

## **INFORMATION FOR PATIENTS REGARDING ACCESS TO HEALTH RECORDS**

The Practice recognises that under the Data Protection (Bailiwick of Guernsey) Law 2017 patients are entitled to:

- be told that data is held about them and the purposes for which their data will be processed;
- have access to the data;
- have the data corrected when inaccurate.

### **How to access your records**

Access requests should put in writing and sent to:

**The Data Protection Officer  
Rohais Health Centre  
Rohais  
St Peter Port  
GY1 1FF**

The records will be checked by a doctor prior to release to ensure there is no reason why the records should not be released.

This information will be provided free of charge. However, if a request is manifestly unfounded or excessive, particularly if it is repetitive, a 'reasonable fee' can be charged. The fee must be based on the administrative cost of providing the information. A charge for the release of information to insurance companies and employers can be made.

The information will be provided at the latest within one month of the receipt of the request. This period might be extended by a further two months where requests are complex or numerous. In this situation, you will be informed within one month of the receipt of the request with an explanation why the extension is necessary.

Although in most cases, patients have the right to access information, a request to release information can be refused if it is manifestly unfounded or excessive. Likewise, in cases where a doctor believes that the release of this information may cause serious harm to the physical or mental health or condition of the patient or another person the information will not be disclosed. This may justify refusing to provide all or part of the records. In situations where there has been refusal to respond to a request, the Data Protection Officer will explain the reason for refusal.

Further information and assistance is available from the Office of the Data Protection Authority. Tel no: (01481) 742074 or email: [enquiries@odpa.gg](mailto:enquiries@odpa.gg)