

- These notes are to be retained by the Applicant –

NOTES ON APPLICATION FOR THE RELEASE OF MEDICAL INFORMATION

1. In accordance to the Personal Data Protection Act (No.26 of 2012), the application can only be made by the patient, except if the patient is:
 - a. a Minor (see Point 2 for details)
 - b. Deceased (see Point 3 for details)
 - c. Mentally incapacitated (see Point 4 for details)
 - d. Applying for Work Injury Compensation (see Point 5 for details)
2. If the patient is a minor, the application is to be made and signed by both of the patient's parents or legal guardian. A copy of the patient's birth certificate is required. A minor is someone who is below 21 years old, who is not an active National Serviceman, and who is not married or a widow/widower.
3. If the patient is deceased,
 - a. the application is to be made by the Legally Appointed Representative of the Estate. This is either an executor of the deceased's "Will" who has been granted probate, or a person who has been appointed as an administrator of the deceased's estate by the Singapore Court.
 - b. if the deceased does not have a Legally Appointed Representative of the Estate, then the application is to be made by all the deceased's Next-of-Kin (who is living and has the mental capacity to do).
4. If the patient lacks mental capacity, and in accordance to the Mental Capacity Act (Cap 177A),
 - a. the application is to be made by the Legally Appointed Representative, who is a Donee of a Lasting Power of Attorney granted by the patient, or by a Deputy appointed for the patient by the court.
 - b. where no Donee or Deputy as mentioned in 4(a) exists, the application may be made by made by all the patient's Next-of-Kin (who is living and has the mental capacity to do).
5. Work Injury Compensation reports can be applied by either the patient of the patient's employer. Completed reports will be submitted directly to the Ministry of Manpower.
6. Forms and supporting documents required are:
 - a. Copy of the completed "Application & Consent for Release of Medical Information" (i.e. "Form A").
 - b. Scanned copies / photocopies of the patient's NRIC (or appropriate identification documents), both front and back views.
 - c. Scanned copies / photocopies of the applicant's NRIC (or appropriate identification documents), both front and back views.
 - d. Scanned copies / photocopies of all relevant documents (e.g. Birth Certificate, Marriage Certificate, Grant of Probate, Letter of Administration, Lasting Power of Attorney, Order of the Court (Appointment of Deputy) as proof of the applicant's relationship to patient, if the applicant is not the patient.
 - e. For deceased patient, where the application is made by the Executor / Administrator of the Deceased's Estate, the following documents are required:
 - i. scanned copy / photocopy of the death certificate.
 - ii. copy of the completed "Application & Consent for Release of Medical Information".
 - iii. copy of the complete "Letter of Undertaking" (i.e. "Form B").
 - iv. Scanned copies / photocopies of the relevant verification documents, e.g. Grant of Probate, Letter of Administration, or any other legal document that certifies the applicant is the Legally Appointed Representative. Please note the Will itself shall not suffice as verification documentation.
 - f. For deceased patient, where the application is made by the Next-of-Kin, the following documents are required:
 - i. scanned copy / photocopy of the death certificate.
 - ii. copy of the completed "Application & Consent for Release of Medical Information".
 - iii. copy of the complete "Letter of Undertaking" (i.e. "Form B").
 - iv. Scanned copies / photocopies of the relevant verification documents (e.g., marriage certificates, birth certificates) are to be provided by each declarant (i.e. spouses / children / siblings) as proof of relationship to the deceased patient.
 - g. For patient who does not have the requisite mental capacity, where the application is made by the Donee or Court Appointed Deputy, the following documents are required:
 - i. copy of the completed "Application & Consent for Release of Medical Information".
 - ii. copy of the complete "Letter of Undertaking" (i.e. "Form B").
 - iii. Scanned copies / photocopies of the relevant verification documents, e.g. Order of the Court (Appointment of Deputy).

- h. For patient who does not have the requisite mental capacity, where the application is made by the Next-of-Kin, the following documents are required:
- i. copy of the completed "Application & Consent for Release of Medical Information".
 - ii. copy of the complete "Letter of Undertaking" (i.e. "Form B").
 - iii. Scanned copies / photocopies of the relevant verification documents (e.g., marriage certificates, birth certificates) are to be provided by each declarant (i.e. spouses / children / siblings) as proof of relationship to the patient.
7. National Cancer Centre Singapore can only process your application upon fulfilling the verifications and receipt of all necessary forms, supporting documents and payment.
8. Specialist consultation charges will be borne by the patient separately for medical reports that require an assessment and a review of the patient at the Specialist Outpatient Clinic. This is in addition to further tests such as radiological images or laboratory investigation procedures that are required for the completion of the medical report.
9. As a general guide, the time required for processing medical reports is about six weeks, from the date of receiving the completed forms, or the date of medical appointment for assessment, whichever comes later. Specialist medical reports and workmen compensation reports require a longer processing time as a review at the Specialist Outpatient Clinic may be required after the patient has been discharged or given an open date for clinic review.
10. The release of the medical information is subjected to the official approval by National Cancer Centre Singapore.
11. A refund of the payment will be made in the event that the medical information cannot be released.
12. Contact & Application Information

By Email	Scan and submit your forms and supporting documents to hims@nccs.com.sg
In Person	Submit your forms and supporting documents to the clinical staff at the clinic where you are being seen.
By Mail	Mail your forms and supporting documents to : Health Information Management Services National Cancer Centre Singapore 30 Hospital Boulevard Singapore 168583
Contact Details	Tel : 6306 1246 Email : hims@nccs.com.sg <u>Operating Hours</u> Mon – Fri : 8.00 am – 5.00 pm Sat, Sun and PH : Closed
Mode of Payment	Form C – Credit Card Authorisation Form Cheque (if application is sent via mail) - Cheque should be crossed and made payable to National Cancer Centre - Write the patient's full name and NRIC at the back of the cheque

****refer to Note 6 for further details***