
POLICY

The Poverello Center, Inc. at its discretion shall charge for copies of records when the request is not of a nature that enables the continuing care of an individual served by the agency.

PROCEDURE

The Poverello Center, Inc. shall comply with records requests in a timely and efficient manner. Once received, the manager or supervisor of the program will ensure that proper release of information is signed. If HIV or substance abuse is documented in the record, there shall be a specifically designated, initialed release of information authorizing any record containing these conditions.

When the records are not accessed through the patient portal and staff time is required to prepare the records and there is no continuing care issue at stake, the Poverello Center, Inc. shall charge \$.10 per page for copying and sending the records to the requested entity. Charges may be waived at the discretion of the CAO or CEO.

Approvals:

Signature:  Date: 6/15/19
Thomas S. Pietrogallo, MSW/LCSW, MBA
Chief Executive Officer

BOD Approved Date: Pending

Date Established: 11.21.2016

Date Reviewed/Revised: 07.09.2017; 06.11.2019