



## **Release of Information Policy & Procedure**

*CR 21, 2.01, 2.02, 2.04, 2.05, 45; CFR 164.508; ETH6, CGS 17a-540; PL 104-191 110 Stat 1936*

Effective – 11/13; Revision – 10/18

### Policy

Boys & Girls Village treats all case information as confidential and limited to the minimum necessary to accomplish the intended purpose of the use, disclosure, or request.

BGV will not release any information concerning a child or family who is receiving services without a signed informed consent from a client over the age of 18 or a parent or legal guardian of a minor child, a court order, or unless otherwise required by law.

Disclosures of client information without a signed informed consent can only occur in specific circumstances and only in accordance with Boys & Girls Village's Duty to Warn Policy or Reporting Child Abuse and Neglect Policy and Procedures.

### Procedure

A copy of the documents the client's parent/guardian signs directly, such as treatment plans, will be provided to the parent/guardian at the time of signature. If the parent /guardian requests an "immediate" copy of a discharge summary, the program manager can provide the summary to the parent/ guardian.

Copies of the case record may be requested via mail, fax, phone, or in-person. It generally takes 15 days to fulfill the request. Records created by outside entities or that are the privilege of other entities may not be released by BGV. Communications or records created under the purview of BGV may only be released to an authorized individual in accordance with our Privacy Policy, Confidentiality Policy, HIPAA regulations, and the following procedure.

1. All requests for release of information (ROI) will be sent to the Keeper of the Records (KR).
2. To release information, an active, fully signed BGV Authorization to Release or Obtain Information form must exist in the record.
  - a. If the request is not accompanied by a completely executed BGV Authorization to Release Information, but is accompanied by an authorization in another format, the Privacy Officer or designee will determine the validity of the authorization. The Privacy Officer will determine if the authorization permits disclosure of mental health, HIV/AIDS related information or substance abuse records as part of the review process.
3. In consultation with the Privacy Officer, the KR determines, records, and prepares the documentation to be sent:
  - a. Any portion of a document that is inappropriate to be released including protected health information of another person must be redacted from the documentation
  - b. All pages are stamped with the following message: "The confidentiality of this record is required under Chapter 899 of the CT General Statutes. This material shall not be transmitted to anyone without written consent or other authorization as provided in the aforementioned statutes."
  - c. A letter indicating documents provided is included with all released records.
  - d. Scans and uploads a copy of the documentation provided to the client's electronic record.
4. The KR records the date sent and method used.
  - a. Records that cannot be mailed in one 9x12 envelope must be shipped in protective, padded envelopes with tracking via USPS or FedEx.
  - b. The KR will copy only the records authorized by the ROI as reviewed with the Privacy Officer and stamp each page of the document(s) with a confidentiality stamp.