



## FAQs about Releases of Information (ROI)

### What is a Release of Information Form (ROI) and what is it for?

A Release of Information Form (ROI) documents your consent for Nutritious Thoughts to share information about you and your care with your other health care providers such as a primary care doctor or specialist. It also gives your team at Nutritious Thoughts permission to communicate with family members and support people. In special circumstances we may accept verbal consent for continuity of care.

### Why is an ROI needed?

To comply with federal health care laws and to ensure your privacy, Nutritious Thoughts must obtain your consent in writing before communicating with outside persons about you or the services you are receiving at Nutritious Thoughts. Filling out an ROI will help your team coordinate care with other professionals you are working with and help us provide you with the most complete and comprehensive care possible.

### Who should I fill out an ROI for?

- Any **health care or service providers**, outside of Nutritious Thoughts, that are currently participating in your care. It can also be beneficial to allow information to be exchanged with past providers as well. Examples: primary care provider, psychiatrist, other therapists, nutrition counselors, etc.
- If you use a **medical transportation** company, a ROI is required for our staff to communicate with drivers, dispatchers, etc.
- Any **support persons** (friends, family, or partner) that you would like Nutritious Thoughts to be able to exchange information with. Examples: people involved with your finances, scheduling, or otherwise support you in your care.

### For how long is an ROI valid?

ROIs will remain in effect as long as you are a client of Nutritious Thoughts, LLC, unless and until you notify Nutritious Thoughts in writing of any changes or authorization expires upon the minor's age of majority.

### What if I/we decide not to fill out an ROI?

Electing to not complete an ROI means that all of your care information at Nutritious Thoughts will remain between you and the providers and staff at Nutritious Thoughts. Note: This may not be best practice for your care.

### What if I do not know the contact information of the other provider that I would like you to release to?

If you do not know the contact information for a provider or person you are providing consent for, Nutritious Thoughts is happy to help look up that information.

### How can I revoke my consent?

ROIs can be revoked, but that will not affect any information released prior to the notification of cancellation. To do this, please send the request in writing. Make sure to sign and date the letter and state which authorization (with whom) you would like to revoke. You may give this letter to Nutritious Thoughts or mail the letter to: Nutritious Thoughts, 31 College Place, Suite 200, Asheville, NC 28801. Letters that are received will be kept in your chart as a record of the revoked release.

