MEDICAL RECORDS ACCESS

Who can receive medical records?

- The patient,
- The patient's legal representative (e.g., a parent of a child under 18, a legal guardian),
- A person authorized by the patient - after confirming the existence of the authorization and the identity of the recipient,
- After the patient's death - a person authorized by the patient during their lifetime, a person who was their legal representative at the time of death, or a close relative - subject to statutory rules on objections and dispute resolution,
- Other entities authorized under provisions of law (e.g., a court, the National Health Fund (NFZ), the Ombudsman for Patients' Rights).

Records are made available exclusively to authorized persons – after confirming their identity.

How to submit an application for access to medical records?

- **In person** at the clinic's reception desk – orally or in writing,
- **By phone** using the phone numbers available below,
- **By e-mail** at info@holsamed.pl.

The application must include: the patient's first name, last name, and PESEL number, the details of the person submitting the application (if other than the patient), the scope of the records (e.g., the period covered), the form of access, and the method of collection. In the case of applications submitted by phone or e-mail, the patient's identity is verified.

The "Application for Access to Medical Records" form is available at the reception desk and on the website www.holsamed.pl. Assistance in completing it is provided by the reception staff.

In what form is the medical records / documentation provided?

- **Copy, printout, transcript, or excerpt** – in paper form,
- **For inspection** – on-site at the clinic, during registration working hours, in the presence of an employee; the Patient may take notes or photos,
- **In electronic form** – sent via email or saved on a digital data storage device,
- **Original copy** – exclusively in cases specified by regulations: upon request of public authorities or courts, or when a delay in issuance could pose a threat to the Patient’s life or health; against written acknowledgment of receipt and subject to return.

How much does it cost and how long does it take?

Medical documentation is provided free of charge – including each subsequent copy.

Documentation is provided without undue delay, no later than within **3 working days** from the date the application is submitted.

How to collect the documentation?

- **In person at the reception desk** – upon presenting a valid identity document. An authorized person may collect the records if the clinic holds written authorization from the Patient,
- **By post** – to the address specified by the applicant, via registered mail with delivery confirmation,
- **Via email** – to the email address specified by the Patient, as an encrypted file. The password for the file is sent via SMS to the phone number provided in the application or recorded in the Patient's medical records.

Every provision of medical records is logged in the medical documentation release register.

Refusal of access and reservations

Refusal to provide medical records must be made in writing and include the reason for refusal.

Comments and complaints regarding the release of documentation can be submitted at the reception desk or by email to info@holsamed.pl. The Patient may also contact the Patient Ombudsman via the free helpline: 800 190 590.

Legal basis: Act of 6 November 2008 on Patient Rights and Patient Ombudsman (Articles 23–30); Regulation of the Minister of Health of 6 April 2020 on the types, scope, and templates of medical documentation, as well as the method of its processing.

Contact:

- Holsamed Sp. z o.o.
40-139 Katowice, ul. Tomasza Kotlarza 6
tel. 32 479 84 00

- Holsamed Sp. z o.o. Oddział Libero
40-600 Katowice, ul. T. Kościuszki 229
tel. 32 506 50 85

e-mail: info@holsamed.pl
www.holsamed.pl

Reception working hours: Mon.–Fri. from 8:00 AM to 6:00 PM.