

May 14, 2025

Important notice from the Department of Developmental Services about:

Required Client Privacy Protection

D-2025-Case Management-007

What to Know

This is a reminder for regional centers and service providers about protecting information about individuals in all locations. Current law requires RCs and providers to deny access to a person's records to anyone who does not have a right to them, and to deny access to private locations where the individual visits.

Below are the details of what information and locations are protected and how to deny access.

Protected information looks like:

Data: If someone asks to see an individual's record, the individual first must provide written authorization for their information to be shared.

Regional centers and service providers must get an individual's written permission before they can share their personal information to others, unless there is a law which permits the sharing. Examples of allowed sharing are for purposes of treatment, payment, or health care operations, or when the law requires release of the information.

An individual's written permission to release information sometimes is called an "authorization." It must state what information can be released, to whom, and for what purpose. An individual has the right to say "no" without fearing pressure or retaliation. An individual has the right to change their mind at any time and take back their written authorization.

Locations: If someone who is not a usual visitor asks to enter a private location where a client is visiting, you must not allow them to enter until you get specific information about the visitor and check with your attorneys or management to review if the visitor's request is legal.

The specific information includes: 1) full name, 2) agency or organization; 3) identification (for example, law enforcement badge number, business card); and 4) any legal documents that this person claims allows them to enter the location. Legal review means a regional center attorney and for service providers, an attorney or manager.

How to deny access: If a regional center or service provider determines that access may not be granted, their employees have been trained to deny access by the visitor.

What's Changing

Nothing is changing. This is a reminder for regional centers and service providers that they must protect an individual's information from people who are not legally allowed to have it.

Learn More

For more information, please click on this link: [Department of Developmental Services Client Protection Directive](#)

For a question and answer format on a client's privacy protection, please click on this link: [Privacy Protection Fact Sheet](#).