



Access to Medical Records Policy

Under the Data Protection Act 1998 clients have the right to see their health records. Access can only be denied if there are compelling reasons. The Data Protection Act replaced the access to Health Records Act 1990 on 1st March 2000, except applications to see records of someone who has died.

How clients can access their health records with EPIC Solutions

Clients can only request access to medical records made by EPIC Solutions as part of their assessment and support by anyone who works in association with EPIC Solutions. GP, hospital, education or other records can only be viewed by submitting separate requests to those organisations.

Accessing someone else's records

Health and care records are confidential so someone can only access a client's records if they are authorised to do so e.g. parent of a young child. EPIC Solutions will request evidence of this authorisation before releasing the records.

Getting records changed

If a client thinks their health record is incorrect it can be updated provided the EPIC Solutions' employee or associate who entered the record is in agreement. This will be recorded as a significant event by EPIC Solutions Directors so that there is a clear record of changes made.

Online Access to Medical Records

The EPIC Solutions' Cliniko electronic records system does not enable clients to view their records online.



Viewing medical records

Any request to view health records will be agreed by one of the EPIC Solutions Directors. All employees or associates who have entered information in the record will be asked to review their entries and consent to the records being shared.

It is the preference of EPIC Solutions Directors to allow access to records in person in a dedicated appointment with the client (this will not be charged) so that any medical terminology or unclear information can be explained.

EPIC Solutions will share health records with a young person who they judge to have capacity to make that decision although they will encourage this to be shared with the parent/carer/guardian.

Any parent/carer/guardian with parental responsibility can request access to their young person's record but EPIC Solutions will encourage this to be shared with the young person if appropriate.

Exceptions

In the following situations EPIC Solutions Directors may decline the request to review records:

- They have reason to believe the client may have been coerced by someone else to access their records.
- There is significant third party information contained within the records (EPIC Solutions reserve the right to remove this before releasing the records).
- There is information which EPIC Solutions Directors believe may cause unnecessary risk or harm to the client and/or is not in their best interests.

Author	Publication date	Reviewed	Review date
Karen Street	October 2020	March 2023	March 2026