## How to Document Oral/Verbal Consent

Oral/verbal consent to collect and share information in KnoxHMIS is allowable when the initial screening is completed remotely or via telephone. Verbal consent allows partner agency staff to share minimal information necessary to initiate a client record or make a referral.  KnoxHMIS seeks to protect the confidentiality of personal information while allowing for reasonable, responsible, and limited uses and disclosures of data.

***Prior to obtaining oral/ verbal consent, partner agency staff are still required to explain the "Notice of Client Uses and Disclosure" to clients in plain-spoken language that includes:***
- ***what KnoxHMIS is,***
- ***how the information collected is used,***
- ***participation is voluntary,***
- ***services will not be denied if a person does not give consent,***
- ***circumstances for which client information may be disclosed without written consent,***
- ***and how they can access a copy of the "Notice" and/or their HMIS record.***

*In essence,* clients must be made aware of what is happening with their data and how to access the privacy notice.

Please see "Notice of Client Uses and Disclosures" found on the KnoxHMIS website at this link: *https://knoxhmis.sworpswebapp.sworps.utk.edu/wp-content/uploads/sites/16/2020/03/Notice-of-Uses-and-Disclosures_2020.pdf*).

If you are conducting telephone intake interviews, **we ask that you document in KnoxHMIS and within your agency files until written consent can be given during your next, immediate in-person visit.**

Following is a seven-step tutorial on how to document oral/verbal consent within KnoxHMIS and in your agency record until written consent can be obtained.

***Step 1:*** *Go to the "ROI" Tab.*

***Step 2:*** *Click "Add Release of Information."*



*Image 1, steps one through two*

***Step 3:*** *Select "Other" for "Documentation."*

**Step 4:** *Click "Save Release of Information."*

**Step 5:** *Click "Exit."*



*Image 2, steps three through five*

**Step 6:** If you are able to print the KnoxHMIS Client Release of Information, you can complete the form with a staff signature until the client signature can be obtained during your next, immediate in-person meeting.(*See Note below)

**Step 7:** If you are unable to print the KnoxHMIS Client Release of Information, please make a case note of the staff, date, and time that verbal consent was given by the client that includes the staff's signature. You are to then file that with your internal agency record until a release of information can be printed and completed by both the case worker and client at their next, immediate in-person meeting. (*See Note below)

(*) **Note: In the case of CHAMP intakes for coordinated entry,** steps 6 and 7 will need to have an additional step. If your agency is only providing the intake and not the service, meaning you will be referring them to another agency, please make a note in the referral to let the agency to which you are referring know that they will need to obtain the necessary signatures for the releases of information. If you are unsure of how to add a note to the referral, please contact hmissupport@utk.edu and we will provide further guidance.

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