



# Title

**Procedure Code:** PR-034      **Version:** 3.0      **Effective Date:** 7 September 2020

**Related Policy Code:** CLI-014      **Related Policy Name:** Clinic Client FOI – Requests for Records Policy

## Purpose

This procedure details the steps for a client requesting access to their own health information records from a Campus Clinic and must be read in conjunction with the *Clinic Client FOI - Requests for Records Policy*.

**Definition of “College”** – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. For the purpose of this procedure, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

## Scope

- All campus
- All campus clinics
- All staff and students

## Procedure:

1. Requests for access to client health information must be made in writing using the *Client Access to Health Information Form* available at Clinic.
  - a. Processing of the request cannot begin if any of the requested information is not supplied.
  - b. A fee may be applicable for accessing information contained in client files. Fees are based on the costs involved for checking the information and preparation of the information for release (e.g. photocopying etc.)
2. Evidence of identity of the person will be required. A driver’s licence, pension card, student card, Medicare card or similar identification bearing a specimen signature will normally be acceptable.
3. Each request for access will be acknowledged promptly in writing, quoting a reference number allotted to the request.
4. No later than 45 days of this acknowledgement, the applicant will be advised as to whether or not the documents sought are available, and if so, where access to all or part of the documents is granted.
5. If deletions of some of the documents or part of the documents are proposed, the sub-sections of the relevant Act under which those deletions are claimed will be quoted.

The College is entitled to withhold information if it is considered that it might prejudice the physical or mental health or wellbeing of that person. Individuals can request a review of that decision. Such requests must be forwarded to the Director of Education.



## Definitions

Not Applicable

## Further Information

### Related Policies

*Clinic Client FOI – Requests for Records Policy*

### Related Procedures

Not Applicable

### Related Documents

*Client Release of Health Information Form*

### Guidelines

Not Applicable

### Benchmarking

Not Applicable

### Supporting Research and Analysis

Not Applicable

### Related Legislation

Not Applicable

## Review and Approval

### Procedure Author

Content separated from associated policy

### Procedure Owner

Director of Clinic and Campus Operations

### Contact

Director of Clinic and Campus Operations

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**Recommending Body**

Academic Board  
Meeting date: 25 November 2010

**Approval Body**

College Council  
Meeting date: 24 August 2012

**Procedure Status**

New

**Responsibilities for Implementation**

- Director of Clinic and Campus Operations

**Key Stakeholders**

- Director of Clinic and Campus Operations
- Clinic Manager
- Clinic Coordinators
- Director of Education
- Heads of Departments
- Clinic Clients

Version Summary			
Version	Date	Author	Details
0.1	27Oct10	N Chaperon	Original document – content separated out of associated policy.
0.2	19Nov10	N Chaperon	Addition of owner information
0.3	17Nov11	S Englart	Update of logos and template plus addition of college definition
0.4	13Aug12	S Murray & S Englart	Update of position titles
1.0	24Aug12		Approved document – College Council
1.0	12July13	C Smalbil	College changed to new version control system within Sharepoint (refer to The Source for further version history).