Queensland Hospital Watch
Resource #7
Accessing Your Medical Records & Using RTI

What is RTI?

Right to Information (RTI) is a formal legal process that allows people to request information held by Queensland Government agencies, including Queensland Health. If you have experienced significant delays obtaining records, believe information may be missing, or simply want to make a formal request, RTI can be an appropriate pathway.

Step 1 – Request records first

Many hospitals will release medical records directly through their Health Information or Medical Records Unit. If you have already been waiting an unreasonable amount of time, or have difficulty obtaining the records, you can lodge a formal RTI application.

Step 2 – Lodge an RTI application

Include:
• Patient's full name and date of birth
• Hospital or Health Service involved
• Approximate treatment dates
• Exactly what records you require (ED notes, inpatient records, pathology, imaging, ambulance records etc.)
• Proof of identity and authority if applying for another person.

Step 3 – Where do I send it?

Queensland Health RTI applications are lodged with the relevant Queensland Health Right to Information team for the Hospital and Health Service that holds the records. Applications can usually be submitted electronically or by post using the Queensland Health RTI application form.

Timeframes

Straightforward requests may be processed within several weeks, however complex applications can take considerably longer. If your application is delayed, politely follow up by both email and phone and keep records of every contact.

If your application stalls

Our experience has been that persistent, polite follow-up is worthwhile. If there are significant unexplained delays, some people also choose to seek assistance from a Queensland Member of Parliament to help progress the matter.

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While we cannot provide medical or legal advice, we are happy to help explain the RTI process, complaint pathways, advocacy options and direct you towards appropriate resources.

Disclaimer: This resource is general information only and should not be taken as legal advice.