

NOTES ON APPLICATION FOR THE RELEASE OF MEDICAL INFORMATION

1. Application and consent for medical report
 - a. The application form 'Application & Consent for the Release of Medical Information' must be completed to request for new or duplicate copies of medical reports.
 - b. Applications with incomplete information, inadequate verification documents and consent, or those without payment of the processing fee, will not be processed.
 - c. The patient must consent to the application for a medical report, unless they are minors, mentally incapacitated, or deceased, in which case an authorised representative that is legally appointed will consent on their behalf.
 - Minors. Applications for minors must be signed by their parents (by Birth certificate or by Court Order of Custody) or legal guardians (Court Order of Guardianship or Interim Adoption Order). A minor is someone who is under 21 years old, who is not an active National Serviceman, and who is not married or a widow.
 - Mentally incapacitated. Applications for mentally incapacitated persons must be authorised by the Donee (by Lasting Power of Attorney) or court-appointed deputy (by Court Order of Appointment of Deputy). In the absence of a legally-appointed representative, the immediate next-of-kin (NOK) shall authorise.
 - Deceased. Applications for the deceased must be authorised by the Executor (by Grant of Probate) or Administrator (by Grant of Letters of Administration) of the deceased's estate. In the absence of a legally-appointed representative, the immediate next-of-kin shall authorise.
 - Immediate next-of-kin. In the absence of a legally-authorised representative, the immediate next-of-kin shall authorise the application and provide the relevant documents to verify the relationship. When the 1st level of the NOK relationship (Spouse) is not applicable, the 2nd level (Children) shall be the immediate NOK, etc. It is also necessary to prove higher-level NOK relationships are no longer/not relevant, and any immediate NOK who is unable to consent by submitting relevant documents, such as a divorce certificate or death certificate.
2. Release of medical information
 - a. The release of the medical information is subject to approval by Singapore National Eye Centre.
3. Processing fees for medical reports
 - a. SNEC charges processing fees for medical reports, which covers the Centre's administrative costs and the doctor's professional input.
 - b. The cost of specialist consultations and investigation tests, necessary for the completion of the medical report, are not included in the processing fee and they will be charged by the Specialist Outpatient Clinics (SOCs).
4. Processing time for medical reports
 - a. Medical reports are usually ready within four weeks of receiving a completed application.
 - b. Longer processing time may be required if
 - The patient has upcoming SOC appointments
 - Multiple reports are requested
 - Medical reports are drafted by two or more doctors
 - The assigned doctor is away
5. Delivery of medical reports
 - a. The completed reports will be encrypted in PDF format and sent to the applicant's email address.
 - b. Work Injury compensation reports will be sent only to Ministry of Manpower or insurer.
 - c. Hard copies can only be provided upon request and mailing fees will be incurred.
6. Cancellation of application for medical reports is not allowed after 24 hours of payment confirmation.
 - a. For successful cancellation, a full refund will be processed and may take up to two weeks from date of cancellation.

TYPES OF MEDICAL REPORT

Types of Medical Reports	Descriptions
Ordinary Medical Report	A report put up by the doctor based on patient's medical records. It is a factual record of the patient's eye condition and treatment / medication being received by the patient.
Specialist Medical Report / Permanent Disability Form	A report that highlights the history of medical complaint or injury. The doctor will include findings of the assessment as well as prognosis of the patient.
Neuro-Ophthalmology Medical Report	A detailed report for Neuro-Ophthalmology patients.
Completion of Insurance Claim Form	An insurance claim form to be completed by the doctor.
Completion of Pre-Surgery Insurance Approval Form	An insurance claim form to be completed by the doctor before the surgery.
Work Injury Compensation Form (Initial Assessment)	An assessment to determine work-related injuries, the degree and period of disability for Workmen's Compensation Act. Scope of the report is as per "Medical Report on Traumatic Injuries for Workmen's Compensation" form prescribed by the Ministry of Manpower (MOM).
Work Injury Compensation Medical Board Assessment	A referral from the Ministry of Manpower to assess and re-determine work-related injuries, the degree and period of disability when any of the parties (insurer, employer or injured worker) object to the results of the initial workmen's compensation assessment. Scope of the report is as per "Referral of Objection to Permanent Incapacity Under Compensation (Medical Board) Regulations 2005 – Medical Report on Traumatic Injuries for Workmen's Compensation" form prescribed by the Ministry of Manpower.
Duplicate Copy of Day Surgery Discharge Summary	Brief information of the surgery, diagnosis and procedure.
Duplicate Copy of Referral Letter	Referral letter from polyclinic or private medical centre provided by the patient.
Eye Assessment Forms	A form to be completed by the eye specialist.
Doctor's Memo	Brief information of diagnosis.
Investigation Results	E.g. Results of blood tests, CT scan, MRI scan, ECG, etc.