**Section 505.60 Procedures**

a) When confidential information is released, the DHS-ORS employee releasing it shall place a note on the CASE FOLDER MEMORANDUM stating the name of the person to whom it was given, the date, and the reason for such release. Additionally, the receiver shall be sent a notation from the releasing employee that the information is confidential and may be used only for the purposes for which it is released, and may not be further distributed without the written consent of both DHS-ORS and the customer.

b) If a person outside DHS-ORS properly authorized under this Section merely reads the confidential file, a notation shall be placed in the file stating his or her name, the name of the agency or organization, the date and the reason such reading or disclosure was permitted.

c) No confidential information shall be released over the telephone to persons outside DHS-ORS without the written consent of the customer or in situations authorized under this Section when no consent is required. In all telephone contacts, including DHS-ORS employees, involving the confidential information, a notation shall be made in the CASE FOLDER MEMORANDUM of the release.

d) The original file may not be removed from the control of DHS-ORS, except in compliance with a subpoena or in the discretion of the Associate Director, but may be viewed in the office in compliance with this Section. All other releases requesting or requiring copies shall be provided through photocopies. Except for customers, DHS-ORS may charge its actual cost for such copies.

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