|  |  |
| --- | --- |
| **POLICY TITLE:**  | Client Records Requests Policy - CP30 |
| **APPLIES TO:**  |  All Clinical Staff at Caregiver Grove Behavioral Health  |
| **EFFECTIVE DATE:**  | December 1, 2018 (original policy) |
| **ANNUAL** **REVIEW DATE:**   | January 1 (each calendar year) Reviewed: July 1, 2019Updated: January 21, 2024 Reviewed: July 29, 2024  |
| **PURPOSE:**  | The purpose of Caregiver Grove Behavioral Health’s Client Records Request policy is to ensure that rights of clients to access their records is maintained.  |
| **DEFINITION:**  | Caregiver Grove Behavioral Health Client Records Request is the policy and process used to allow the client access to their health record.  |
| **POLICY**  | The purpose of Caregiver Grove Behavioral Health’s Client Records Request policy is to ensure that rights of clients to access their records is maintained. **Policy:** Caregiver Grove Behavioral Health clients or their authorized representative will be allowed to request, inspect, and obtain a copy of their PHI with Caregiver Grove Behavioral Health- free of charge in a designated record set maintained by Caregiver Grove Behavioral Health and used to make decisions about the client known as “client records”. The client is able to obtain a copy of their electronic health record, in the format they request. The client will have the ability to request a change in their health records if they believe the record is not correct. **Procedure** 1. The client will be asked to submit a request to view or obtain a copy of their records in writing to the Clinical Director or Office Manager.
2. Once the request is received, the clinician must review the records and determine what information needs to be copied or printed.
3. For Medicaid clients, there is no charge for records transfer or a copy of their records.
4. Records requests will be completed within thirty business days.
5. The client is able to request a copy of their records once per year.
6. Clients do not have the right to the following:
* Inspect information compiled in reasonable anticipation of or for use in a civil, criminal, or administrative action.
* Access information systems that are utilized for quality assurance or peer reviews.

 **Records Amendment** The client will be asked to submit in writing their request for the record to be changed and the reasons why he/she feels it is incorrect to the Privacy Officer.  Caregiver Grove Behavioral Health will deny a request for amendment if it does not create the PHI, unless the entity that created the information no longer is available to act on the person’s request and then HIPAA rules will be consulted, or Caregiver Grove Behavioral Health determines the information in dispute is accurate and complete.  The client will be informed in writing within 60 days after the request for amendment letter is received as to whether this request will be accepted or denied. If an additional 30 days is needed, the client will be notified.  |
| **APPLICABLE STANDARDS:** | HIPAA; CARF 1.K.5.a.  |
| **EXCEPTIONS:**  |   |
| **APPROVERS:**  |  John Tooson IV | Chief Executive Officer (CEO)Arnethia Levey | Vice President, Program Development & Compliance |