




**Division of Prevention and Behavioral Health Services**  
Department of Services for Children Youth and Their Families  
State of Delaware

<b>PI 001</b>		<b>CONSUMER RECORDS POLICY</b>	
Authored by:	Rina Marshall, DBA, PHR	Title: Manager Quality Improvement	
Approved by:	Susan Cczyk, M.Ed., CDC	Title: Division Director	
Signature:		Date Adopted: 10/3/97	Page: 1 of 1
		Review Dates: 10/19/99, 05/15/03, 12/12/07, 12/15/08	Revision Dates: 01/03/07, 2/20/09, 8/10/10, 2/23/12, 1/14/13, 4/1/14

#### **PURPOSE**

It is the intent of this policy to establish operational parameters to be used by the Division in the fulfillment of its responsibilities in securing, maintaining, and retaining/archiving consumer records.

#### **SCOPE OF APPLICABILITY**

This policy applies to all of the Division of Prevention and Behavioral Health Services' (DPBHS) consumer records.

#### **POLICY STATEMENT**

The Division of Prevention and Behavioral Health Services has the responsibility to assure that consumer information contained in the Division's records is complete, accurate, confidential, and that records are maintained and retained according to federal, departmental and state regulations, and accrediting body, if applicable, standards.

The Division of Prevention and Behavioral Health Services maintains a record which includes components maintained electronically or in hard copy, for all DPBHS consumers. The Division specifies records content and reporting requirements for providers through the annual contract process. Security and back-up of electronic records is a Departmental function. The DPBHS Medical Records Unit under the management of the DPBHS Medical Records Administrator holds responsibility for the security, protection, and management of client hard copy records. Retention and destruction of client information is in accordance with State Archiving standards and schedules.