

Patient Access to Health Information Policy

Updated June 2026

At Queenstown Medical Centre, you have the right to access your health information at any time.

Use the patient portal (recommended)

The quickest way to view your information is through our **patient portal**.

You can:

- View consultation notes
- See test results
- Access parts of your medical record

[Register via our website](#) or ask reception for help.

Requesting your records

If you need information not available in the portal:

- [Submit a request form](#)
- Prove your identity (via the form)
- Let us know what information you need

When you can receive information straight away

In some situations, we can provide your information **at the time of request**, for example:

- If you have just been seen in **Urgent Care** and request your report at reception

In other cases, your request may need to be reviewed and processed by our **Patient Administration or clinical team** (for example, more detailed or formal requests such as insurance or full medical records).

Access on behalf of someone else

You can only request health information on behalf of another adult if you have **legal authority**, such as an **Enduring Power of Attorney (EPOA) for personal care and welfare, or a court order**.

We will ask for documentation to confirm this.

Parents or legal guardians can request information for children under 16 (unless there are legal or clinical reasons not to share this information).

Timeframe

- We will respond **as soon as possible, and within 20 working days**

When information may be withheld

In limited situations, we may withhold information (e.g. to protect your safety or another person's privacy).

If this happens, we will explain why and your options.

Correcting your information

If you believe your health information is incorrect, you can ask us to correct it.

- Submit your request in writing to info@qmc.co.nz
- We will review the request and make changes where appropriate
- If we do not agree to a correction, you can ask for a note to be added to your record