



FREEDOM OF INFORMATION

Requesting Access to Patient Information

WHAT INFORMATION YOU CAN ACCESS

The Victorian *Freedom of Information Act 1982* (Vic) (FOI Act) allows you to request access to a patient's health information held by Monash Health. Medical records can be obtained as paper or electronic copies, or they can be viewed in person.

Monash Health holds medical records for the following health services:

- Monash Medical Centre Clayton
- Monash Children's Hospital
- Moorabbin Hospital
- Dandenong Hospital
- Casey Hospital
- Kingston Centre
- Jessie McPherson Private Hospital
- Prince Henry's Hospital
- Mordialloc & Cheltenham Community
- Hampton Rehabilitation Hospital
- Heatherton Hospital
- Queen Victoria Hospital
- SECASA
- Victorian Heart Hospital

HOW TO APPLY

Applications must include the following:

1. FOI Application Form or Letter

Applications must be made in writing, either by filling out a Monash Health FOI application form, sending an email to the email listed below or by sending a letter to the address listed below. The request should include the patient's full name and date of birth for accurate identification of the patient's medical record.

2. Application Fee (\$33.60 effective from 1 July 2025)

The application fee is \$33.60. This fee is waived for applicant's who hold a current Pension Card or Health Care Card and can provide a photocopy of both sides with the application. Individual's suffering financial hardship can ask us to consider waiving the application fee.

3. Clarity

When making your request you should be clear and specific about the documents you are requesting access to. When writing your request, you should be specific about what documents you are seeking and include as much information as possible.

- What the documents relate to (for example, a complaint you made, or a particular project);
- The date range in which the documents may have been created;
- Where the documents might be located (for example, in John Smith's email account, or a specific business or work unit in an agency); and
- The type of document you seek (for example, an email, report, CCTV footage).

WHERE TO SEND THE APPLICATION

MAIL:

Freedom of Information Unit
Monash Medical Centre
Locked Bag 29
Clayton South VIC 3169

OR

EMAIL:

foi@monashhealth.org



4. Identification and Evidence of Authority

- **Requesting Medical Records Relating to You**
A photocopy of photo identification (*i.e. photocopy of a driver's licence or passport*) **MUST** be provided with any requests for medical records relating to you.
- **Requesting Medical Records Relating to Another Individual**
A request for a medical record relating to a person other than the applicant must include written authorisation from the patient.
- **Patient not competent to consent**
If the patient is unable to sign the form on their behalf, we require evidence that you are the legal representative of the patient (*e.g. Power of Attorney - Medical, Guardianship Order, etc.*)
- **Requesting Medical Records Relating to a Deceased Individual**
If the patient is deceased, the most senior available next of kin must sign the authorisation and provide evidence of this (*e.g. a copy of the death certificate.*)
- **Requesting Medical Records Relating to a Child**
If the patient is a child, and a Family Court Order is in place, a copy of the order should be provided. Individuals over the age of 16 years are required to provide authorisation for access to their medical record.

ACCESS CHARGES

Access charges are the costs associated with obtaining the information you have requested and are in addition to the Application Fee of \$33.60. You will be advised of access charges when your request has been processed. These costs must be paid before the information is released. If you do not wish to proceed with your application, *you must notify us for the invoice to be withdrawn.*

Access Charges:

• USB / encrypted email	\$35.00
• Photocopies	20 cents per page copied
• Search Fee (if applicable)	\$25.20 per hour or part of an hour
• Viewing Record (if applicable)	\$5.55 per quarter hour (<i>under supervision</i>)
• Radiology Images (on CD)	\$15.00 per CD
• Registered Post	\$15 Melbourne Metro \$20 Regional Victoria \$25 Interstate *International Dependant destination

WHAT HAPPENS NEXT

Monash Health has **30 days** to make a decision in writing however, this timeframe can change.

Please note: In some cases, Monash Health may be required to consult with third parties to determine whether the documents sought are exempt from release. In these circumstances, your name may be shared with third parties. Where consultation is required, Monash Health may extend the period for deciding access by **15 days**. If an extension is required, you will be advised of this in writing.



FREEDOM OF INFORMATION APPLICATION FORM

UR Number:

Surname:

Given Name(s):

Date of Birth: Sex: M / F

AFFIX PATIENT LABEL HERE (IF AVAILABLE)

PATIENT DETAILS

Surname: First Name(s):

Current Address: Date of Birth:/...../.....

Contact Telephone Number:

Email Address: UR Number (if known):

APPLICANT DETAILS (if different from above)

Surname: Given Name(s):

Current Address:

Contact Telephone Number:

Email Address:

Relationship to Patient *Please attach a copy of any relevant legal documents (e.g. Probate, Power of Attorney, Guardianship Order, Death Certificate etc.)*

CHILDREN (under the age of 18):

Is the child subject to a Family Court Order?

YES
☐

NO
☐

(If yes, please attach a copy of the Court Order)

Documents you are requesting access to

- ☐ Complete Monash Health Medical Record (including all results)
- ☐ Medical History for NDIS application
- ☐ SECASA record (South Eastern Centre against Sexual Assault Clients only)
- ☐ Results only (pathology, radiology) other results specify below:

☐ Radiology on Disc

☐ Part Medical Record – ie. Date Range or Document Name (please specify below)

☐ Other Monash Health documents (specify below)

TYPE OF ACCESS REQUIRED

- ☐ Copies on USB (\$35 each)
- ☐ Encrypted email (\$35- only available if no discs required)
- ☐ Printed Photocopies (20 cents per page)
- ☐ View documents (Under supervision) (\$5.55 per 15 minutes)
- ☐ Radiology on CD (\$15 each)

DELIVERY

- ☐ Registered Postage (refer to page 1 for postage charges)
- ☐ Collect in person (no charge) available upon request

NOTE: Only the Application Fee of \$33.60 is required at this point (waived with evidence of a valid Health Card or Pension Card). Access charges to obtain documents are in addition to the Application Fee.
You will be advised of access charges by mail, which must be paid before access is provided to you.

FOI APPLICATION FORM



FREEDOM OF INFORMATION APPLICATION FORM

UR Number:

Surname:

Given Name(s):

Date of Birth: Sex: M / F

AFFIX PATIENT LABEL HERE (IF AVAILABLE)

AUTHORITY TO ACCESS INFORMATION

Request for Medical Records Relating to You *(Typed Signatures will not be accepted)*

Signed:
(Applicant / Patient / Guardian Signature)

Date:/...../.....

Photo Identification Provided: ☐ Driver's Licence ☐ Passport ☐ Other.....

Request for Medical Records Relating to Another Individual

1. Copy of applicants personal identification; and

2. Patient's written authorisation below.

I, [name] give permission and authorisation for the applicant to act on my behalf and have access to any information requested.

Signed:
(Patient or Next of Kin Signature)

Date:/...../.....

Applicant's Photo Identification: ☐ Driver's Licence ☐ Passport ☐ Other.....

Request for Medical Records Relating to a Deceased Individual

Where the patient is deceased, the patient's senior available next of kin (18 years of age and over) must sign the authorisation below and provide evidence that they are the next of kin (i.e. Copy of the Death Certificate). Proof of the relationship between applicant and deceased patient must also be provided.

I, of
(Next of Kin) (Address)

**do hereby authorise Monash Health to release information about
to me.** *(Patient Name)*

Signed:
(Next of Kin Signature)

Date:/...../.....

Applicant's Photo Identification: ☐ Driver's Licence ☐ Passport ☐ Other.....

FOI APPLICATION CHECKLIST

- ☐ Complete FOI Application Form
- ☐ Include \$33.60 Application Fee *(or copy of applicant's valid Health Care Card or Pension Card)*
- ☐ Include Applicant Photo Identification that clearly shows your signature (e.g. Copy of Passport or Driver's Licence)
- ☐ Include a copy of any relevant legal documents (e.g. Probate, Medical Power of Attorney, Guardianship Order, Death Certificate etc.)

SEND APPLICATION TO:

MAIL: Freedom of Information Unit
Monash Medical Centre
Locked Bag 29
Clayton South VIC 3169

EMAIL: foi@monashhealth.org

ENQUIRIES: (03) 9594 2123

FAX: (03) 9594 2106

OFFICE HOURS: Monday – Friday
9:00am – 4:00pm



Australian Business Number (ABN): 82 142 080 338

FREEDOM OF INFORMATION APPLICATION FEE PAYMENT FORM

Mail: Freedom of Information Unit
Monash Medical Centre
Locked Bag 29
Clayton South, VIC 3169

Email: foi@monashhealth.org

Enquiries: (03) 9594 2123

Fax: (03) 9594 2106

TOTAL AMOUNT DUE: \$

33.60

PAYMENT OPTIONS:

There are two options to pay the application fee of \$33.60:

Direct Deposit

Account Name: Monash Health

BSB: 033 299

Account No: 630 170

Bank: Westpac

Ref: FOI- Patient surname

Credit Card - Payway



Biller Code: 260174

Ref: FOI-Patient Surname

Westpac Pay Way - call 1300 885 175 or visit
www.monashhealth.org/paynow to pay by Visa, Mastercard,
American Express OR scan Pay Way QR code to begin payment.