



Health Information Services (HIS)

Health Information Services is responsible for the storage, maintenance and authorised access to medical records, both electronic and hard copy. Charges apply for research requests. Charges cover:

- Research monitor account setup in the Clinical Patient Folder (scanned medical record) and ongoing record maintenance and access review
- Paper record retrieval including recalling records from off-site storage (if records prior to 2011 are required)
- Data extraction costs if applicable

It is worth noting no records or data will be given unless all ethics applications are approved and up to date. This includes making sure staff members requesting data are added to the ethics request.

Charges will be applicable to non-Eastern Health employees requesting access to records. Charges will be applied as per below:

Type of request	Charge per request
Up to 10 records	No charge
11 to 100 records	\$250
More than 100 records	\$500
Data extraction from more than 5 records	\$50 per hour