



Columbine Counseling Center

## **CENTER POLICY AS REGARDS THE RELEASE OF CLIENT FILES POLICY**

All client requests for a copy of their file must be in writing. Once it has been determined that such a release of records is proper, Columbine Counseling Center will take a minimum of five (5) business days to produce such records as we are a small office. There will be no exceptions to this policy.

Given the increased use of internet communication, file materials are kept in Outlook format (pdf) at Columbine Counseling Center, PC. Electronic records will be released on a flash drive.

Hand written notes or other file materials will be copied. Court documents are not reproduced. The process of file preparation, recovery, and duplication of hard copy and flash drive transfer is labor intensive and will require a minimum \$20.00 payment for therapy files prior to the release of the file copy. Files will not be sent via email under any circumstances. Evaluation, consultation or investigation files will require a minimum payment of \$50.00. For large files additional fees will be added once file specific costs have been determined. Personal items such as cards or family photos are returned to clients after an evaluation or investigation is completed.