

# Requesting Consumer Information from Mental Health, Drug and Alcohol Services

## WHERE TO SEND THE REQUEST?

All requests must be emailed to 'Patient Information Release Unit' (PIRU) in Barwon Health on the email address [releaseofinformation@barwonhealth.org.au](mailto:releaseofinformation@barwonhealth.org.au).



This process **does not** apply to information requests under the FVISS and CISS information sharing scheme.

## WHAT INFORMATION THE REQUEST MUST CONTAIN?

In addition to basic client identifiers, the emailed request must indicate:

1. Whether the request is Urgent (include in the email 'Subject').
2. Verbal consent has been provided by the patient or a signed consent form to release information is attached to the request.

AND/OR

3. The information is being requested for the purposes of on-going care and is necessary to ensure safe and effective health service provision.



*For requests to be considered valid and actionable, it must be received via an agency email with appropriate signature at the end of email or be sent on the organisational letter head.*

*Requests will **NOT** be actioned that are received from private clinician emails (Gmail, outlook etc.) or without organisational identifiers or where there is a mismatch between organisation name on letterhead and emailID.*

## HOW LONG WILL IT TAKE FOR THE REQUEST TO BE PROCESSED?

1. The 'request' was marked urgent:  
It will be processed on the same day (up-until 12:00 midnight). Requesting agency must follow-up the email by calling on 03 4215 1170 (especially if the request has been submitted after 4:00 PM)
2. The 'request' was not marked urgent:  
If received before 4:00 PM, the request may be processed same day, otherwise it will be processed on the next working day.

## NEED TO SPEAK TO THE PIRU TEAM?

Where necessary, the requesting agency staff can contact the PIRU Team by calling **03 4215 1170**.