



## Your Right of Access to Your Medical Records

### How to Request Your Medical Records

Requests should be addressed to the Chief Administrator (**Directeur Général**) of Andrée Rosemon Hospital, Cayenne. Under the supervision of the head of the Medical Information Department, the Hospital Archives Department (**Service des Archives Hospitalières**) receives requests, checks required documents, informs requestors of the grounds of non-acceptance or the conditions to satisfy their request and determines which medical units the request for access concerns.

A form to request access to medical records is available in the different medical units, at the hospital reception desk, on the Intranet site and on the hospital's web site. We recommend that you fill it out in order to clearly specify the subject of your request, the hospital stay(s) it refers to, the type of consultation, how you wish to receive the records, etc.

### Conditions

Requests must be made by patients themselves, beneficiaries or a lawyer representing the patient. The hospital cannot respond directly to requests made by a physician.

A copy of the patient's identity document must be attached to the request.

The following documents are acceptable as proof of identity:

- valid identity card
- driver's license
- passport
- residence permit (**carte de séjour**)

Beneficiaries and parents of minors must also provide:

- birth certificate
- family record book (**livret de famille**)

### Response deadline

The hospital requires a minimum of 48 hours to process requests, but information must be communicated at the latest within 8 days. However, if the information requested dates back over 5 years, the deadline is extended to two months.

### Medical assistance

Medical assistance is available to answer questions and help requestors understand the medical information concerning them.

### In-hospital consultation of records

The patient (or the physician he/she designates)

consults the medical records in the relevant medical unit, in the continuous presence of an employee of that unit.

Records are consulted in a room that allows medical confidentiality to be preserved.

The patient is entitled, at their request or if their physician considers it necessary, to be assisted by a staff physician who can answer the requestor's (patient or beneficiary) questions.

### Request for payment

The Outpatient Department (**Service des Consultations Externes**) draws up a bill for photocopying and mailing charges and sends a request for payment to the requestor.

Once payment has been received, the documents can be picked up at the hospital or are sent to the requestor by registered mail with return receipt.

The envelope can also be handed over to a third party designated by the patient, on presentation of the identity documents of the patient and the third party.

### Special cases

#### ***a/ Psychiatric records***

If the request concerns information obtained during a hospitalization requested by a third party or during a mandatory hospitalization, the psychiatrist in charge of the patient will determine whether records can be handed over directly or through a physician designated by the patient. If the patient disagrees, the psychiatrist or the patient will require the approval of the Departmental Commission for Psychiatric Hospitalizations (**Commission départementale des hospitalisations psychiatriques**).

#### ***b/ Records concerning a minor***

Medical records are given to holders of parental authority who request them, unless the minor clearly expressed their opposition during treatment.

#### ***c / Records concerning a deceased patient***

Unless the patient expressed their opposition, beneficiaries of a deceased patient can access the information in the patient's medical records for one of the three following reasons :

- to learn the cause of death,
- to defend the memory of the deceased,
- to claim their rights.

### References

- Articles L1111-7, R710-2-2, R710-2-3 of the Public Health Code
- Law 2002-203 of March 4, 2002
- Decree 2002-637 of April 30, 2002