

CLARIFICATION REQUEST OF THE HANDLING OF PATIENT REGISTER ACCESS LOG

With this form you can request written clarification if you suspect your patient data has been handled without legal basis. More detailed instruction are found at the end of this form.

Data controller: Lääkärikeskus Aava Oy

Information of the person requesting patient register access log data:

Name: _____

Personal identity code: _____

Address _____

Phone number: _____

Date and Place: _____

Signature: _____

Identity verified, by whom /Lääkärikeskus Aava Oy

Information of clarification request

Date of suspected misconduct _____

Person under suspicion _____

Grounds for request (Specify as precisely as possible the details which cause you to suspect misconduct of your patient data and based on you request clarification about the matter.)

Aava Medical centre in which I will browse the log data: _____

I want the information in writing to the address I provided in the request (your identity will be verified in connection with the delivery of the request from a photo ID card).

Deliver the signed form to the nearest Aava Medical or send it by mail to the address below:

Lääkärikeskus Aava Oy/ lokitietopyynnöt,
Myllytie 1A, 04410 Järvenpää

You can also send the form to lokitietopyynnot@aava.fi by using secure email. Instructions how to send secure email to Aava Medical Center you find in Aavas website.

Instructions for filing a clarification request

If you feel that your patient data has been processed or disclosed without valid grounds, the service provider who processed or disclosed the data must provide you with a clarification about the grounds for using or disclosing the data upon receiving a written request.

File a clarification request if you want to verify the appropriate nature of using your patient data. In order to prepare the clarification, the request must include detailed information specified on the form. You do not have the right to access data older than two (2) years without a specific reason (Section 26, Act on the Electronic Processing of Client Data in Healthcare and Social Welfare 784/2021). The clarification of older log data can only be performed on the basis of serious grounds provided separately.

Contact the Aava Medical Centres Data Protection Officer if you need help in providing details for the clarification request.

As a general rule, clarification requests are personal. The guardian of a minor or the legal representative of an incapacitated adult can also file a clarification request. When a minor is deemed able to decide on their treatment and understand the correct principles of processing log data and personal data according to their age and level of development, the clarification request concerning a minor patient must be, in principle, filed by the patient. Legal representatives must indicate their right to access the data.

Your identity will be verified using a valid photo ID card before the data is disclosed. Aava Medical Centre recommends that you browse the log data in a meeting with a member of Aava's staff. This way you will have the opportunity to ask questions related to the log data. Alternatively, the log data may be provided to you in writing to the address specified in the request.

You do not have the right to use or disclose the log data provided to you for any other purposes.

If the log data clarification request is rejected, Aava Medical Centre will provide you with a written certificate of rejection concerning the matter. The rejection certificate outlines the grounds for rejection and instructions for filing an appeal.