



Let's Talk!

Clients' Privacy and Consent to Share Substance Use Treatment Information

Call-out script: For Peer Workers who need to discuss consent to share treatment information as it relates to clients' treatment payment options

About this resource:

At times, clients may express concerns about using their employer's health insurance to pay for substance use treatment services and may ask professionals about alternative treatment payment options.

This resource is meant to accompany, and build upon, the CoE-PHI's [general script](#) for Peer Support Specialists to assist with having conversations about privacy and consent to share treatment information. It specifically supports conversations about exploring alternative treatment options and consent to share treatment information.

How to use this resource:

Use this resource to support conversations about treatment payment options and confidentiality

Case scenario:

This script models a conversation that takes place within the CoE-PHI's accompanying video (["Let's Talk: For Peer Workers Talking About Alternative Payment Options"](#)). The video portrays a conversation between **Tyler**, a client at a facility that provides both general medical care and services for people who use substances, and a Peer Support Specialist named **Kevin**.

The conversation takes place directly after Tyler's visit with his social worker, Gordon, during which he shared with Gordon that he does not want to use his insurance to pay for his services. The video focuses on decision-making around sharing treatment information specifically as it relates to Tyler's treatment payment options.



The video begins with Kevin speaking with Tyler in a private office, following his visit with Gordon.

KEVIN

Tyler, so great to meet you. Gordon, your social worker, informed me that you do not want to use your job's health insurance to cover the cost of services you receive here.

TYLER

Yes, that's right. I want to keep my care private and avoid the risk of sharing my substance use treatment information with my employer.

KEVIN

Tyler, I completely understand that concern. Gordon said that you wanted to talk about some alternative payment options for your services here, or places that provide free treatment, so that you don't have to use your health insurance. Is that right?

TYLER

Yes, that's right. It would be great to have more information about my options.

KEVIN

Great. This is a resource about all of our payment options here at Green Hill. As you can see, we have a sliding scale payment option, which is based on your income. You can also choose to finance your substance use treatment and pay in small installments. If none of these options work for you, we can refer you to another treatment center that provides services free of charge.

TYLER

It's great to know that there are options. Looking at this sliding scale, I would be able to afford my substance use treatment. Would you be able to help me enroll in this payment option?

KEVIN

Certainly! Before you leave today, let's go to the front desk and enroll you in sliding scale payments.

TYLER

Thank you so much, Kevin!

KEVIN

You're welcome! Let's go.

More information:

For more resources related to having effective, client-centered conversations about concepts of privacy and navigating decisions about consenting to share treatment information, visit our suite of resources on this topic.

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