

ACCESSING YOUR DENTAL RECORD

As of 21 December 2001, patients have rights of access to dental information held about them by this practice.

Accessing your dental information may be as simple as requesting a copy of your latest treatment results from your dentist during the course of a standard consultation. However, more often than not accessing your health information will involve far more work for our staff. We advise that the following procedure has been developed to ensure that all requests for access are dealt with as fairly and efficiently as possible:

1. All requests for access will be required to be made in writing, and addressed to the attention of Dr Michael Jonas. Please use the form available on this web site (See 3 below)
2. Requests for access will be acknowledged, in writing, within 7 days of the receipt of the request.
3. Applicants will be required to complete the standard consent form, and undertake to be bound by the terms of the document.
4. The total time between the receipt of a request for access and the time when access is granted shall not, ordinarily, exceed 30 days. Where it is not possible for access to be granted within 30 days, you will be notified, in writing, of this and advised when access will be granted.
5. Where access is refused to your dental file you will be advised in writing of the reasons for refusal and your dentist will contact you to discuss whether there are any means by which access may be facilitated.
6. You will not be permitted to remove any of the contents of your dental file from the dental practice, nor will you be permitted to alter or erase information contained in the dental record.
7. Where practicable, a dentist will be present when access is granted to your file so that he or she may go through the contents of your file, and address any concerns that you may have in relation to the information contained within the file. A fee may be charged in relation to this attendance.
8. Should you request copies of any, or all, of the contents of your dental file fees may be applicable:
9. Generally patients can collect their records in person however as all our records are electronic, we would prefer to email records . However, in some limited circumstances patients may request that records are provided to another person. This provision will generally only apply where the patient is unable, due to illness or incapacity, to attend the practice in person.
10. If you are collecting a copy of your dental records or are authorised to collect the records of another person, you may be required to provide identification. Where possible this should be photographic identification.

Should you have any queries in relation to the above our practice staff are happy to address these for you. Should you wish to make an application for access please approach our reception staff and they will assist you in getting under way with your application.