



Confidentiality and Disclosure

First Call may only share your personal information with your consent. Consent must be in writing and include the following:

1. Name or designation of the program making the disclosure
2. Name or designation of the program that will receive the disclosure
3. Name of the person who is the subject of the disclosure
4. Specific purpose or need for the disclosure
5. Description of how much and what kind of information will be disclosed
6. The right to revoke the consent in writing and the exception to the right to revoke
7. The date, event or condition upon which the consent expires if not previously revoked
8. The signature of the participant and/or other authorized person
9. The date on which the consent is signed
10. A statement prohibiting further disclosure unless expressly permitted by the written consent of the person to whom it pertains.

Outside persons or organizations which provide services on behalf of First Call are required by written agreement to protect your confidentiality.

Mandatory disclosures:

Release of personal and otherwise confidential information is *required* under the following conditions:

1. Mandatory child abuse and neglect reporting
2. When cause of death is being reported
3. With the existence of a valid court order.

Permitted disclosures:

Release of personal and otherwise confidential information is *permissible* under the following conditions:

1. In cases of medical emergency
2. In reporting crimes that occur on program property or against staff
3. To entities having administrative control
4. To qualified service organizations
5. To outside auditors, evaluators, central registries, and researchers.