

The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Clinical	C		332.1
Subject Title	Adopted	Last Revised	Reviewed
Provider of Choice	9/23/05	5/29/19	11/1/05; 4/7/10; 12/31/13; 4/14/15; 04/06/17; 5/29/19; 6/12/20; 6/15/21; 6/24/22

PROCEDURE

Application

This procedure shall apply to the clinical services of The Right Door for Hope, Recovery and Wellness.

- 1.0** Persons served will be provided a provider listing in their orientation packet. Persons served may find the listing on the agency website and may request an additional copy at any time. Persons served will be offered a list annually.
- 2.0** The choice of the person served of service providers shall be respected and, whenever possible, accommodated.
- 3.0** When choice of providers cannot be met fully, mutually acceptable alternatives shall be offered:
 - 3.1** All requests and rationale for accommodating the request shall be documented in the file of the person served.
 - 3.2** Potential alternatives shall be identified and documented by The Right Door for Hope, Recovery and Wellness staff.
 - 3.3** The choice of alternate provider of the person served, or the reason for not accepting an alternate provider, shall be documented.
- 4.0** If an acceptable alternative cannot be negotiated, inform person served of right to contact the Program Manager. The Program Manager will consult, mediate and/or intervene as necessary.
- 5.0** The CEO shall render the final determination on all disputes of provider of choice.

Kerry Possehn, Chief Executive Officer	Date		