Consent to Client File Transfer[i]

Part I: Request for Client File Transfer to another Agency/Organization

Name[ii]: ____

(Print name of Client)

Required Information[iii]: ____

(Date of Birth) (Client ETO Number)

I hereby authorize ______________________________[iv] to release my client records in full

(name of agency/organization with custody of client file)

to the following organization for the purposes of my continuance in the ____________________[v] program.

____
Name of Organization to receive transferred file[vi]

____
Contact Name[vii]

____
Address of Organization to receive transferred file[viii]

____
Phone Number[ix]

____
Client's Signature[x]

____
Date of Consent[xi]

Note: Part I of this form is to be completed and mailed to the agency/organization with custody of the client's file.

Part II: Receipt of Request and Acknowledgment of Transfer

____
Signature of Transferring Staff[xii]
from organization with custody of client file

____
Date Released by Organization[xiii]

*Attach this form to client record once completed in full. Keep a photocopy for your records[xiv].

***This transfer must take place within ninety (90) days from the date on Part 1 of this form, otherwise permission becomes invalid[xv].*

Note: Transfer package is comprised of the Client's file and this form with Part 1 & 2 completed and signed off.

Part III: Confirmation and Completion of Transfer by the agency/organization receiving the client's file

____
Signature of Receiving Organization[xvi]

____
Date Received[xvii]

Notes:[xviii]

____

____

____

____

Note: Parts 1, 2, and 3 have to be fully signed and dated for this transfer process to be complete.

Statement of Use:[xix]

The purpose of this form is to ensure you are properly transferring the legal custody and responsibility of a client record to an outside organization. Client records in your custody should not be forwarded to a new organization without the signed authorization of the client and dated. Upon release of the records, you will no longer be liable for the proper collection, use, disclosure, and protection of the personal information which it contains. Note: the signing and dating sequence of this form is important.

How to use this form:

[i] A file in your custody is your legal responsibility. However, there may be instances where one of your clients may leave the community where they were receiving Outreach Support Services through your organization, and then they later reappear in a new community wanting to continue to receive similar services. Instead of starting their file from the beginning, the clients can request that their old client files be transferred to the new Community-Based Organization that they will be working with.

This transfer is beneficial to both all parties: The previous organization with custody of the client files will no longer be legally responsible for the files, and the requesting organization where client files are transferred, will not need to completely reassess the clients or overlap with services they have already received. The clients benefit by being able to move ahead with their programs instead of repeating services they received previously through the previous organization.

You cannot automatically forward a file without client consent for two reasons:

1. Indirect collection of personal information can only occur in very few instances, and in this case can only be authorized through client consent under *the Freedom of Information and Protection of Privacy Act* (the "FOIP").

2. The clients may be looking to make a fresh start in a new community and may not want their old files to follow them.

Footnotes:

[ii] Write name of client who is requesting the file transfer to another agency or organization.

[iii] Write the client's date of birth and their ETO (Efforts to Outcomes) client number. This is for verification purposes.

[iv] Write the name of the organization with custody of client file, who will be forwarding or transferring the records. Include name of caseworker, if applicable.

[v] Write the name of the program the client has been enrolled in.

[vi] Write the name of requesting organization to receive client's transferred file.

[vii] Write the name of the contact at the requesting organization where client file is to be transferred. This should be the individual who will be working directly with the client.

[viii] Write the mailing address of the requesting organization where client file is to be transferred.

[ix] Write the phone number of the contact listed in vii.

[x] Have the client sign the form.

[xi] Have the client date the form. Once Part I of the form has been completed, mail or fax it to the agency or organization with custody of the client file.

[xii] Upon receiving the transfer request, the organization with custody of the client's file must compile all the information they have on the client into one complete "transfer" package. This will involve contacting outside organizations if necessary. Once the "transfer" package is complete, the agent/worker must sign Part II of the form and identify what organization they represent. This indicates that they acknowledge the transfer of the file and its associated responsibilities, and that the file is complete to the best of their ability.

[xiii] The transferring agent with custody of the client's file then signs Part II of the form on the date the file is physically sent. This helps to create a timeline.

[xiv] Prior to sending the file, this original signed form must be attached to the file. It is recommended that a photocopy is kept at the agency or organization previously holding custody of the client file for your records as proof that you did in fact send the file that was requested. Retain the copy for no more than seven (7) years.

[xv] The entire transfer process must take place within ninety (90) days of the date in xi. Otherwise, a new consent form must be signed.

[xvi] Upon receiving the complete transferred client file ("transfer" package) at the requesting organization, the staff/worker assigned to the client must sign under Part III that they have in fact received the file and are now accepting legal custody and full responsibility for that file.

[xvii] The receiving staff/worker must also date Part III with the date which they signed the form.

[xviii] The notes section is an optional section. It can be used to document any issues, disagreements, etc. that were encountered during the file transfer process.

[xix] The purpose of this form is to make sure that the collection and disclosure of information is done properly under the FOIP, and to create a paper audit trail in the event that a dispute over custody or treatment of the record happens to occur.