



# FAQs about Releases of Information (ROI)

LITTLE BIRD PSYCHOTHERAPY, P.S., INC

## **What is a Release of Information Form (ROI) and what is it for?**

A Release of Information Form (ROI) documents your consent for Little Bird Psychotherapy to share information about you and your care with your other health care providers such as a primary care doctor or specialist. It also gives Little Bird Psychotherapy permission to communicate with family members and support people.

## **Why is an ROI needed?**

To comply with federal health care laws and to ensure your privacy, Little Bird Psychotherapy must obtain your consent in writing before communicating with outside persons about you or the services you are receiving at Little Bird Psychotherapy. Filling out an ROI will help me coordinate care with other professionals you are working with and help me provide you with the most complete and comprehensive care possible.

## **Who should I fill out an ROI for?**

- Your health insurance company (or third party administrator)
- Any health care or service providers, outside of Little Bird Psychotherapy, that are currently participating in your care. It can also be beneficial to allow information to be exchanged with past providers as well. Examples: primary care provider, psychiatrist, other therapists, nutrition counselors, etc.
- Any support persons (parents, friends, family, or partners) that you would like to be able to exchange information, work with scheduling, or otherwise support you in your care.
- If you use a medical transportation company, a ROI is required for me to communicate with drivers, dispatchers, etc.

## **What is the difference between the two available communication options?**

When you authorize us to share information with the identified person, you have two options as to how Little Bird Psychotherapy should communicate that particular information to the person:

- Sending/requesting physical copies of your medical record (via mail or fax) to the person identified
  - This option allows Little Bird Psychotherapy to send copies of your actual, physical medical record (e.g. lab reports, progress notes, assessments, etc.).
- Verbal communication about your care and treatment to the person identified above
  - This option allows Little Bird Psychotherapy to communicate certain aspects of your care and treatment via verbal communication only. For example, if you allowed me to share updates about your lab reports to your parents via verbal communication, I would share that information verbally over the phone or in person, but not provide a copy of the actual lab report.

For certain people involved in your treatment (e.g. your primary care provider or your parents), it can make the most sense to check both options, which allows Little Bird Psychotherapy to fully communicate and coordinate your care with identified individuals important to you.

## **For how long is an ROI valid?**

ROIs are valid for one year from the date that they are signed unless you revoke the ROI prior to that date. For continued communication and care, ROIs must be updated annually.

## **What if I/we decide not to fill out an ROI?**

If you decline to fill out a ROI for your insurer, Little Bird Psychotherapy may not be able to bill the insurer for your services and you will be financially responsible for all services and charges incurred while obtaining at Little Bird Psychotherapy. Electing to not complete an ROI means that all of your treatment information at Little Bird Psychotherapy will remain between you and the providers and staff at Little Bird Psychotherapy.

## **How do I know what types of information to consent to release?**

If you want Little Bird Psychotherapy to submit claims for reimbursement to your insurance company, I recommend selecting the "all records" option on the ROI. If you are filling out an ROI for the coordination of care between Little Bird Psychotherapy and another health care provider, and are unsure of what information to allow for release, I encourage you to speak with me to discuss the best options. Doing so will help answer your questions and ensure that we are on the same page about what information is being shared..

## **When is a parent/guardian/representative signature required?**

A parent/guardian and/or legal representative must provide consent for release of information for clients unable to consent due to age or judicial determination in accordance with applicable state law. In Washington, parent/guardian consent is required for any level of care if you are under the age of 13.

## **What if I don't know the contact information of the other provider that I would like you to release to?**

If you don't know contact information for a provider or person you are providing consent for, I can help look up information.

## **How can I revoke my consent?**

ROI's can be revoked before their annual expiration date. To do this, please send a signed and dated letter stating which authorization/with whom you would like to revoke your ROI. Please send this letter to me at LittleBird Psychotherapy, 1325 W. 1st Avenue, Suite 202 Spokane, WA 99201

Letters that are received will be kept in your chart as record of the revoked.