

POLICY

The Department of Alcohol and Drug Services (DADS) Adult System of Care adheres to all federal and state laws and regulations governing confidentiality of client alcohol and substance abuse treatment records.

A disclaimer accompanies all fax and email transmittals containing confidential client information. The disclaimer informs the recipient that the communication is protected by state and federal laws, lists the actions that are prohibited by law, and instructs the recipient how to proceed should the transmittal be received in error.

Santa Clara County providers now have the ability to email client-identifying information to all providers, county and county-contracted programs. County-contracted providers may not initiate these secure emails, only receive and reply to them.

PROCEDURE

FAXING: **Client Info**

All Providers

When faxing confidential client information, the first page transmitted must be a Fax Cover Sheet with a disclaimer. *County-operated Programs* must use the following disclaimer on Fax Cover sheets and in all emails containing confidential client information:

Notice to Recipient: This communication is intended only for the person to whom it is addressed, and contains information that is protected by federal and state law. If you receive this in error, any review, use, dissemination, distribution, or reproduction is strictly prohibited. Please call (telephone number) immediately to report the error and destroy this communication. Thank you for your cooperation.

County-contracted Programs must use the disclaimer (above) or one very similar, on all Fax Cover Sheets for documents containing confidential client information.

Please check fax numbers carefully before sending.

E-MAILING **Client Info**

From County-Operated to County-Contracted Programs:

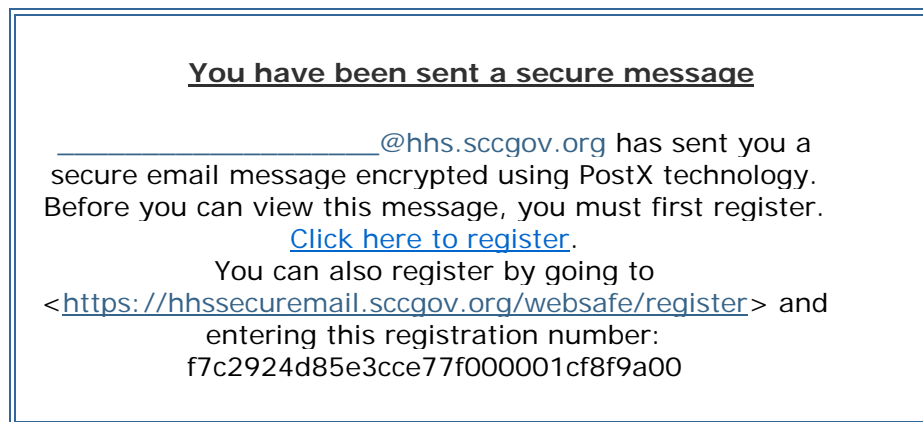
County-Operated Programs now have the ability to email client-identifying information to providers who are contracted with the county or any other entities who network with the Adult System of Care.

County-operated programs must place the statement **sccsecure on the Subject Line** of each email being sent to contracted (non-secure or differently secured) programs.

Email

Cont'd

When receiving a secure message, the receiving party will receive a notification that looks like this:



★ Contract providers need to select the [Click here to register](#) link, the first time only.

Emails from *County-Contracted Programs*

Emails initiated by *County-Contracted Programs* containing client information may include ONLY the following **client-identifying** information:

1. Client's Unicare ID number and
2. Client's first name, last initial

If staff receive an email containing more client-identifying information than is allowed (items 1 and 2 above), it is their responsibility to remove or redact the prohibited information prior to forwarding the email to others.