

County of Simcoe Consent in HIFIS - Quick Guide

When a client arrives for a service/stay, check HIFIS to see if they already have a file.

- If so, ensure that a Common Consent Form has been uploaded into HIFIS; if Common Consent Form not on client’s file, complete with client and upload to HIFIS.
- If not, you **must** ask the client to sign the Common Consent Form before their information can be recorded in HIFIS and upload the document to HIFIS.

If a person declines to sign the Common Consent Form, you cannot enter their personally identifiable information into HIFIS.

Scenario	Consent Type in HIFIS	Procedures
<p>1. <u>New Client:</u> The client agrees to share personal information with ALL service providers in HIFIS.</p>	Explicit + Coordinated Access	<p><i>The client signs the Common Consent Form.</i></p> <p>Create the client file in HIFIS and upload the signed Consent Form into Client File > Client Information > Consent. Please DO NOT enter 'End Date' for the active consent record.</p> <p>If the client verbally agrees to participate in HIFIS, caseworker provides their signature, the name of the client, the date, and authorizes that they received informed verbal consent from the Client to participate in HIFIS.</p>
<p>2. <u>New Client: Dependents</u> who are accompanied by the person on whom they are dependent.</p>	Inherited	<p><i>The guardian signs the Common Consent Form on behalf of dependents if under 16 years of age.</i></p> <p>Enter dependents into HIFIS as a part of their family. Upload the signed consent form by the guardian into HIFIS.</p>
<p>3. <u>New Client:</u> The Client agrees to share personal information with ONE service provider in HIFIS.</p>	Declined-Anonymous	<p><i>The client signs the Common Consent Form, and it must be uploaded into HIFIS.</i></p> <p>Create the client’s file in HIFIS with select “Declined-Anonymous” as consent type. Please DO NOT enter 'End Date' for the active consent record.</p> <p>Enter the client’s personal information. The client’s information will be viewable only to one service provider and the client will not appear in the shared Client list.</p>
<p>4. <u>Existing Client:</u> The client wants to change sharing their personal information from All service providers to ONE service provider in HIFIS.</p>	Declined-Anonymous	<p><i>The client signs the NEW Common Consent Form.</i></p> <p>Step 1 – Close the active client file Open the client’s current consent record and enter an ‘End Date’. The closed client file will store in the database.</p> <p>Step 2 – Create a new client file to only one service provider Create a new client file in HIFIS with select “Declined-Anonymous” as consent type. Upload the new signed consent form to the client’s file.</p> <p>Enter the client’s personal information. The client’s information will be viewable only to one service provider and the client will not appear in the shared Client list.</p>

<p>5. New /Existing Client: The client DOES NOT want to share any personal information in HIFIS.</p> <p>This is the only option that does not require a Common Consent Form uploaded into HIFIS.</p>	<p>Declined-Anonymous</p>	<p>The existing client signs the Withdrawal Consent Form.</p> <p>Step 1 – Upload the Withdrawal of Consent Form to HIFIS and close the active client consent record.</p> <p>Open the client’s file and upload the completed Withdrawal of Consent Form, then enter an ‘End Date’ to the current consent record. The closed client file will remain in the database.</p> <p>Step 2 – Create a new client file as an anonymous client</p> <p>Create the client’s file in HIFIS with select “Declined-Anonymous” as consent type and enter the client as a code rather than personally indefinable information. The client record must be created in HIFIS with a code (“SP-Anon#) in place of a name and without identifying attributes. The number included in the code must align with the file number associated with the client’s paper file. This allows caseworkers to keep track of which paper files and which HIFIS files go together. Please do not enter any personal identifying data into the system, unless a person is willing to share specific data.</p> <p>The mandatory HIFIS fields should be populated as follows:</p> <ul style="list-style-type: none"> • Last Name – enter service provider initials (i.e., OW for Ontario Works) • First Name – enter ‘Anon #’ (i.e., Anon123) • Approximate Age - enter ‘123’ • Gender – select ‘unknown’ • Veteran Status - select ‘unknown’ • Citizenship/Immigration Status - select ‘unknown’ • Indigenous Status - select ‘unknown’
<p>6. Existing Client: The client initially declined consent, and is now providing consent</p>	<p>Explicit + Coordinated Access / Inherited</p>	<p>The client signs a NEW Common Consent Form.</p> <p>Locate the client’s file in HIFIS using the code on their paper file. End date the “Declined-Anonymous” consent record and create a new record with the “Consent Type” field as “Explicit”. Please DO NOT enter 'End Date' for the new active consent record. Once Explicit consent record is created, you must also create a Coordinated Access Consent record the same way. The client’s name now appears in the Client List and their file now becomes visible to Service Providers (after attestation).</p> <p>Update any relevant or missing information such as the name, DOB, Housing History, similarly as to when you are creating an account.</p>