**Section 505.50 Release of Confidential Information with the Consent of the Customer**

The customer, parent of a minor customer, guardian or representative may request and consent in writing to the release of confidential information to the customer, parent of a minor customer, guardian or representative, or other individual, agency or organization. The following rules shall apply to all such releases:

a) When such a request for release of confidential information to the customer, parent of a minor customer, guardian or representative is received, all confidential information contained in the customer's file may be inspected and copied with the exceptions as noted below:

1) Information which has been obtained from another individual, agency or organization and which that individual, agency or organization has specifically prohibited DHS-ORS from further releasing. In such instances, the customer shall be informed of the source of such information in order to access it directly from the originator.

2) Any medical or psychological information not precluded from release by subsection (a)(1) which would be harmful to the customer, as determined by the counselor, shall be released only to the customer's parent, guardian, or representative, or to a physician or licensed or certified psychologist. When releasing such information, DHS-ORS shall caution the receiver of the information that it may be harmful to the customer and that, therefore, the receiver is responsible for the use of the information.

b) When the customer, parent of a minor customer, guardian or representative requests release to another individual, agency or organization, DHS-ORS, upon receiving the informed written consent, shall release to such other individual, agency or organization for its program purposes only that information which may be released to the customer, parent of a minor customer, guardian or representative, and only to the extent that the other individual, agency or organization demonstrates that the information requested is necessary for its program. Information which is determined would be harmful to the customer shall be released only when the other agency or organization assures DHS-ORS that the information will be used only for the purpose for which it is being provided and will not be further released to the customer.

(Source: Amended at 19 Ill. Reg. 14821, effective October 5, 1995)