

10A NCAC 06C .0204 DOCUMENTATION

- (a) Each agency providing Information and Assistance shall maintain a daily log or tracking system indicating contacts made during the course of the day.
- (b) For those persons who receive Information, as defined in 10A NCAC 06C .0101, the log shall include the date, nature of the concern and action taken.
- (c) For those persons who receive Assistance, as defined in 10A NCAC 06C .0101, a client record or file shall be maintained by the agency and shall include: client identification information; identification of client needs; a client plan showing anticipated outcomes and methods to be used and action taken or agencies to whom the client was referred and dates; necessary coordination of services; and follow-up contacts made to or on behalf of the client and the dates.
- (d) The provider agency shall have written procedures in place to keep client information confidential.

*History Note: Authority G.S. 143B-181.1(a)(11); 143B-181.1(c);
Eff. November 1, 1991;
Amended Eff. July 18, 2002;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. September 6, 2016.*