Version 1 Resource

I Believe My Medical Record Is Inaccurate

Why this matters

If you believe information in your Queensland public health medical record is incorrect, incomplete or misleading, there are formal processes available to request that it be reviewed.

What should I do first?

• Request a copy of your complete medical record.

• Highlight the entries you believe are inaccurate.

• Write down why you believe they are incorrect.

• Keep copies of all correspondence.

Can I ask for changes?

Yes. Contact the hospital's Privacy or Right to Information (RTI) Unit and ask about the process for requesting an amendment to your personal information.

If the request is refused

• Office of the Information Commissioner (OIC)

• Office of the Health Ombudsman (OHO)

• Independent legal advice if appropriate

Things to remember

✔	Be clear about exactly which entries you dispute.
✔	Stick to facts and provide supporting information where possible.
✔	Some entries are clinical opinions and may not simply be removed.
✔	Keep a timeline and copies of every letter and email.

How Queensland Hospital Watch can help

Queensland Hospital Watch can help you understand available pathways, organise your information and direct you to useful resources. We cannot provide legal or medical advice or determine whether a medical record should be amended.