



## **Access to your medical information**

**We need information about your circumstances to complete our claim assessment. This form explains how we obtain your medical information, why we need it, and gives important information about your rights. You'll need to sign it and return it to us. You don't have to do so, but if you don't we may not be able to pay your claim.**

### **What information we need and why we need it**

So we can assess your claim against the terms of your policy, we need your consent to ask any medical practitioner involved in your care for medical information (which may include a medical report and details about your health and lifestyle). Where we refer to "medical practitioner" in this form, it means all or any such persons, and may include more than one medical practitioner in the context of a particular claim.

- We do this under the Access to Medical Reports Act 1988 (or if you live in Northern Ireland or the Isle of Man, the Access to Personal Files and Medical Reports (Northern Ireland) Order 1991 and the Isle of Man Access to Health Records and Reports Act 1993 respectively). This is specific legislation which allows insurers, like Aviva, to obtain a medical report from your medical practitioner directly. However, if you do withhold or withdraw your consent, we may not be able to continue with your claim.
- You can see a copy of any medical report prepared by your medical practitioner before they send it to us. If you would like to do this, let us know by ticking the box below and we'll tell your medical practitioner so they can keep the report for you (and we'll let you know when we've done this). You will then have 21 days to arrange to see it, following which your medical practitioner will send it to us, unless you tell us that you are withdrawing consent for us to access the report.
- You can ask your medical practitioner for a copy of the medical report at any time. They should keep a copy for up to six months after sending it to us. If you would like to see a copy of the report at a later date, you can speak to your medical practitioner or we may be able to provide it with their consent.
- If you think any part of the medical report is incorrect or misleading, you can ask your medical practitioner to amend it. If your medical practitioner refuses, you can ask them to attach a statement outlining your views to the report. Alternatively, you can withdraw your consent for us to have access to your medical report.
- In some circumstances the medical practitioner may decide, in the interests of your health, or to respect the interests of other persons, that you should not see all or part of the medical report. The medical practitioner will tell you of this and you will have the right to see any remaining part of the report. If your medical practitioner decides that you should not see any of the report, it may be that they will not give it to us without your consent.

### **What types of medical information we ask for**

To complete your claims assessment, we may need sight of the following items, as relevant to your claim:

- a medical report prepared by your medical practitioner containing information about:

- your medical history, including details of any relevant illnesses, trauma, hospital admissions, medical consultations, referrals, tests or investigations and treatments you may have had;
- your current state of health, including any care, medication or treatment you're receiving and the results of any referrals or tests you're waiting for;
- copies of correspondence between medical practitioners eg referral letters and clinic letters;
- results of tests and investigations and reports associated with them (eg histology, radiology and pathology); and/or
- medical records.

**By signing this form I confirm that:**

- I am the person named below.
- I've read and understood this form and am happy to consent to Aviva seeking medical information (which may include a medical report) from my medical practitioner(s) regarding my physical and/or mental health so that Aviva may process my claim.

**Policy number:** \_\_\_\_\_

**Claim number:** \_\_\_\_\_

**Name of person insured / patient:** \_\_\_\_\_

**Signature of person insured / patient:** \_\_\_\_\_

**Today's date:** \_\_\_\_\_

**Do you want to see the report before it is sent to us?**

Yes  No

**If you want to specify an expiry date for this consent, please note it here:**

This consent expires at 6:00pm on \_\_\_\_\_ (date)  
(Optional)

**If you want to view your report before it is sent to Aviva, you'll need to arrange an appointment with your medical practitioner and your report will be held for 21 days from the date we contact your medical practitioner to request the report to allow you to view it before it is sent to us.**

**More information**

If you have any questions about your rights under the Access to Medical Reports Act 1988 (or if you live in Northern Ireland or the Isle of Man, the Access to Personal Files and Medical Reports (Northern Ireland) Order 1991 and the Isle of Man Access to Health Records and Reports Act 1993 respectively) or the process of getting, assessing or storing medical information, please write to: Health & Protection Claims, Operations & Governance Director, Pomona Business Centre, 6 Pear Street, Sheffield, S11 8JJ.

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