Adding or Updating Releases of Information

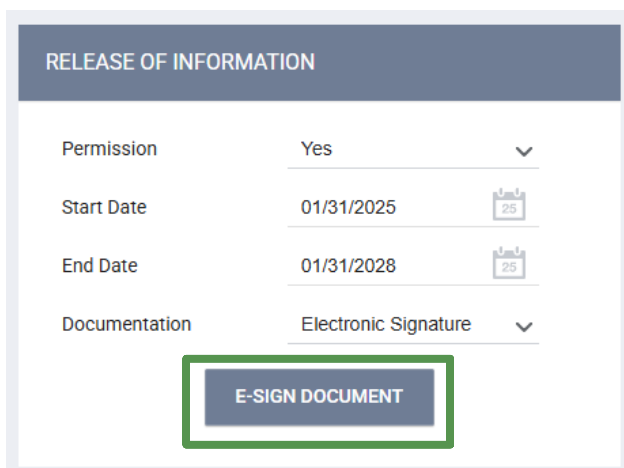
Prior to creating a ONE System record, a client must receive HSH's Notice of Privacy Practice and consent to the Homelessness Response System Release of Information, or ROI. The ROI explains how providers and agencies with access to the ONE System collect, use, and share client information. A client's ROI is valid for up to three years from the date it is first acknowledged or signed, and at the point of expiration, a new ROI must be obtained and updated in the client record.

Consent for the ROI can be provided either in either verbal or written format. Instructions for each are below. Please note that if a client refuses to provide either verbal or written consent, a ONE System profile should **not** be created. This refusal will also limit the client's access to services within the Homelessness Response System.

The most recent versions of the HSH Privacy Notice and Release of Information forms are posted on the help site.

In a new client record

When creating a new client, you must add a Release of Information in order to save the client record.



On the right side of the profile screen is the Release of Information permissions screen. Fill this out as follows:

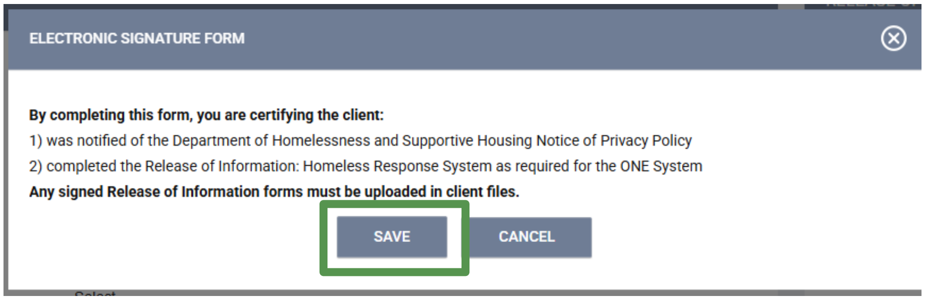
Permission: Leave set to Yes. If No, you may not enter client data in ONE.

Start Date: Today's date, or date of client's signature on ROI form.

End Date: Defaults to three years from the start date—*do not* change this date unless there is an earlier date specified on the clients release form in the Expiration section.

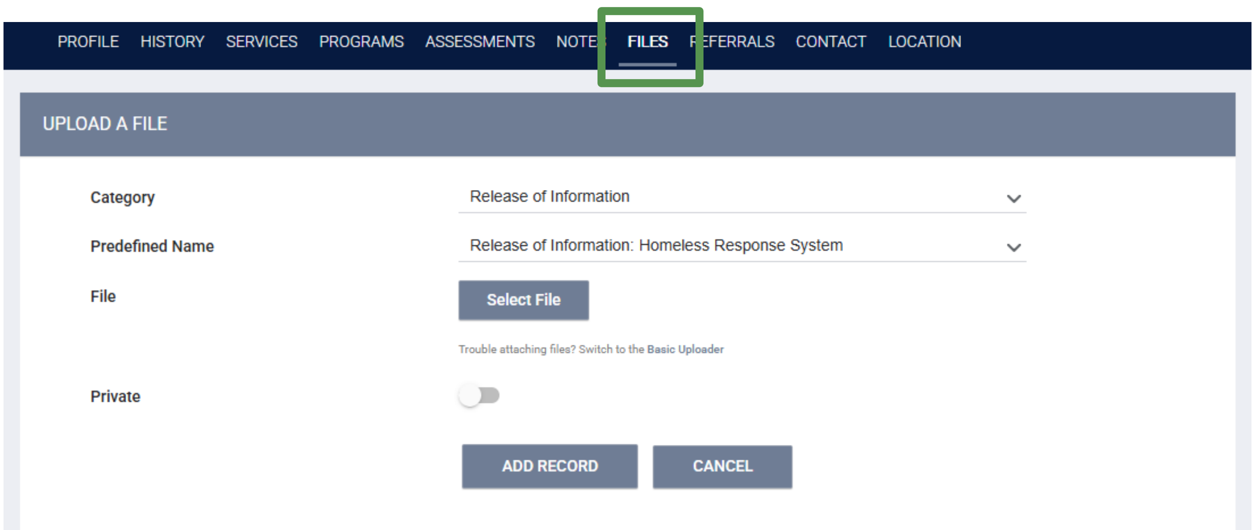
Documentation: Select "Electronic Signature" if you have obtained the client's signature. Otherwise select "Verbal Consent" if the client has verbally agreed to the release.

After you select “E-Sign Document,” another window will appear to verify that you have furnished the client with a copy of the Privacy Notice and that you will upload a signed copy of the ROI to the files section. (If you selected “Verbal Consent,” then this window will not appear. Just hit “Save Changes” to save the ROI.)



Select “Save” to e-sign the ROI.

Once you have saved the client profile, be sure to upload a signed copy of the client’s ROI in the Files tab.

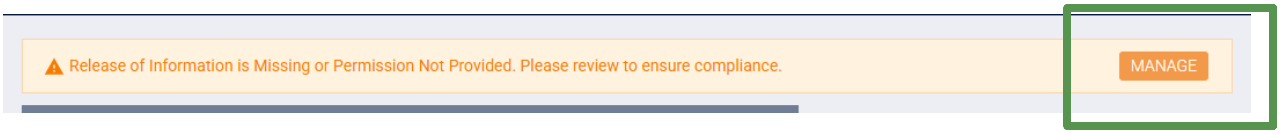


Use Category type “Release of Information” and Predefined Name “Release of Information: Homelessness Response System”.

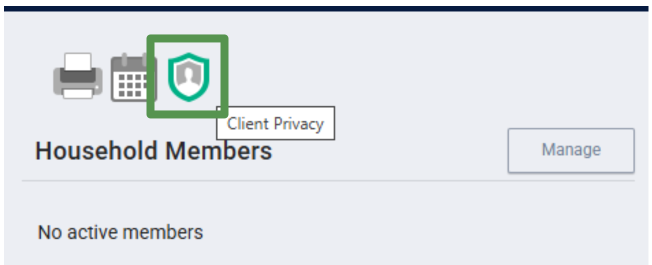
Important: If the client verbally consented to the release, that must be noted on the scanned ROI, along with any reasons the client could not physically sign. In that case, the staff person who gave verbal notice and obtained verbal consent is the authorized signatory. Upload the signed document into the files section of the client profile with the verbal consent noted.

In an existing client record

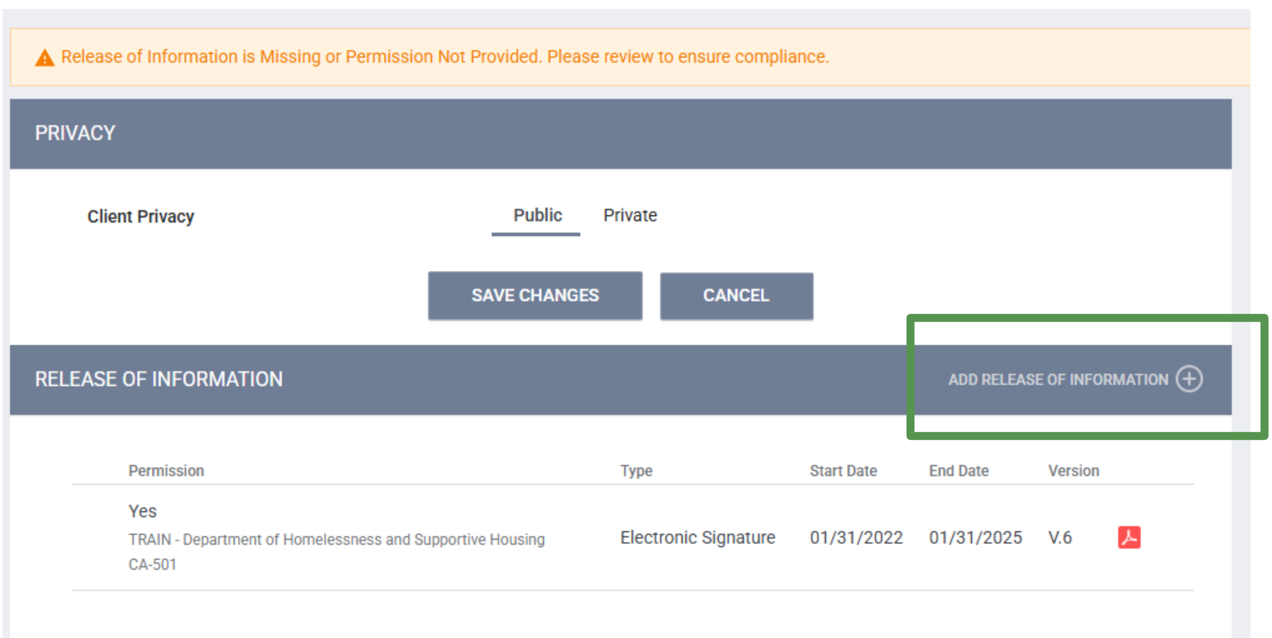
To update a missing or expired Release of Information in an existing record, access the Privacy page by clicking on the Privacy shield or the “Manage” button in the yellow banner on the client record:



Or:



This will take you to the Client Privacy page, where you can add a new ROI by clicking the “Add Release of Information (+)” button:



Be sure to leave the Client Privacy setting to **Public**.

From here, you can follow the instructions on how to complete the Release of Information permissions screen and upload the ROI file on pages 1 and 2 of this document.