



Community Mental Health Services | Wayne Hall, 8th Floor  
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Dear CMHS Client,

The *Open Notes* rule, became effective on 4/5/2021 and with that provides you with access to the progress notes your clinician writes after a therapy or testing session. If you wish, you may view your progress notes on the "PATIENT PORTAL" – your secure, confidential patient website. You will receive instructions for accessing the Patient Portal separately from this communication. Please refer to that information in order to log on to pay your bill and to access your progress notes.

Please read this brief introduction to *OpenNotes* below:

1. ***What's in the notes?*** Each time you have a session with your clinician, they describe what happened in a note. This might include symptoms, diagnosis and a safety assessment. Progress Notes become a part of your medical record.
2. ***Why we are sharing notes with you?*** We know from research that patients both like and use *OpenNotes*. They report that reading notes is a way to better understand and feel more involved in their care.
3. ***When you will see notes, and how it will work?*** You will have access to your notes after the clinician and their supervisor have finalized and signed the note. This may take as long as several weeks. When you log on to pay your session fee in the PATIENT PORTAL, you will also be able to select "See Note" to view your notes.
4. ***Privacy and Confidentiality - OpenNotes*** will not change the confidential nature of the notes your clinician writes. Only clinicians or supervisors involved in your care have access to these notes. Here are steps you can take to help keep your information secure:
  - a. Remember to keep your "PATIENT PORTAL" login name and password private.
  - b. Wherever you look at your "PATIENT PORTAL" account, be sure to sign out when you are done.
5. ***If you do not want to see your notes online*** - You may request not to see your notes by contacting CMHS via email ([CMHS@wcupa.edu](mailto:CMHS@wcupa.edu)) or call us at 61-436-2510 to let us know.

Progress notes will be available electronically for dates of service starting 4/5/21.

***We recommend that you talk with your clinician about your notes to get clarification, have questions answered or errors addressed. You may even consider viewing your notes with your clinician in one of your sessions.***

For more information about Open Notes, please go to: <https://www.opennotes.org/opennotes-for-patients/>