

CARELINK ACCESS TO INFORMATION FLOW CHART**APPLICATION RECEIVED****Is the request in writing?**

- If no, request written application and send access form

Is the request valid?

- Does it state name/address of client?
- Is client identity established?

If third party request, is proof of authority provided?**Is consent provided?****INITIAL STEPS****FILE REVIEW**

- Determine what in file constitutes 'health information' (and is therefore potentially accessible)
- Identify potentially contentious material
- Redact contentious material

WITHIN 45 DAYS**ALLOW ACCESS**

Within 45 days allow access by way of:

- Inspection by client/representative
- Alternatively:
 - View (with explanation provided by Carelink)
 - Release of copy of file

REFUSE ACCESS

- Provide written reasons of refusal as soon as possible but within 45 days