



## **Client/Guardian Request for Access to Protected Health Information DURING COVID19 Health Crisis**

**Information Needed for Access:** Due to the current COVID19 crisis and in an effort to protect your health as well as that of our staff, release of Protected Health Information (PHI) is only available to be released to you by way of email. This will require that you provide a Wellmore staff person your information by way of telephone or video conference with a valid email address to which the information can be sent.

In addition, the Wellmore staff person taking your request by phone or video conference will ask for the following information in order to remotely confirm your identity:

- Your full, legal name;
- Your date of birth; and
- Your current residential address

The Wellmore staff person taking your request will also need the following information:

- The name of the Wellmore client about whom you are requesting PHI
- If the Wellmore client is a minor child, your relationship to that minor. (If the Wellmore client is a minor child only the legal guardian may request the release)

You will be asked for specific dates, episodes of care or other information as needed to assist Wellmore Behavioral Health in providing access to your requested information. You will need to specify which of the following categories of information, as well as episode and date parameters you are requesting:

- Progress Notes
- UDS Results
- Treatment Plans
- Diagnostic Evaluations
- Psychiatric Evaluations
- Any other PHI you may request

**Please Note:** Treatment documents are retained for a period of 7 years from the last date of discharge. By law anything older would no longer be available. WE DO NOT RELEASE THIRD-PARTY INFORMATION CONTAINED IN OUR RECORDS.

If approved for release, your PHI will be sent to the email address provided by you by way of encrypted email. **This will require that you create a login and password to retrieve your PHI email.**

**Please Note:** We will do our best to process requests immediately, however, release may take up to 30 days from the date your request is submitted.

Please refer to the Wellmore Behavioral Health's Notice of Privacy Practices to be clear about your rights with regard to request for access to Protected Health Information, but note that **the U.S. Dept of Health and Human Services, Office for Civil Right has made modification to the options for Wellmore to obtain consent as well as the manner in which we may release this information to you during the COVID19 heath crisis**