

According to Austrian law the patient (not a spouse) is authorized to sign for release of his health information.

To obtain your medical record or portions of your medical record, please send a written request to the Medical Documentation Centre of the Vienna General Hospital:

Medizinisches Dokumentationszentrum, AKH Wien
Gentzgasse 8, 1180 Vienna, Austria

or

Facsimile: +43/1/40400/70570

or

e-mail: postakhvdzext@akhwien.at

If you have any questions, please call: +43-1-40400-70520, 70530, 70540, 70550 or 70560

Necessary Informations:

- Patient's name (for medical record for a child: include parent's name)
- Patient's date of birth
- To whom the information is to be sent (name + address). It is not possible to send the medical records by e-mail or by fax!
- Hospital visit dates + names of departments, outpatient or inpatient admission
- Date of signature
- The patient's signature or a patient's legal representative's signature
- Due to data protection law we need a copy of your photo ID also

Costs of providing medical records:

There is a fee of € 24,80 plus 40 cents per page for photocopies.

There is a fee of € 24,80 plus € 10,30 for medical records on USB-Stick

- Cost of 1 CD-ROM including x-rays: € 25,80

- Costs for x-ray: € 16,30 per x-ray-examination

We charge € 7,27 for sending the bill and/or copied parts of the medical record abroad.

You will receive a bill for our services along with the mailed copy of your record.

We can only provide you with a copy of the information we have. **The copy of the medical record can be taken to your personal physician to discuss the information.** Please keep in mind that the information is written in German and that the Vienna General Hospital (AKH Wien) cannot interpret it for the English language.

Our **average turnaround time** for processing requests is **14 working days** (plus transfer time).