

POLICY

When leaving a message for a client or potential client, the DADS Adult System of Care observes the Federal Client Confidentiality Regulations (42 CFR). 42 CFR, Part 2 prohibits disclosing any identifying information in connection with a drug or alcohol program. All people who have expressed an interest in enrollment in a drug or alcohol program are covered by this statute, as well as those currently enrolled.

PROCEDURE

All Providers

Possible Solutions:

While clients are on wait lists or waiting for admission, have the client call on a regular basis to advise how to reach the client and/or to update the client's status.

Have the client sign a "2-party consent" (Policy 400) releasing the provider to leave a message with a specific person at a specific number. A verbal consent does not comply with 42 CFR in this situation.

If no consent is obtained, it is important to take care in the message you leave for the client. Do not leave your agency name or phone number. Leave your name only when calling a client. Carefully observe 42 CFR and do not reveal who you are or why you are calling the client.