

B) What to do if you want copies (or extracts) of medical records to be made by the health service provider

How and where to apply for copies or extracts

In order to process your request, please use **prepared forms**, which are available in electronic format (for printing and completion) below or as hard copy (for completion) in the hospital management building.

Please deliver the completed forms to us either:

- i. **in person** to the hospital legal address (to the hospital cash desk or filing room located in the hospital management building during the office hours listed below)

Office hours

Mon 7:00 a.m. - 11:30 a.m./12:00 p.m. - 3:30 p.m.

Tue 7:00 a.m. - 11:30 a.m./12:00 p.m. - 3:30 p.m.

Wed 7:00 a.m. - 11:30 a.m./12:00 p.m. - 4:30 p.m.

Thu 7:00 a.m. - 11:30 a.m./12:00 p.m. - 3:30 p.m.

Fri 7:00 a.m. - 11:30 a.m./12:00 p.m. - 2:00 p.m.

or

- ii. send them **by post** to the following address: Nemocnice České Budějovice, a.s., kancelář vedení společnosti (management office), B. Němcové 585/54, 370 01 České Budějovice.

If you are applying for copies of your own medical records, please use this form:

- [Application for Making a Copy of Medical Records](https://www.nemcb.cz/information-for-patients/medical-record/application-for-making-a-copy-of-medical-records/)
<https://www.nemcb.cz/information-for-patients/medical-record/application-for-making-a-copy-of-medical-records/>

If you are applying for copies of another person's medical records *, please use this form:

- Application for Making a Copy of Another Person´s Medical Records (different from the applicant)
<https://www.nemcb.cz/information-for-patients/medical-record/application-for-making-a-copy-of-medical-records-of-another-person-different-from-the-applicant/>

*use this form if you are applying for copies of medical records as the legal representative of your minor, as a foster parent or other carer of the minor, as the guardian of your ward, as a person authorised/appointed by a patient, as a person close to a patient who, on admission to care, could not, due to their state of health, appoint persons who may be provided with information about their state of health and who may consult the patient´s medical records and make extracts or copies thereof, or as a person close to a deceased patient

What needs to be submitted with the application

If you are applying for copies of your own medical records, you do not need to submit any addenda to the application. If you are applying for copies of another person´s medical records, you MUST submit the relevant addendum to your application according to the table below:

If you are applying for copies of medical records as:	Submit:
Patient's legal representative →	Statutory Declaration with your signature (see the form Statutory Declaration, https://www.nemcb.cz/information-for-patients/medical-record/statutory-declaration/)
Foster parent or other carer →	The original or an officially certified copy of the final decision to entrust the child to the personal care of a foster parent or other carer
Patient´s guardian →	

	The original or an officially certified copy of the final decision on guardianship
Person authorised/appointed by the patient to apply for copies of his/her medical records →	The patient´s consent with their officially authenticated signature* (see the form <u>Patient´s Consent</u> , https://www.nemcb.cz/information-for-patients/medical-record/patient-s-consent-to-consulting-his-her-medical-records/)
A person close to a patient who, on admission to care, could not, due to their state of health, appoint persons who may be provided with information about their state of health and who may eventually consult the patient´s medical records and make extracts or copies thereof →	Statutory Declaration with your signature (see the form <u>Statutory Declaration</u> , https://www.nemcb.cz/information-for-patients/medical-record/statutory-declaration/)
Person close to a deceased patient →	Statutory Declaration with your signature (see the form <u>Statutory Declaration</u> , https://www.nemcb.cz/information-for-patients/medical-record/statutory-declaration/)

*If you are mentioned in medical records of a patient, who has been admitted to our hospital, as a person appointed to make copies of his/her medical records to the extent required, you do not need to submit the patient´s consent - details can be found in the form "Application for Making a Copy of Another Person´s Medical Records (different from the applicant)".

If you have any questions, additional documents proving decisive facts may be required.

When you will be provided with copies

Your application for copies of medical records will be processed within the statutory 30-day period. This period will begin to run from the moment we receive your application, which will be complete and will meet all necessary requirements, including all addenda. If it is necessary to supplement your application (including submitting the relevant addendum

with the necessary requirements), this period will begin to run from the moment we receive the supplements.

If your application is incomplete and you fail to meet the necessary requirements or complete the necessary addenda within 30 days of being asked to complete it by our employee, your application will not be processed.

How can you receive copies?

You choose the method of receiving copies of medical records in the application for a copy of medical records. Copies of medical records can be collected in person at the hospital cash desk located in the hospital management building during office hours (you will be told the collection date by our employee) or they can be sent to the authorised person by post. Due to personal data protection, copies of medical documentation are sent exclusively by registered letter hand delivered to the authorised person.

Office hours

Mon 7:00 a.m. - 11:30 a.m./12:00 p.m. - 3:30 p.m.

Tue 7:00 a.m. - 11:30 a.m./12:00 p.m. - 3:30 p.m.

Wed 7:00 a.m. - 11:30 a.m./12:00 p.m. - 4:30 p.m.

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Fri 7:00 a.m. - 11:30 a.m./12:00 p.m. - 2:00 p.m.

Reimbursement of costs associated with making copies and sending them, if applicable

If you take advantage of the ability to ask the health service provider about making copies of the medical records, you are obliged to reimburse the health service provider costs incurred in connection with processing your application.

You may choose the specific cost payment method (in cash or payment card upon personal receipt of copies, or in advance by bank transfer) in the application for a copy of medical records.

To view the payment tariff

<https://www.nemcb.cz/information-for-patients/medical-record/costs-of-a-copy-of-medical-records/>

If necessary, you can also contact our employee during office hours (10:00 a.m. to 2:00 p.m. Mon-Fri) on the following mobile number: 723 975 522, or phone number: 387 872 013 or at any time using their e-mail address: dokumentace@nemcb.cz, who may, where appropriate, advise you on the application for a copy of medical records.