

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000

1. INTRODUCTION

This manual is published in terms of Section 51 of the Promotion of Access to Information Act (PAIA), and in compliance with the Protection of Personal Information Act (POPIA), which gives effect to the constitutional right of access to information held by private bodies required for the exercise or protection of any rights.

2. DETAILS OF THE PRACTICE

Name of Private Body: Dr E V Rapiti

Registration: MB;BS; FCFP; DCH; DMH; Naep (asthma) dip, MBA (Health Policy)

MP 0296428 Pr number 1205935

Nature of Business: Family physician, addiction, lifestyle and counselling services

Physical Address: 17 Cinderella Crescent, Eastridge, Mitchells Plain, Cape Town, 7785

Telephone: 021 397 6029 / 082 581 1846

Email: rapiti@absamail.co.za / robertrapiti@gmail.com

Website: www.drrapiti.com

3. INFORMATION OFFICER

Information Officer: Dr Ellapen Venketsami Rapiti

Designation: Doctor

Contact Details: As above

4. THE ACT

A copy of the PAIA Act is available from the Government Gazette or on the website of the Department of Justice: www.justice.gov.za.

5. RECORDS HELD BY THE PRACTICE

5.1 Patient and Clinical Records

- Electronic patient files (password protected and cloud-based)
- Pathology, radiology, and specialist reports (electronic)

- Medical software packages for appointments, billing, referrals, certificates, and clinical notes (password protected)
- Electronic certificates and prescriptions with watermarking

5.2 Communication Records

- Patient contact numbers on secured mobile devices
- Updates and communication through social media platforms
- Patient pamphlets and dietary information

5.3 Financial Records

- QuickBooks accounting software for income, expenses, and VAT
- Backup of financial data (cloud and flash drive)
- Supplier invoices, statements (medical suppliers, maintenance, ISP, etc.)
- Records of creditor payments
- Staff wages and deductions recorded on Excel and accounting system

5.4 Insurance & Subscriptions

- Medical liability insurance
- Vehicle insurance
- Journal subscription records

5.5 Operational & Safety Records

- Drug and instrument stock inventory
- Expired drug monitoring
- Hazardous material disposal records
- Oxygen tank and equipment monitoring
- Air-conditioning maintenance records
- Sterilisation logs and cleaning materials inventory
- Resuscitation equipment and emergency room documentation
- General practice safety measures, including armed response services

5.6 Compliance & Legal Records

- Electronic filing of CPD certificates
- POPIA compliance records
- Records ensuring confidentiality and security of personal information
- System maintenance and anti-virus protections

6. REQUEST PROCEDURE

To request access to a record:

- Complete the prescribed Form C (available at www.justice.gov.za or from the Information Officer).
- Submit it to the Information Officer with the required fee.

- A decision will be made within 30 calendar days.
- Grounds for refusal may include protection of personal or third-party privacy.

7. FEES

- A request fee of R50 may be charged.
- Additional access fees may apply depending on the nature and volume of the request.

8. AVAILABILITY OF THE MANUAL

This manual is available:

- At the practice reception
- On the website at www.drrapiti.com
- In English (additional formats upon request)

9. PROTECTION OF PERSONAL INFORMATION

Dr Rapiti's practice is committed to ensuring that all personal and clinical information is stored securely and handled in strict accordance with the POPIA and the South African Constitution. Confidentiality and privacy of patient data are protected at all times.

Last updated: June 2025