

Information for your own record or the record of a dependant or family member can be requested from the Clinical Record Service.

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<b>How do I request</b>	<p><b>My clinical information?</b></p> <ol style="list-style-type: none"><li>1. The request must be in writing or can be made by completing the Release of Information Request Form (attached)</li><li>2. Please include specific details of the information you require including the dates you were in hospital and the documents you require, e.g. discharge summary, clinical notes.</li><li>3. Please include a current mailing address and contact number both landline and mobile</li><li>4. All requests must be accompanied by proof of identification with a photo and signature, e.g. drivers licence, passport.</li></ol> <p><b>Clinical information for my child?</b></p> <p>As above (1-4); plus proof of relationship to the child.</p> <p><b>Please note:</b> If the request is for a family member who is not a dependant (Dependant = 16 years or under), consent in writing from the person is required</p> <p><b>Clinical information for a relative or friend?</b></p> <p>As above (1-4); plus written consent from the patient or if applicable a copy of the Power of Attorney.</p> <p><b>Clinical information for a deceased relative?</b></p> <p>As above (1-4); plus consent from the Executor/Administrator of the Will, or where there is no Will, proof of your relationship to the patient.</p>
<b>How long does it take?</b>	<p>It may take up to 20 working days for us to respond to your request, however, all efforts are made to process all requests as quickly as possible. For complex requests, or requests that require clinical review, an extension to this time may be required, but the requestor will be informed if a delay is expected.</p> <p><b>Note:</b> Failure to supply the information required may delay the processing of your request.</p>
<b>Urgent Requests</b>	<p>If your request is urgent, you must provide a reason for the urgency and the timeframe within which you require the information, and all efforts will be made to meet this timeframe.</p>
<b>How much does it cost?</b>	<p>There is no charge for this service.</p>
<b>Receiving your requested information</b>	<p>Most requesters receive their clinical documents via courier, but you can collect your documents in person if you would prefer. Please let us know if this is your preference. For this option, you will need to present personal identification before the information will be released to you.</p> <p>If you are collecting copies on behalf of someone else e.g. friend/ family, you must have their written consent authorising you to collect their information.</p>

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## Need help with your request?

If you need any assistance in completing the request form, or have any questions about any of the information above, please contact the Release of Information team using the contact details below.

### Release of Information Team

Clinical Records Department  
Building 21, Auckland City Hospital  
Private Bag 92024  
Auckland 1023

**phone:** (09) 3074949 ext 22283, 22271, 22276, 22282

**fax:** (09) 307 8920

**email:** [GROI@adhb.govt.nz](mailto:GROI@adhb.govt.nz)

**Business Hours:** Mon to Fri - 9.00 am to 3.00 pm