



# Verbal Privacy Conversation and ROI Script

## **Explanation of Release of Information form (ROI):**

I will now ask some basic information about you and enter it into a database known as the Homeless Management Information System, or HMIS.

HMIS is designed to protect clients. We use the system to collect information about people we serve. This information helps run programs, improve services, and better understand your needs. We only collect information that is needed or required and each of the agencies follow strict privacy rules when using the system.

Basic profile information such as your Name, Date of Birth, Veteran status, Gender, and the last four digits of your Social Security Number may be visible to other agencies that use the system. More information may also be shared with local partner agencies to coordinate services for you. If you do not want to share information, you will not be denied services. But it may take longer for you to receive services. You can also request to see and/or change that information at any time. More information about your privacy rights are at [ncceh.org/hmis/clientconsent/](https://ncceh.org/hmis/clientconsent/).

Would you like me to read the Release of Information form to you? It will take between 6-10 minutes to read the full document to you. I am also happy to email or mail you a copy, or text you a link of the form if you would like.

## **Confirmation of Consent**

Since we are not in person or don't have paper forms, I will be asking for verbal consent for the Release of Information for HMIS with you today. I need you to answer 'yes' or 'no' to two questions.

If you say yes, then this will serve as your verbal consent to the ROI and you will sign a release form on paper at some point at an in-person meeting.

If you say no, then I will note your response in the file so that your wishes will be met. This may make it more difficult to connect you to some services outside of our agency.

- Do you agree to share basic information about you and your household in HMIS?
- Do you agree to share information in HMIS for coordinating services?

*If client says yes to all two reply:* Great thank you for your consent!

*If client says no to all two/any reply:* Thank you for your response. I will follow the appropriate steps to lock down your HMIS profile. Can I send you a copy of the ROI so you have a chance to review the protections and limits to sharing?