

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Recipient Rights	RR		110
Subject Title <b>Admission to Services</b>	Adopted 9/26/96	Last Revised 6/15/16	Reviewed 12/22/05; 4/23/07; 7/27/09; 9/27/10; 11/28/11; 6/24/13; 9/22/14; 9/23/15; 6/15/16; 6/21/17

### POLICY

#### Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness and all services operated by or under contract with it.

#### **1.0 Receipt of mental health services; rights, benefits, privileges, and competency not affected**

- 1.1 Application of a recipient to services/hospitalization shall not result in the recipient being deprived of any rights, privileges or benefits which are guaranteed to individuals by state or federal law or constitution.
- 1.2 Upon application for services/hospitalization, each recipient shall be presented with a copy of the brochure "Customer Bill of Rights and Responsibilities," the "Family Rights" brochure, advocacy information, and the information describing the right to appeal if denied services or hospitalization. Receipt of brochures shall be documented by means of the recipient/guardian signature that the same has been presented to the recipient and explained. Special explanation of the brochures and recipient rights shall be provided when appropriate. The recipient shall receive information regarding the therapist they shall see or the clinical staff that shall be in charge of their treatment.
- 1.3 Copies of rights summaries shall be posted in appropriate places on Agency premises under glass or plastic.
- 1.4 All recipient rights brochures shall be stamped on the back page with the address and phone number of the Recipient Rights Office prior to distribution of the brochures to recipients.
- 1.5 All recipients of service shall have access to Recipient Rights Complaint Forms (2500A) and/or may initiate a verbal concern. Staff are to assist in the process if required or requested.

#### References

Mental Health Code 330.1704 Rights of a Recipient  
Mental Health Code 330.1706 Notice of Rights  
CARF Standards Manual, Section: Screening and Access to Services

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Melissa McKinstry, Board Chairperson	Date		