



Maternal and Child Health Service Guideline Update

Title: Practice Note – Process for downloading client health records (when responding to legal documentation requests)

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Description	To define the process for downloading client health records using Victoria’s Child Development and Information System (CDIS), when responding to legal documentation requests.
This practice note applies to:	All MCH Service Providers All Aboriginal MCH Service Providers
Status	Mandatory
Authorisation	Department of Health
Implementation date	17/02/2025

Aim

The purpose of this practice note is to define the process that should be followed in CDIS when handling Legal requests for client information. Legal requests may include subpoenas, CCOPMM, and FOI requests.

NB: Seek advice from your MCH Services’ Legal and Risk and Governance teams to ensure you are providing appropriate records in line with Health Records Act and your organisations policies, procedures and processes.

If the full and completed MCH health record is required, do the following for each individual CDIS health record requested:

Process

1. Step One: Download a copy of the client files (notes and attachments).

1.1. From within the Hx, select Menu > Client File

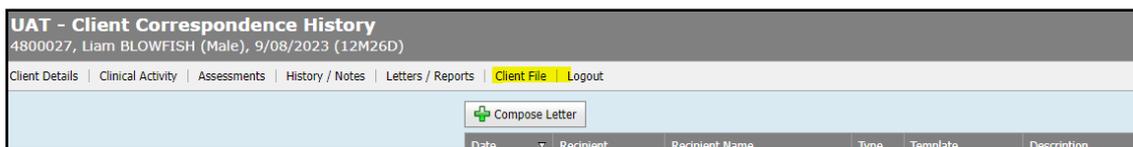


Image 1 - Client File Menu in the Client’s Health record.

1.2. A zip file will download from CDIS that contains CDIS progress notes and any attachments.

1.3. Open/Save the file to your desktop.

1.4. Relabel the file to include to child’s name/DOB/CDIS number and type or attachment/report.
e.g. JOHN SMITH_DOB01012024_CDIS123456_MCH Record

2. Step Two: Print/create additional information as PDF file/image.

NB: Ensure you only include the items required.

2.1 Client summary page.

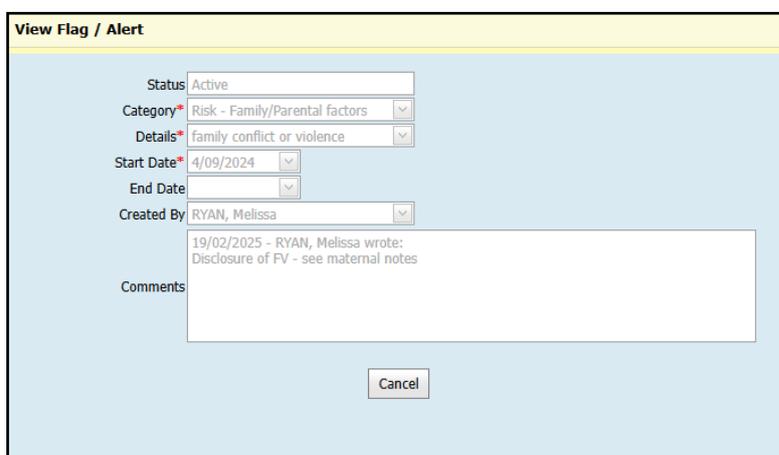
- Press Ctrl + P whilst on the screen to invoke the print function, check formatting options and print, or
- Create screen snip image of full screen copy to WORD document, save as PDF to your desktop.
- Relabel the file to include to child's name/DOB/CDIS number and type or attachment/report
e.g. *JOHN SMITH_DOB01012024_CDIS123456_MCH Record*

2.2 CDIS consent screen

- Follow above process described in item 2.1

2.3 Alert Flags screen

- Follow the above process described in item 2.1
- If comments are entered with the flag, take a screenshot of each flag with the comments.



The screenshot shows a web form titled "View Flag / Alert". The form contains the following fields and values:

- Status: Active
- Category*: Risk - Family/Parental factors
- Details*: family conflict or violence
- Start Date*: 4/09/2024
- End Date: (empty)
- Created By: RYAN, Melissa
- Comments: 19/02/2025 - RYAN, Melissa wrote: Disclosure of FV - see maternal notes

A "Cancel" button is located at the bottom right of the form.

Image 2 – Flag / Alert with comments

2.4 Immunisation history (only if immunisation given by MCH)

- Follow the above process described in item 2.1

2.5 Pregnancy and delivery screen

- Follow the above process described in item 2.1

2.6 DNA history screen

- Follow the above process described in item 2.1

2.7 Growth charts

- save as PDF to your desktop
- Relabel the file to include to child's name/DOB/CDIS number and type or attachment/report
e.g. *JOHN SMITH_DOB01012024_CDIS123456_MCH Record*

2.8 Correspondence History

- Follow the above process described in item 2.1

3. Step Three: Zip / Attach Files.

Collate all records to form complete CDIS record and provide the records to the requestee in line with local policies/procedures/processes. For example, this may be a hardcopy provided directly to the requester in person or via secure courier, via post, electronically via secure system or email etc.

Ensure the legal documentation requests and responses are saved in line with your organisation's policies and procedures.

4. Step Four: Delete all saved records from your desktop/computer.

Ensure all the PDF files, snips, images, zipped files etc. are deleted from your desktop and other folders or locations you may have saved these. Finally, ensure they are also deleted from your computer's recycle bin.

If you require assistance with regarding any of these items, please email CDIS Support or call 1300 856 183.

To receive this document in another format, phone 1300 650 172, using the National Relay Service 13 36 77 if required, or [email Maternal and Child Health and Early Parenting Unit <mch@health.vic.gov.au>](mailto:mch@health.vic.gov.au).

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Available at [Child Development Information System | health.vic.gov.au](https://www.health.vic.gov.au/maternal-child-health/child-development-information-system) <<https://www.health.vic.gov.au/maternal-child-health/child-development-information-system>>