Nashville-Davidson County HMIS
NEW Release of Information

• valid for 3 years •
• supports secure data sharing •

How do I add and upload the new ROI in ServicePoint?

Start your data entry by choosing the correct EDA Mode for your program. Once you are in your client's record:

- Navigate to the "ROI" tab. Click "Add Release of Information."
- Use the check box to select all relevant household members.
- The "Provider will auto-populate to your new EDA mode. **REQUIRED NEW STEP**: instead of leaving the provider as it is auto populated to your EDA mode, select **1 Universal ROI** from the drop-down menu (available 8/17/20).
  - o Note: you'll see 1 Universal ROI on your EDA Mode list soon. You will not be *entering data* into this Provider/EDA Mode at all, it is just there as an administrative function.
- Update "Release Granted" to "Yes." **REQUIRED NEW STEP**: Add the End Date *3 years after the Start Date.*
- Update "Documentation" type. Sign your name as the Witness. Save Release of Information.
- **REQUIRED NEW STEP**: Upload a copy of the ROI as a file attachment by scanning it to your computer, clicking the "binder clip" icon on the ROI tab, and clicking "Add New File Attachment." Under "Description," label the file as Lastname_Firstname_ROI. Be sure to include the signature page.

What do I do if my client refuses to sign an HMIS ROI at all?

- First, be sure to review the ROI thoroughly with your client so that they understand the ways in which their information would be protected and secured.
- Remind clients that they have the option for their information to be seen only by your agency.
- No client shall be refused services for not consenting to a release of information to HMIS.
- A client's information may be entered under an Alias in order to complete your program data/numbers.

What do I do if my client refuses to sign the "Data Sharing" part of the HMIS ROI?

- Please note that the Coordinated Entry provider in HMIS is a "shared information" provider by nature.
- A client can agree to have you enter their data into HMIS solely for your agency to access (i.e., the way Nashville's HMIS has historically been set up).
- If a client does not want to share their data, their record should be "locked down" manually by the user.
- Tag and upload the ROI as outlined above.
- Begin the client's Entry in the Entry/Exit tab as normal.
- **Click the green and gray house icon at the top right-hand corner of the Entry/Exit Assessment**.
- **Click the red icon with the minus sign to remove "Global Visibility" for this client's Entry/Exit for future answers.**

Things to Remember:

- Please note that Coordinated Entry is a "shared information" provider by nature.
- The HMIS Public Privacy Notice works in conjunction with the ROI to ensure that clients are aware of their rights. HMIS Participating Agencies are required to post the Public Privacy Notice in a visible space in their intake area.
- Always review the ROI thoroughly with your client. It includes information about what is stored in HMIS, how clients benefit from sharing their information, and how their information is protected.
- As always, Client Names and identifying information are shared for the purpose of de-duplicating data (i.e., what you see when you look someone up before adding them to the system to ensure that you're not creating a double record).
- Client data privacy and security is of the highest importance to the Continuum of Care and HMIS Lead.
- Don't hesitate to e-mail the HMIS Help Desk at hmishelp@nashville.gov if you have any questions about this process.