

Communication: Transitional Housing Unit Providers  
and Outpatient Treatment Providers

Policy & Procedure 420

**POLICY**

In the System, the Transitional Housing Unit (THU) Providers and Outpatient Treatment Providers will communicate pertinent information about their mutual clients in order to better serve the clients. Client confidentiality rights, as stipulated in Title 42, Code of Federal Regulations and Title 45, Code of Federal Regulations, Parts 160 and 164 will be respected at all times throughout this process.

**PROCEDURE**

**THU Providers**

During the intake process, ascertain the name of the client's Outpatient Treatment Provider. Use the THU Client Status Reporting Form to notify the client's Outpatient Treatment Provider: (a) when the client is placed in your THU, and (b) any significant changes you observe in the client's behavior, attitude, or house status (including relapse and referral to detox treatment).

**Outpatient Providers**

During the intake process, ascertain whether the client is living in a THU. If so, use the THU Client Status Reporting Form to communicate with the THU Provider about your mutual client.

Consult your packet of THU Provider information so that you can better inform clients about what they might expect during a THU stay. If you request THU placement for a client and receive notice from the THU Coordinator that the client has been referred for placement, call the THU Provider to confirm the client's placement.

**THU and Outpatient Providers**

If a client reports a concern to either Provider, relay the concern to the other party and work collaboratively to resolve the issue with the client's best interest in mind. In general, take measures to maintain effective communication with one another. Provide each other with alternate contact names and phone numbers and always return phone calls and/or respond to messages from each other in a timely manner. Work to increase each others' understanding about the services you provide and how they benefit the client.

This policy and procedure is based on a formal agreement made April 29, 1999, between THU Providers and Outpatient Providers in DADS Adult System of Care.