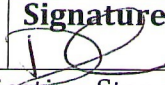




## Policy and Procedure

### Confidentiality of Client Records Policy

Last Approved May 2020

Latest Revision	May 2020; Jan 2019		
Date of Next Review	May 2021		
Owner	Quality Improvement and Compliance Manager		
Policy No.	009		
Policy Approved By	<b>Name and Title</b> Denese Conners	<b>Signature</b> 	<b>Date</b> 5/21/2020
Note	DHCS AOD Program Certification Standards 12010		
Attachment(s)	42 CFR Policy		

#### Policy Statement

The confidentiality of alcohol and drug abuse records which include but not limited to client records, UniCare data, fiscal records, and Medi-Cal records is protected by Federal and State laws and regulations. Generally, the program staff may not indicate, whether on the phone or in person, their knowledge of any clients relating to the program, or disclose any information identifying a client as an alcohol and/or drug user unless:

- The client consents in writing
- The disclosure is allowed by a court order
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation
- The client commits or threatens to commit a crime either at the program or against any person who works for the program

Violation of the Federal and State laws and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney General in the district where the violation occurs.

Federal and State laws and regulations do not protect any information about suspected child or elder abuse or neglect from being reported under State law to appropriate state or local authorities.

See 42 U.S.C. 290dd-3 and 42 U.S.C. 29ee-3 for Federal laws and 42 CFR Part 2 for regulations  
See W & I Code, Section 5328 and Title 9, CA Admin Code, Section 942 for State regulation