

Access to Personal Records - Procedure

1. Overview of the Procedure

This procedure outlines the process for how individuals can access their [insert organisation name] personal files.

This procedure is to be read in conjunction with the Personal Records Policy and is to be followed by all staff and individuals who want to access personal records.

2. Considerations

Individuals have the right to access their own information on request except under specific circumstances provided for in the Health Records and Information Privacy Act 2002 (NSW). These exceptions are detailed in the Personal Records Policy.

3. Procedure Steps

3.1 Request to View Information

When an individual, or their authorised representative, informs a staff member that he/she wants to see information in their [insert organisation name] personal file, the individual or their authorised representative is informed that the request needs to be in writing or discussed and documented (documentation is to be completed by the allocated [insert organisation name] staff member).

The staff member receiving the request passes the request to the [insert relevant position] to assess the request and make arrangements for the individual to view the file.

3.2 Organising Personal File Access

File access will be arranged at the organisation's premises under the supervision of a staff member, at a time which mutually suits the individual, their support person (eg carer, advocate, guardian, if applicable) and the staff member.

3.3 During Access

The staff member will show the individual the relevant file information, ensuring that the material is returned to the file after it has been viewed or read out (if applicable).

The individual will be supervised by a staff member at all times when accessing or reading the file.

3.4 After Access

The staff member ensures the file is complete, checks that the individual is satisfied with the process, places the access request documentation into the personal file and records a file note indicating the date and time that the personal file was accessed.