

Client Mental Health Information Form – Third Party Information Instructions

The Client Mental Health Information (CMHI) form is a tool that allows third parties (friends and family) to provide helpful information that may assist in the care of their loved one. This form and instructions are located on CBHS's website. Completed forms should be faxed to the Behavioral Health Access Center (BHAC) at (415) 255-3629.

The staff at BHAC will:

- comply with federal and state laws that protect the privacy rights of the individual receiving services. As a result, the staff will not be able to provide any information back to loved one nor acknowledge whether the client is known to CBHS.
- maintain a daily log of the CMHI forms that are received;
- review any newly received CMHI forms (at least twice each business day);
- examine completed forms to see if there are urgent or emergency situations; and
- look at the electronic health record to see if the person is an active client in our system of care. If the client is active, the staff at BHAC will notify the client's therapist, case manager or clinic director of the receipt of the CMHI form and advise them that the form will be sent to them.