



## COVID-19 Temporary Procedures for Obtaining Verbal HMIS Consent

To minimize exposure to COVID-19 and increasing risks to the health of clients and agency staff, you may obtain verbal consent to share client data within the HMIS. This process is designed to ensure clients are informed of their privacy rights and have access to the *HMIS Privacy Policy*. The updated procedures are effective until the point when concerns for COVID-19 exposure have been mitigated. **Once it is safe for you to obtain a signed Consent, the standard ROI procedure should be completed and accurately recorded in the HMIS.**

The use of verbal consent will only be necessary when there is not a current HMIS *Client Consent to Release Information* (ROI) in place for the client.

**In lieu of reviewing the HMIS *Client Consent to Release Information* (ROI), you will need to state the following to the client when obtaining verbal consent:**

*“Before I proceed, I need to explain that I will be entering your information into the computerized Homeless Management Information System or HMIS. The information you provide will be shared with social service agencies that may be able to assist you. Also, it is my responsibility to make sure you are aware of how your information may be used and your rights to privacy. You can find a copy of the HMIS Privacy Policy at [suburbancook.org/privacy](http://suburbancook.org/privacy), or I can send it to you via email or text.*

- **May I have your consent to share the information you provide?”**

### Recording Client Information in the HMIS

1. Create the client record in accordance with standard procedures.
2. Record the **ROI**.

Record answer to *Release Granted*. Set an *End Date* that is 1 year from the *Start Date*. Select “C19 Verbal Consent” for *Documentation*. Record the person’s name completing the phone intake as the *Witness*.

- 3a. If the client answered, “**Yes**” to ***Release Granted***, **proceed** with recording client information in accordance with standard procedures for the project.
- 3b. If the client answered, “**No**” to ***Release Granted***, you will need to **lock** the client record. If you need assistance with this, please contact the [HMIS Team](#).

Click on the (the lock can be found on the same line as the Client Name and Client ID# on the top right of the screen). Click on the of the “Regional Global” group to remove it. Exit. The will now appear next to the Client. ***This MUST be done for EACH household member!***

**Proceed** with recording client information in accordance with standard procedures for the project.