

## **Coordinated Service Planning for Children and Youth**

### **Consent & Privacy Information for Service Providers**

#### **CONSENT & PRIVACY OVERVIEW**

Consent is required for the collection, use and sharing of personal health information and to support Coordinated Service Planning (CSP). Consent is essential to build a single plan of care and to take a team approach to a child/youth's care. Consent allows the professionals on the child's team to share clinical information, coordinate services, monitor progress and work together with the family and with each other.

CSP partners and professionals have a special obligation and are required by law to protect the personal health information and privacy of the children and families we serve together.

*\*The following information makes reference to a "shared electronic record". Until such time as all providers have access to Goldcare (KidsInclusive's electronic record), consent and shared documentation will take place as they do currently: by faxing or mailing paper documents between partner agencies in a secure manner according to agency policy*

#### **WHO OBTAINS CONSENT:**

All providers share responsibility for ensuring that knowledgeable consent is obtained from families and is properly documented in the shared electronic record. Any member of the child and family's team can obtain consent. Here's how CSP partners and front line professionals can work together:

- If a family or a physician contacts the KidsInclusive directly, the System Navigator will open the electronic record and obtain consent from the family, as part of the initial intake process. Consent is documented in the electronic record.
- Front-line professionals and clinicians assisting a family to make a new referral for CSP can expedite the process by sharing and reviewing the "Information for Families" document and walking the family through the consent form and obtaining their consent.

#### **WHAT YOU NEED TO DO TO OBTAIN CONSENT:**

- Review the consent process with the youth, family or guardian and use the consent form as a guide for obtaining consent
- Attach the completed Consent form to a Referral form and send them to KidsInclusive by fax or mail. KidsInclusive will open an electronic record and document consent
- The signed consent form will be uploaded into the Document Manager and a Consent Note will be completed in the client record.
- The family maintains the right to control access to their child/youth's information. The system administrator must be informed of any restrictions to information sharing.

## **HOW AND WHEN TO UPDATE CONSENT:**

During a phone or face-to-face visit, providers should review the consent process with the family and complete a new consent when any of the following have occurred:

- Upon family request
- When a new referral has been made
- When a new team member, who is not a CSP partner organization becomes involved with the child/youth
- If there have been no changes on the team for over a year, consent should be reviewed and updated as necessary during a regularly scheduled team meeting or visit with the family

### **Important Reminders**

1. Consent can be written or verbal; written consent to be obtained as soon as possible. Both are equally valid as long as you ensure that the family, or a young person who is capable, fully understands how and why information will be used and shared.
2. Information documented in the shared electronic record must be limited to the information needed to assess, plan, deliver and coordinate services.
3. Families have the right to withhold, withdraw or limit consent, except in specific circumstances where disclosure is legally required under the Child & Family Services Act or ordered by a court.
4. Consent supports information sharing with members of the child/youth's team, some of whom may not be included in the list of partners on the Consent form. Please encourage families to add additional team members to the consent (e.g., physicians and others)
5. Exchange of information must take place in a secure environment. Take all security and confidentiality precautions including keeping passwords confidential, conducting conversations in secure areas and using encrypted technology when transferring files and information.

## Some Frequently Asked Questions

1. Why is Consent for Information Sharing and Collection of Personal Information needed?  
The CSP partners consist of many agencies that operate under different legislation. When we work together as a team, we are obligated to protect families and each other from inappropriate collection, use or disclosure of personal/health or confidential information. The consent process was designed to meet all the legal requirements for CSP partner staff participating in information sharing for the purpose of developing and delivering coordinated care.
2. Is there only one consent needed for information sharing?  
Yes. Consent allows information sharing and release of information for the purposes of service planning and delivery between CSP partners and other providers listed on the Consent form. However, some CSP partner organizations may still require their staff to have families reiterate their consent.  
Additional expressed consent is required if information is being used for purposes other than coordinated care planning and delivery. (e.g. research, fundraising, etc.)
3. How do I know if Consent has already been obtained?  
Consent status is highly visible on the client workspace on the front page of the shared electronic record. It is also important to ensure that you are listed as a member on the child/youth's team display in the record for team communication and to demonstrate your relationship to the child and family and the reason you are accessing the record. In the absence of a shared electronic record, paper copies of the consent will be shared with all providers.
4. Does Consent include consent to share third party reports?  
Yes. Relevant information received from other sources by CSP partners who are participating in a child/youth's team can be included in the electronic record and shared, as long as the family/guardian has not expressly limited or refused consent for the use of the document. When in doubt, confirm with the family.
5. What kinds of limitations/restrictions might families apply to their Consent?  
Families may limit the sharing of information by restricting access to a specific document(s) or by a specific organization(s). These limitations may require changes to the security settings of the electronic record and must be done via the KidsInclusive system administrator. Because limitations and changes to the consent can be set by the child/family at any time, team members must review the Consent display in the shared electronic record whenever opening the child's file for any new information.