

Information**ABOUT**

Accessing Information Held by Us ([about_access.html](#))

Accessing your Health Information ([about_accessInfo.html](#))

Frequently Asked Questions ([about_faq.html](#))

GIPA Review Process ([about_review.html](#))

Accessing your Health Information held at Sydney Local Health District

Patients/clients have a legally enforceable right to be given access to the information held about them by a health facility. They are also able to give consent to an authorised representative or a third party to access their personal health information on their behalf.

Sydney Local Health District (SLHD) is governed by the Health Records Information and Privacy Act 2002 (HRIP Act) (<http://www.legislation.nsw.gov.au/#/view/act/2002/71>) which outlines the provisions for patient/client access to their personal health information. The HRIP Act is a privacy law designed to provide individuals with greater knowledge and control over their information. SLHD generally processes applications for personal health information under the HRIP Act rather than the Government Information (Public Access) Act 2009 (GIPA) (<http://www.legislation.nsw.gov.au/#/view/regulation/2010/343>). However, the GIPA may be used in exceptional circumstances.

SLHD has procedures in place for access to health information under the HRIP Act. Patients/clients must be aware of the following information:

- Applications must be made in writing, preferably on the SLHD Application to Access Personal Health Information ([/pdfs/Privacy_Application_Health_Information.pdf](#)) form
- Appropriate identification of the patient/client (and applicant, if applicable) must be provided
- Additional consent and documents of proof of relationship *may* be required
- A fee, in accordance with the NSW Policy Directive Health Records and Medical/Clinical Reports Charging Policy (PD2006_050), will be charged
- SLHD aims to process applications within 21 working days of receipt of the application, on the condition that the required information and fees have been received. While we strive to complete your application as soon as practicable, sometimes unavoidable situations may cause a delay. If it is an urgent request, please contact the relevant facility to discuss expediting your request.
- Applications will be processed in accordance with the relevant legislation

Where access is granted, it can be provided in the following manner:

- A copy of the health record in electronic or paper form.
- Direct access by viewing of the health record on the health service's premises under the supervision of a health care professional or health information manager. Any electronic information must be printed. Applicants do not have the authority to access the electronic medical record (eMR). **Bookings are essential**

- Access by viewing a copy of the health record in the presence of an external health practitioner or health information manager agreed upon by the patient/client and the health service.

Access to your personal information may be declined in special circumstances, such as where giving access would cause you or another person risk of harm.

My Health Record

If you wish to access the information contained in your My Health Record, you can access your record online using your myGov account. For further information about My Health Record, visit:

<https://www.myhealthrecord.gov.au/> (<https://www.myhealthrecord.gov.au/>)

Amending Personal Health Information

To assist SLHD in maintaining accurate health records, we would appreciate if you could advise your health care provider, relevant administrative staff or the relevant facility Clinical Information Department/Medical Records Department of any changes that are required on your records such as: a change of name, address, contact details, or GP's details.

If you think your health information held by SLHD is incorrect, you can request to correct it. You will need to let your health care provider or the relevant facility Clinical Information Department/Medical Records Department know in writing and attach any evidence supporting your claim. The corrective action may be taken and you will be informed of the outcome which may include correction of the error or addition of a notation to your health record.

Applications

- SLHD Application to Access Personal Health Information
(/pdfs/Privacy_Application_Health_Information.pdf) (under the Health Records and Privacy Act 2002 - HRIP Act)
- GIPA Access Application for Personal Health Information
(/RightToInformation/pdf/GIPA_Application_public.pdf) (under the Government Information (Public Access Act) 2009 - GIPA Act)

Privacy

For information regarding SLHD's privacy obligations and how we protect your personal health information, refer to the SLHD Privacy Information Privacy webpage (</personallInfo.html>).

Enquiries

For further information regarding how to access or request amendments to your personal health information, contact the Clinical Information Department/Medical Record Department at the respective facility or via the relevant Community Health Information Manager

Hospitals

Balmain Hospital

Medical Records Department
Balmain Hospital

29 Booth St, BALMAIN NSW 2041

Ph: (02) 9395 2143 Fax: (02) 9395 2148

Email: SLHD-BalmainMedicalRecords@health.nsw.gov.au (mailto:SLHD-BalmainMedicalRecords@health.nsw.gov.au)

Canterbury Hospital

Medical Records Department

Canterbury Hospital

Canterbury Rd, CAMPSIE NSW 2194

Ph: (02) 9787 0268 Fax: (02) 9787 0379

Email: SLHD-CanterburyMedicalRecords@health.nsw.gov.au (mailto:SLHD-CanterburyMedicalRecords@health.nsw.gov.au)

Concord Repatriation General Hospital

ROI Section, Health Information and Record Services

Concord Repatriation General Hospital

Building 86, Hospital Rd, CONCORD NSW 2139

Ph: (02) 9767 5451 Fax: (02) 9767 6651

Email: SLHD-ConcordReleaseofInformation@health.nsw.gov.au (mailto:SLHD-ConcordReleaseofInformation@health.nsw.gov.au)

Royal Prince Alfred Hospital

Medico-legal Section, Medical Record Department

Royal Prince Alfred Hospital

Missenden Rd, CAMPERDOWN NSW 2050

Ph: (02) 9515 6486 Fax: (02) 9515 6179

Email: SLHD-RPAMedicalRecords@health.nsw.gov.au (mailto:SLHD-RPAMedicalRecords@health.nsw.gov.au)

RPA Virtual Hospital

Health Information Manager

Missenden Road, CAMPERDOWN NSW 2050

Email: SLHD-RPAVirtualMedico-legal@health.nsw.gov.au (mailto:SLHD-RPAVirtualMedico-legal@health.nsw.gov.au)

Sydney Dental Hospital

Medico-legal Officer

Sydney Dental Hospital

2 Chalmers Street, SURRY HILLS NSW 2010

Ph: (02) 9293 3311

Community Health Centres

Community Health (Camperdown, Canterbury & Concord)

300 Bridge Rd, FOREST LODGE NSW 2037

Ph: (02) 9515 9558

Email: SLHD-CommunityHealthInformation@health.nsw.gov.au (mailto:SLHD-CommunityHealthInformation@health.nsw.gov.au)

Croydon Health Centre

Health Information & Medical Records Manager

24 Liverpool Rd, CROYDON NSW 2132

Ph: (02) 9378 1100 Fax: (02) 9378 1111

Email: SLHD-CMR-HealthCentres@health.nsw.gov.au (mailto:SLHD-CMR-HealthCentres@health.nsw.gov.au)

Marrickville Health Centre

Health Information & Medical Records Manager

155-157 Livingstone Rd, MARRICKVILLE NSW 2204

Ph: (02) 9562 0500 Fax: (02) 9562 0501

Email: SLHD-CMR-HealthCentres@health.nsw.gov.au (mailto:SLHD-CMR-HealthCentres@health.nsw.gov.au)

Redfern Health Centre

Health Information & Medical Records Manager

103-105 Redfern St, REDFERN NSW 2016

Ph: (02) 9395 0444 Fax: (02) 9690 1978

Email: SLHD-CMR-HealthCentres@health.nsw.gov.au (mailto:SLHD-CMR-HealthCentres@health.nsw.gov.au)

Drug Health Services

Drug Health Services - SLHD (excluding Concord)

Medical Records

SLHD Drug Health Services

24 Liverpool Rd, CROYDON NSW 2132

Ph: (02) 9378 1300 Fax: (02) 9378 1338

Email: SLHD-DrugHealthmedico-legal@health.nsw.gov.au (mailto:SLHD-DrugHealthmedico-legal@health.nsw.gov.au)

Drug Health Services - Concord

ROI Section, Health Information and Record Services

c/- Concord Repatriation General Hospital

Building 86, Hospital Rd, CONCORD NSW 2139

Ph: (02) 9767 5451 Fax: (02) 9767 6651

Email: SLHD-ConcordReleaseofInformation@health.nsw.gov.au (mailto:SLHD-ConcordReleaseofInformation@health.nsw.gov.au)

Mental Health Services

Community Mental Health (Camperdown, Canterbury & Redfern)

ROI Section, Health Information and Record Services

c/- Concord Repatriation General Hospital

Building 86, Hospital Rd, CONCORD NSW 2139

Ph: (02) 9767 5451 Fax: (02) 9767 6651

Email: SLHD-ConcordReleaseofInformation@health.nsw.gov.au (mailto:SLHD-ConcordReleaseofInformation@health.nsw.gov.au)

Croydon Community Mental Health Centre

Health Information & Medical Records Manager

24 Liverpool Rd, CROYDON NSW 2132

Ph: (02) 9378 1100 Fax: (02) 9378 1111

Email: SLHD-CMR-HealthCentres@health.nsw.gov.au (mailto:SLHD-CMR-HealthCentres@health.nsw.gov.au)

Marrickville Community Mental Health Centre

Health Information & Medical Records Manager

155-157 Livingstone Rd, MARRICKVILLE NSW 2204

Ph: (02) 9562 0500 Fax: (02) 9562 0501

Email: SLHD-CMR-HealthCentres@health.nsw.gov.au (<mailto:SLHD-CMR-HealthCentres@health.nsw.gov.au>)

Concord Centre for Mental Health

ROI Section, Health Information and Record Services

c/- Concord Repatriation General Hospital

Building 86, Hospital Rd, CONCORD NSW 2139

Ph: (02) 9767 5451 Fax: (02) 9767 6651

Email: SLHD-ConcordReleaseofInformation@health.nsw.gov.au (<mailto:SLHD-ConcordReleaseofInformation@health.nsw.gov.au>)

Rivendell Child Adolescent and Family Unit

ROI Section, Health Information and Record Services

c/- Concord Repatriation General Hospital

Building 86, Hospital Rd, CONCORD NSW 2139

Ph: (02) 9767 5451 Fax: (02) 9767 6651

Email: SLHD-ConcordReleaseofInformation@health.nsw.gov.au (<mailto:SLHD-ConcordReleaseofInformation@health.nsw.gov.au>)

Tresillian Family Care Centre

Health Information Manager

Tresillian Family Care Centres

McKenzie St, BELMORE NSW 2192

Ph: (02) 9123 8800

Email: TFCC-medicolegal@health.nsw.gov.au (<mailto:TFCC-medicolegal@health.nsw.gov.au>)