

# ACCESSING YOUR MEDICAL RECORDS AT TAURUS HEALTHCARE

## INTRODUCTION

In accordance with the General Data Protection Regulation, patients (data subjects) have the right to access their data and any supplementary information held by this organisation; this is commonly known as a Subject Access Request (SAR). Data subjects have a right to receive:

- Confirmation that their data is being processed
- Access to their personal data
- Access to any other supplementary information held about them.

## OPTIONS FOR ACCESS

As at April 2016, organisations have been obliged to allow patients access to their health record online. This service will enable the patient to view coded information held in their health record. Prior to accessing this information, you will have to visit the organisation and undertake an identity check before being granted access to your records.

In addition, you can make a request to be provided with copies of your health record. To do so, you must submit a Subject Access Request (SAR) form; this can be submitted electronically and the SAR form is available on the organisation's website – [www.taurushealthcare.co.uk](http://www.taurushealthcare.co.uk). Alternatively, a paper copy of the SAR is available from [quality.taurus@nhs.net](mailto:quality.taurus@nhs.net). You will need to submit the form via email or return the completed paper copy of the SAR to the organisation. Patients do not have to pay a fee for copies of their records. However, some charges can be made in the following circumstances:

- Where further copies are requested by the data subject
- Or the request is manifestly unfounded, or excessive (definitions still required by the ICO) a reasonable fee, based on the organisation's administration costs may be charged.

## TIME FRAME

Once the SAR form is submitted, the organisation will aim to process the request within 21 days; however, this may not always be possible. The maximum time permitted to process SARs is one calendar month.

## EXEMPTIONS

There may be occasions when the data controller will withhold information kept in the health record, particularly if the disclosure of such information is likely to cause undue stress or harm to you or any other person.

## **DATA CONTROLLER**

Taurus Healthcare Ltd, is the data controller and should you have any questions relating to accessing your medical records, please ask to discuss this with Caldicott Guardian or the Senior Information Risk Owner.

**Nikki Marriott**, Director of Nursing and Quality, Taurus Healthcare Ltd

Published: 23 February 2021

Review: 23 February 2022