

TITLE: Confidentiality of Records

Number: 219.00

Policy:

It is the policy of Thrive Behavioral Network, LLC that clients will be assured of confidential treatment of their personal case files and may approve or refuse their release to any individual outside the facility. Clients will be notified when personal case files are requested by any individual outside the facility and may select someone to accompany them when the case file or information are the subject of a personal interview. Copies of records and written information from the records shall be made available in accordance with this subdivision and sections 144.291 to 144.298. This right does not apply to complaint investigations and inspections by the Department of Health, where required by third party payment contracts, or where otherwise provided by law.

Procedure:

219.10 Client Releases

No information regarding a client will be released to any person or agency except as indicated in the above policy in accordance with state and federal regulations. Any request for information will be made in writing on Form 2014 – Release of Information.

219.20 Client Refusal

When a client exercises the right to refuse to sign a release, staff will inform the client about the various consequences of not obtaining the information if it is essential to the client's treatment.

219.30 Client Release Revocation

Clients have the right to revoke any previous release of information signed. Clients must give written notice of the revocation with their signature and date included. The date the notice is received is the date the revocation is effective unless otherwise noted in the notice.

Staff who receive a written notice of revocation will alert the Treatment/Program Director of their program and give them the written notice. The Treatment/Program Director will follow procedure for flagging the revocation in the EHR system. The Billing Department should be made aware of any revocations immediately via email.

219.40 Case Filing

All case files are kept in a staff office that can be locked. Only appropriate staff will be allowed to see these files. All requests for release of information must be signed by the client or legal guardian and witnessed. Requests for release of information will be kept in the client's case file.