

Access to your medical record

This information sheet explains how you can access your medical record held by the North Coast Radiology Group (NCRG), which includes North Coast Radiology, Clarence Valley Imaging, Chatswood Radiology and Ryde Radiology.

What sort of information can I ask for?

You can ask for any kind of personal information pertaining to you, which is contained in your medical record held by NCRG, and is likely to involve medical images and/or related reports.

Is there any information not available to me?

Documents referring to third parties, other agency documents or correspondence will not be made available.

What is mediated access?

Sometimes we will give you 'mediated access', which means your medical record will be supplied to your treating health physician, who can then review the record with you. This will only be required when NCRG is of the opinion that giving you direct access to your record may have an adverse effect on your physical or mental health.

How do I request information?

You will need to complete a [Request for Radiology Records Form](#) which is available from any one of NCRG's branches or online www.ncrg.com.au. You will be asked to provide details such as your full name, date of birth, address and details of the information you are requiring with the dates if possible.

Do I need to verify my identity?

Medical history is particularly confidential in nature, and thus great care is taken to ensure appropriate identification procedures are followed.

You will need to provide at least two forms of identification including photo ID where possible. Acceptable forms of identification include passport, driver's licence, Medicare card and birth certificate.

How do I verify my identity if my request is sent by mail?

Please photocopy the two forms of identification you are relying on and have them witnessed by a Justice of the Peace as true copies of the originals.

How do I access my child's medical record?

If you are a parent requesting information about your child you will need to show that you are in fact the child's parent and an original birth certificate will need to be sighted or an authenticated copy of the birth certificate sent by mail.

If you are a separated parent you will need to show the child's birth certificate and also evidence that you are the child's parent. Each parent has authority to request information from your child's medical record, unless the Family Court has specifically removed that right from you.

If the child is over 14 years of age it is necessary to have authority from the child as well as yourself.

If the child is over the age of 16 years it is appropriate for the child to make the request for the release of information.

How much will it cost me to make a request for release of information?

Please check with reception staff on current costs if applicable.