



Access to Clinical Records Policy

This policy explains the legal rights of a patient to have access to their own records that are produced at the practice during treatment.

- The Access to Health Records Act 1990 which came into force in November 1991, establishes a patient's right to access normally held medical records and provides for inaccurate medical records to be corrected on behalf of the patient.
- Application for access to physiotherapy records held at the practice may be made by:
 - the patient.
 - a parent or guardian (in the case of a child).
 - any individual appointed by the Court to manage the affairs of an adult who cannot manage them on their own.
 - the personal representative of a dead patient
- After an application has been made:
 - Patients have a right to view their notes without charge.
 - Requests should be made directly to the Acupuncture & Physiotherapy Practice either by phone, or in writing.
 - The practice will arrange an appropriate, mutually agreeable time for the patient to see the records.
 - If the patient wishes for an explanation of their notes and/or an explanation of terms used, a meeting with the physiotherapist can be arranged. This meeting will be charged at the normal rate charged for appointments.
 - A reasonable fee will be charged for photocopying the notes.
 - The original notes are the property of the practice and will not leave the practice premises.

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- If the patient asks for corrections to be made, these must be agreed by the physio-therapist in line with professional guidelines. If an agreement cannot be made, a note of the patient's opinion will be made in the physiotherapy records.

- To obtain a copy of the patient's medical records for a third party (solicitor or insurance company)
 - Any request for medical notes has to be made in writing by the third party.
 - The application must be accompanied by a consent form which has been signed by the patient authorising the release of their notes to the third party.
 - Copies of the patient's records will only be sent to the third party address by post.
 - There is a charge for this service which is funded by either the patient or the third party. This charge must be settled before the notes are released to the third party.

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