

Privacy Policy

Confidentiality/ Client Consent

Informed Consent: Oral Explanation (non-shared records): All clients should be provided an oral explanation that their information will be entered into a computerized record keeping system. The Participating Agency should provide an oral explanation of the CSP and the terms of consent. The agency may want to develop a fact sheet to post within the agency. CSP suggests including the following information in the fact sheet:

1. What ServicePoint is

Web based information system that services agencies across the county use to hold information about the persons that they serve.

2. Why the agency uses it

To understand their clients' needs help the programs plan to have appropriate resources for the people they serve to inform public policy

3. Security

Only staff who work directly with clients or who have administrative responsibilities can look at, enter, or edit client records

4. Privacy Protection

No information will be released to another agency without written consent

Client has the right to not answer any question, unless entry into a program requires it

Client has the right to know who has added to, deleted, or edited their ServicePoint record

Information that is transferred over the web is through a secure connection

5. Benefits for clients

Case manager tells client what services are offered on site or by referral through the assessment process. Case manager and client can use information to assist clients in obtaining resources that will help them meet their needs.

6. Written Client Consent

Each Client whose record is being shared electronically with another Participating Agency must agree via a written client consent form to have their data shared. A client must be informed what information is being shared and with whom it is being shared.

7. Information Release: The Participating Agency agrees not to release client identifiable information to any other organization pursuant to federal and state law without proper client consent. See attached Client Consent Form.

8. Federal/State Confidentiality Regulations: The participating Agency will uphold Federal and State Confidentiality regulations to protect client records and privacy. In addition, the Participating Agency will only release client records with written consent by the client, unless otherwise provided for in the regulations.

- 1) The Participating Agency will abide specifically by the Federal confidentiality rules as contained in 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse records. In general terms, the Federal rules prohibit the disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Participating Agency understands that the Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patients.

- 2) The Participating Agency will abide specifically by State of Maryland general laws.

9. Unnecessary Solicitation: The Participating Agency will not solicit or input information from clients unless it is essential to provide services, or conduct evaluation or research.