

## Frequently Asked Questions about requesting health records at The Royal London

### **Are we still restricted to only being able to request 3 health records at one time?**

No, the change in the process has been undertaken to ensure that people who have a legitimate need for the health record are able to efficiently obtain these.

### **Why have you changed the process?**

Under Best Value, the department has reviewed its processes and found that ad-hoc requests for health records were not operating efficiently which resulted in the department being unable to provide a robust and consistent service.

Using the form to request health records enables the department to manage the requests for records, so clear Service Level Agreements can be established.

### **Why do we now have to wait longer for a health record?**

You will not necessarily wait longer for your request for a health record to be processed.

### **What is the process for collecting records?**

Once the records requested have been pulled, the requester will be contacted by Health Records, informing them that they are ready for collection. (Only request what can be carried). Records will be tracked out to you and must be collected within a day of being ready for collection. Failure to collect the health records will result in them being refilled and will be logged as a superfluous request.

### **How do I request a health record for a clinician to review following a referral?**

Please complete the form and submit to health records, providing a date of when the case-notes are needed. Requests for less than 5 case-notes will be completed within 24 hours. Larger requests will take longer to process.

### **How do I request case-notes for a late addition to an outpatient clinic?**

This request must be forwarded to the appropriate Health Records team for retrieval. Please refer to the staff structure.

### **How do I request case-notes for an emergency admission?**

This request must be forwarded to the TCI team for retrieval. Please refer to the staff structure.

### **How do I request a health record for a patient that is on a different Trust site?**

All requests must be referred to the Health Record team at the site where the record is held. When found it will be sent across to the reception desk at the requesting site, to be collected, as in 4 above. Extra retrieval time may be needed to allow for transportation between sites. Please refer to the staff structure for contact details.

### **How do I request health records for my Research/Audit Project?**

At least 4 weeks notice must be provided. Requests will be limited to a maximum 25 case-notes to be pulled at one time. The Research Approval number must be provided on the Request for Health Records Form.

### **How do I request health records to deal with a patient complaint?**

Please complete the Request for Health Records form providing the Datix complaint number.