

Catholic Charities Diocese of Palm Beach, Inc.

Policy and Procedures Manual

No. of Policy 7008

SUBJECT: CASE RECORDS (CONTENT)

POLICY: A case record will be maintained for each individual client, couple or family unit receiving service and will include such essential information deemed necessary to provide appropriate services, protect the organization or comply with legal regulation.

PROCEDURES:

- 1) The client or the parent or legal guardian of the client, where applicable, is the primary source of information about that person's need for service, except in cases of abuse, neglect or exploitation .
- 2) When the worker deems it necessary to obtain collateral information regarding a client, there is a documented need and the consent of the client is obtained, unless Catholic Charities has been appointed legal guardian of the client.
- 3) Client records will contain, at a minimum, the following information:
 - a) Biographical and other identifying information of that person;
 - b) The nature of the problem of the person served or reason for requesting or being referred for services;
 - c) Documentation of ongoing services to the client by the agency or through referral from the point of contact to termination; document any referrals to doctors or other services and note whether or not the client followed through with recommendations.
 - d) Documents of guardianship or any court orders related to the service provided;
 - e) Copies of any Release of Information Forms;
 - f) Documentation of any contact with other professionals regarding the client.
- 4) Case records must be written in a timely fashion in order to assure accuracy of facts. Records must be specific, factual, and pertinent to the nature of the service and the needs of the persons served.
- 5) Documentation must be kept in the record whenever a case record is requested and sent out. Records should be mailed by Certified Mail/Return Receipt Requested. Keep the receipt in the file. (see Case Records-Access)

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- 6) Case records for professional or clinical services must be completed, signed, and dated by the person who provided the service.
- 7) If you are required to release a file to another professional, organization, and/or hospital, disclosure of clinical records/reports from another professional or organization is prohibited. However, it is permissible to document in case notes information that another professional has given you pertinent to the case.
- 8) Each case record at the time of closing will be reviewed by the supervisor.

AUTHORIZED DATE: 12/06/00

REVISED DATE: 06/25/09