

**Protection & Advocacy Project
Administrative Office**

Protection & Advocacy Project
400 E. Broadway, #409
Bismarck, ND 58501

Phone: (701) 328-2950
Toll free: 1-800-472-2670
TTY: 711
Fax: (701) 328-3934
E-mail: panda@nd.gov
Web Site: www.ndpanda.org

For emergencies after business
hours and on weekends, call
1-800-642-6694

Centralized Intake:

1-800-472-2670
(Statewide)

1-800-642-6694
(After Hours & Weekends)

panda_intake@nd.gov

For a list of P&A outreach offices,
go to P&A's website at
www.ndpanda.org



**CONFIDENTIALITY
& client records**

**Protection &
Advocacy Project**

The Protection & Advocacy Project does not discriminate in admission or access to, or employment in, its programs and activities. If accommodations are needed as a result of a disability, or if you need this material in an alternative format, please contact the Protection and Advocacy Project's administrative office.

CLIENT INFORMATION

When you become a **client** of the Protection & Advocacy Project, P&A works with you to solve problems related to your disability. In order to effectively address your issue, a P&A advocate or attorney may need information about you.

Information

includes what people hear, see, read, and write.

Information may include medical information, records of commitment proceedings, school files, and other information which may be confidential.



You will be asked to sign forms that authorize P&A to get information about you.

CONFIDENTIALITY

P&A is required by federal and state law to keep information about each applicant or client confidential.



Confidential means "secret" or "private".

DISCLOSURE

Disclosure means to "tell" or "give" information. Generally, P&A will not disclose information about you, unless you permit it. Sometimes, P&A may be required to disclose information about you.



The following list describes when P&A may disclose information about you:

- ◆ You (or your parent or guardian) have authorized disclosure so we can help to solve the problem you identified; or
- ◆ You (or your parent or guardian) have authorized P&A to disclose information so P&A can monitor and review services provided to you and other people with disabilities; or
- ◆ A court orders P&A to disclose information about you; or
- ◆ P&A believes it must disclose information to prevent serious, foreseeable and imminent harm to you or another identifiable person; or
- ◆ Court rules would permit a lawyer to disclose information about a client.

P&A will tell you when P&A discloses information about you.



Addiction-related Records

Unless federal law (42 C.F.R. Part 2) otherwise permits disclosure, you (or your parent or guardian) must sign an authorization that specifically authorizes P&A to disclose this type of information.

RECORDS

P&A keeps your records in locked file cabinets and secure computers.



If you (or your parent or guardian) ask for a copy of your records, P&A will provide the records to you unless that would be illegal. If it is illegal, P&A will explain that to you.

If, because of a disability, you cannot read your records, P&A will provide them to you in an alternative format upon request.