

20. Client Records

ITN HEALTH AMERICA LLC will maintain a Client Record for each Client receiving in-home services. The record shall contain:

1. Appropriate identifying information for the Client, including the Client's name, address and telephone number(s);
2. The name, telephone numbers and address of the Client's representative, if applicable;
3. The name, telephone numbers and address of an individual or relative to be contacted in an emergency;
4. The plan of services agreed to by the Client and **ITN Health America LLC**;
5. A copy of the Client Home Care Services Agreement or Contract; and
6. Documentation by the home services worker of each of the services provided at each visit

ITN Health America LLC shall retain any and all Client records for a minimum of two (2) years beyond the last date of service provided to the Client. Said records shall be maintained in hard copy form or electronic format and shall be accessible by the President or any individual authorized by the President. Removal and/or release of records shall occur only upon the express consent of the President, to be provided in writing to the requesting party.