



## Closing Practice Action Plan Checklist for Record Keepers

The following information will assist with compliance with changes to the ACT health record law that came into effect on 1 October 2010

<b>STEP 1 – IDENTIFY THE RECORD KEEPER</b>		
1.1	<p>Identify the relevant health record keeper.</p> <p><i>Note:</i></p> <ul style="list-style-type: none"> <li>• The relevant health record keeper is the person, or corporation, who holds health records of patients who attend the practice.</li> <li>• For a sole practitioner who has died or is legally incompetent, the relevant record keeper is the legal representative of the sole practitioner.</li> </ul>	<input type="checkbox"/>
<b>STEP 2 – ACTIONS</b>		
2.1	<p>Determine where the various health records will be transferred to.</p> <p><i>Note: Health records may be transferred to another practice, storage facility or other secure location.</i></p>	<input type="checkbox"/>
2.2	<p>Identify the address and contact details of where the health records are to be transferred to.</p> <p><i>Note: This information is needed for the notice of closure to the public.</i></p>	<input type="checkbox"/>
2.3	<p>Prepare a notice to the public using the sample notices at pages 3-4 as guides.</p> <p>Ensure the notice includes statements about the following things:</p> <ul style="list-style-type: none"> <li>• The date of the notice being the date when the notice is published;</li> <li>• The date of closure of the practice (ie minimum 30 days from the publication date of the notice);</li> <li>• The name and address of the practice that is closing.</li> <li>• A consumer may request that a copy or written summary of the consumer's health record be given to the consumer or health service provider nominated by the consumer;</li> <li>• If a consumer makes a request for a copy or written summary, then the consumer must do so no later than 14 days after the date of the notice;</li> <li>• If a consumer does not make a request for a copy or written summary of their record within 14 days after the date of the notice, the consumers health records will be given to any identified future record keeper/s;</li> <li>• Address and contact details of the future record keeper/s;</li> <li>• Any relevant fees; and</li> <li>• If a fee is applicable, the fee must be paid before the request is completed.</li> </ul>	<input type="checkbox"/>

2.4	Publish the completed notice in a daily local newspaper no later than 30 days before closure.	<input type="checkbox"/>
2.5	Ensure the practice's clinicians, employees and patients are aware that the practice is closing and about the existence of the notice of closure.  <i>Note: You can inform them verbally, by putting up a poster, by sending a letter or any other means you see fit.</i>	<input type="checkbox"/>
2.6	Has the Health Practice Closure, Merger or Relocation notice information been submitted to ACT Health?  <i>An online and pdf version of the form is available at : <a href="http://www.health.act.gov.au/healthpracticedetails">http://www.health.act.gov.au/healthpracticedetails</a></i>  <i>This form should be submitted to ACT Health as soon as practicable after publication of the notice to notify ACT Health of the notice details.</i>  <i>ACT Health is required to forward a copy of the form to the Health Services Commissioner.</i>	<input type="checkbox"/>
2.7	Ensure all record handlers know what to do when a patient requests a copy or written summary of their health record, or requests a transfer of their record to another health service provider.  <i>Note:</i> <ul style="list-style-type: none"> <li>• <i>On receipt of a transfer request, the record must be transferred within 30 days after the day the transfer request is received. If a fee is payable, the health record must be provided no later than 30 days after the day of receipt of the transfer request or 7 days after the day of payment, whichever is the later.</i></li> <li>• <i>See transferring a Health Record on Health Practice Closure, Merger and Relocation Factsheet at: <a href="http://www.health.act.gov.au/healthpracticedetails">http://www.health.act.gov.au/healthpracticedetails</a> )</i></li> </ul>	<input type="checkbox"/>
2.8	Ensure all record handlers and requesting patients know the correct fees associated with requests.  <i>Note:</i> <ul style="list-style-type: none"> <li>• <i>Fees are determined by the ACT Government and are updated routinely, so make sure you have the most current set of fees by visiting the ACT Legislation Register at <a href="http://www.legislation.act.gov.au/li/current/h.asp">www.legislation.act.gov.au/li/current/h.asp</a> and selecting "Health Records (Privacy and Access) (Fees) Determination".</i></li> <li>• <i>ACT Health also maintains a simplified summary of the fees which can be accessed from the ACT Health website at: <a href="http://www.health.act.gov.au/c/health?a=sendfile&amp;ft=p&amp;fid=1273193363&amp;sid=">http://www.health.act.gov.au/c/health?a=sendfile&amp;ft=p&amp;fid=1273193363&amp;sid=</a></i></li> </ul>	<input type="checkbox"/>
2.9	Ensure all record handlers know what to do when a patient makes an urgent request.  <i>Note:</i> <ul style="list-style-type: none"> <li>• <i>Urgent requests should be referred to a clinician who can make a decision about whether the request is urgent.</i></li> <li>• <i>Whether a request is urgent may depend on the patient's medical history, the patient's immediate circumstances, a recommendation by another clinician, or any other information or evidence that may be relevant.</i></li> <li>• <i>Urgent requests, once established, must be completed by the record keeper within 7 days after the day the transfer request is received.</i></li> </ul>	<input type="checkbox"/>
<b>STEP 3– REGISTER of RECORDS</b>		
3.1	Have you updated your register of records?  Your register of records should be updated to reflect the records that have been transferred.	<input type="checkbox"/>

# Sample Notice A

## (When records will be transferred to another practice)

*(Disclaimer: Names, addresses and contact details are fictitious)*

### **NOTICE OF PRACTICE CLOSURE**

**Date of Notice: 15 October 2010**

The Carefree General Practice at 66 Barton Highway, Barton ACT 2611 will close permanently on **15 November 2010**.

Unless otherwise requested, all health records held by Carefree General Practice will be transferred to:

**The Family Friendly Clinic  
19 Byron Street  
Barton ACT 2611**

**Contact Person: Bernice Reynolds  
Telephone: 02 6000 0000  
Email: FFC@aslk.com**

If you have been a past, or are a present patient at the Carefree General Practice, you may request that a copy or written summary of your health record be transferred to you, or another practice of your choice.

If you are thinking of making such a request, please make sure you give us enough time to complete your request by phoning us on (02) 6000 0000, or emailing us at: CCGP@aslk.com.au **before 29 October 2010**.

Please note that fees (if applicable) will vary depending on your type of request and must be paid for before your request is actioned.

If you have not made a request to send your records to another practice by 29 October 2010, all health records held by Carefree General Practice will be transferred to The Family Friendly Clinic in Barton.

**Sample Notice B**  
**(When records will be transferred to a storage facility or other secure location)**

*(Disclaimer: Names and addresses are fictitious)*

**NOTICE OF PRACTICE CLOSURE**

**Date of Notice: 15 October 2010**

The Carefree General Practice at 66 Barton Highway, Barton ACT 2611 will close permanently on **15 November 2010**.

Unless otherwise requested, all health records held at Carefree General Practice will be moved to:

**The Storage Facility**  
**26 Bird Lane**  
**Fyshwick ACT 2630**

**Contact Person: Bernice Reynolds**  
**Telephone: 02 6000 0000**  
**Email: FFC@aslk.com**

If you have been a past, or are a present patient at the Carefree General Practice, you may request that a copy or written summary of your health record be transferred to you, or another practice of your choice.

If you are thinking of making such a request, please make sure you give us enough time to complete your request by phoning us on (02) 6000 0000, or emailing us at: CFGP@aslk.com.au **before 29 October 2010**.

Please note that fees (if applicable) will vary depending on your type of request and must be paid for before your request is actioned.

If you have not made a request to send your records to another practice by 29 October 2010, all health records held at Carefree General Practice will be moved to The Storage Facility in Fyshwick.