

Collaborative Case Management: Meeting Privacy Obligations and Sharing Information Checklist

Policies/Practices	We have and use appropriately	We do not have/need to improve its use
Across Agencies		
We have a way of identifying the agencies involved with a person/family		
We have clear referral processes between agencies		
We have protocols, guidelines or agreements about working with each other (other agencies)		
We have ways of deciding what is 'need to know information'		
We have structures and processes which facilitate working together e.g. co/joint case management, key worker/case coordinator role		
We have useful tools to facilitate appropriate sharing of information e.g. common referral forms, common release of information forms		
We have processes for monitoring work with other agencies		
We have agreed guidelines for how we record client information		
Within our Agency		
We have an up to date publicly available privacy policy		
Management and staff (paid and unpaid sign) a privacy agreement		
We clearly explain to clients the type of information we collect, why we collect it, where it is kept, who sees it and how they access it		
We have a process for acquiring consent to obtain and release information		
We have a process for providing clients with access to their information		
We have guidelines for how we record client information		

Affirm Organizational Development and Training Resources and Tools