

REVOKING A RELEASE OF INFORMATION (ROI) IN SERVICEPOINT

All clients have the opportunity to choose whether or not they want to share their data with other agencies in the community. They do that by completing a Release of Information (ROI) for Data Sharing.

Some clients who initially choose to share their data may change their minds later, and choose to revoke their ROI.

There is a Revocation form, or any written request can be used, when they want to revoke their Data Sharing ROI, and there are specific steps that must be completed in ServicePoint to 'turn off' the data sharing on their client profile.

1. Have the client complete the [Client Revocation of Consent for Data Sharing in Multnomah County](#), OR any hand-written request to revoke data sharing.
2. Enter the Client Revocation in ServicePoint

DO NOT EDIT or DELETE ROIs from other Agencies!

Review the current ROIs in place in the ROI tab.

Change the End Date of each "YES" ROI for your parent and program-level providers; **set the End Date to one day before the day they signed the Client Revocation form.**

Provider	Permission	Start Date	End Date
Human Solutions - SP	Yes	10/19/2017	10/19/2027
Human Solutions: Family Shelter System - SP	Yes	10/19/2017	10/19/2027
Human Solutions: SHELTERPOINT-Family Shelter System - SP	Yes	10/19/2017	10/19/2027

Add a new ROI for your parent-level provider only. Click "Search" to find your parent-level provider.

- **Release Granted:** NO
- **The Start Date:** the day they signed the Client Revocation Form.
- **End Date:** plus-10-years from the Start Date
- **Documentation:** Signed Statement from Client
- **Witness:** Multco
- Click "Save Release of Information"

Provider *	Human Solutions - SP (14)	Search	My Provider	Clear
Release Granted *	No			
Start Date *	12 / 19 / 2017			
End Date *	12 / 19 / 2027			
Documentation	Signed Statement from Client			
Witness	Multco			
		Save Release of Information	Cancel	

When you're done, it will look like this:

The screenshot shows the 'Client Information' section with the 'ROI' tab selected. Below the navigation tabs is a table titled 'Release of Information'. The table has columns for 'Provider', 'Permission', 'Start Date', and 'End Date'. The first row is highlighted with a red box. Below the table is an 'Add Release of Information' button and a status indicator 'Showing 1-4 of 4'.

Provider	Permission	Start Date	End Date
Human Solutions - SP	No	12/19/2017	12/19/2027
Human Solutions - SP	Yes	10/19/2017	12/18/2017
Human Solutions: Family Shelter System - SP	Yes	10/19/2017	12/18/2017
Human Solutions: SHELTERPOINT-Family Shelter System - SP	Yes	10/19/2017	12/18/2017

CAUTIONS TO REVOKING DATA SHARING

The information that was shared while a client had an ROI with Yes recorded will still be shared. **Only the new information, that is entered after the Client Revocation has been recorded in ServicePoint,** is no longer shared.