

## **PATIENT INFORMATION REQUEST**

Patients have the right to access information about their care. If a member of staff receives a request from a patient they must do the following:

Where there is a verbal request for information about their ultrasound, the member of staff should ask the patient to put that request in writing. The request can be made by email or mail. Where emailed it should be sent to [surgimedhealth.referrals1@nhs.net](mailto:surgimedhealth.referrals1@nhs.net) and marked Information request.

If a patient requests a paper copy of their report, ideally this can be sent by email or the patient's home address. If the request is urgent, the patient can be asked to wait in reception whilst the report is printed and the sonographer assistant can then provide the report once this is ready.

If a patient requests that their report or a copy of their image is made available to another health provider, the request must be in writing, stating their name, date of birth and home address and where appropriate that it can be sent via non-secure email address. This should be agreed with the Registered Manager.

When sending information to a patient or another provider the recipient should confirm receipt of the information.

The Registered Manager will keep a record of information requests.