you how to get a copy of your **medical records**.



Your medical records are documents written about you.

They can help you understand what happened to you.



Your medical record has information about:

- Your illnesses or conditions
- Tests or treatments you have had
- Which doctors you have seen.

How to get your medical records



You can ask to see your medical records any time.



Your medical records are private.

Private means they can only be shared by:



- Health care workers who need to see them to care for you



- People you say can read it.
- This might include your **legal guardian**.
- It might also include someone with **Enduring Power of Attorney**.



These are both legal names meaning that those people can make decisions for you.

These people might be family or friends or someone that works for the government.

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Each health care provider will have a different medical record for you.

You will need to ask each health care provider



A health care provider is a person or business who care for your health such as:

- A doctor or GP
- A hospital
- A dentist or therapist.



They might not let you see your file.

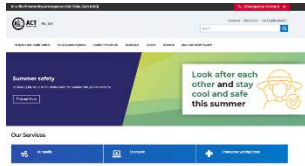
They need to say why you cannot see your file.



You might have to fill out a form first.

If you need your medical records from Canberra Health Services you should:

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- [Go to their website](#)
- Search for **Accessing your health records** and go to the page about it
- Fill out the form
- Include copies of any other documents the form asks for
- Send it to Canberra Health Services using directions on the form

Other health care providers can include:

- GPs or doctors
- Specialists
- Dentists

They might say you need to ask in writing.

You should send them a letter or an email.

They will probably need your private information, such as:

- Your name
- Your phone number
- Your Medicare number

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Your Medicare number is on your Medicare card.

It includes the long number at the top and the number before your name.



You should say:

- What information you need
- How they should give you the information. Your information can be emailed or posted or sent to your doctor.

Who keeps medical records



Not all health care providers need to keep records about you.

You can ask if they have a record about you.

Costs



You will need to pay a fee to some health care providers to see your records.

This covers the cost of them getting your records and sending them to you.

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In 2024 the ACT public hospitals charge fees to get your medical records.

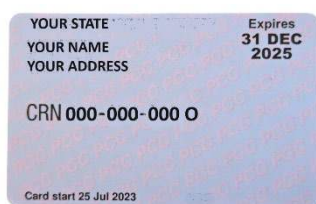
These fees are the most they will charge you for each choice:



- \$17.75 - To see your records with no copies made for you

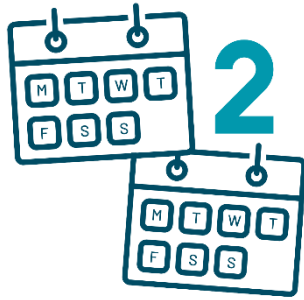


- \$48.75 for paper copies of up to 50 pages
- \$0.40c for each extra page



- If you have a pension card you will pay half of these amounts.

How long it will take to get your records

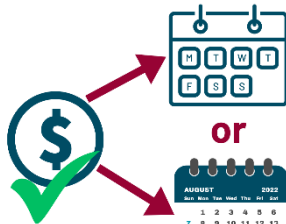


They must reply within 2 weeks of getting your request.



Replying means they do one of these things:

- Ask you to pay their fee
- Give you a copy of your record
- Explain why they will not give you a copy of your record.



If there is a fee to pay they must give you copies:

- Within 1 week of getting your payment
- Within 30 days of getting your request
- Whichever happens first.

Request a change to your records



If you find mistakes in your records or information that is wrong you should:

- Contact the health care provider who wrote them
- Ask them to update your records



They might ask you to ask in writing such as a letter or an email.



They might:

- Change your health record
- Make a note in your record about your request.



Sometimes they will decide not to change your records if they think they are right.

Request a change in My Health Record



If you have found a mistake you can call My Health Record.

Their phone number is 1800 723 471.



You can hide or delete some information on My Health Record yourself.

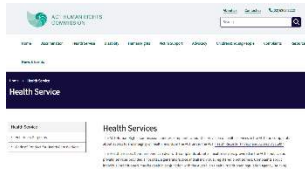
Their website tells you how.



You can also upload any information you need on My Health Record.

You can choose who sees it.

More information



The ACT Health Services Commission can help with complaints and problems about health records.

Phone: 02 6235 2222

Email: HRCIntake@act.gov.au



The Office of the Information Commissioner also has information about accessing your health records.

They are part of the Australian government.

They have information on [their website](#).

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