

The Right Door for Hope, Recovery and Wellness

Chapter Title  Clinical	Chapter #  C		Subject #  332.1
Subject Title <b>Provider of Choice</b>	<b>Adopted 9/23/05</b>	Last Revised 04/06/17	Reviewed 11/1/05; 4/7/10; 12/31/13; 4/14/15; 04/06/17

**PROCEDURE**

**Application**

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

- 1.0 Consumers will be provided a provider listing in their orientation packet. Consumers may find the listing on the agency website and may request an additional copy at any time. Consumers will be offered a list annually.
- 2.0 Consumer choice 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 consumer’s file.
  - 3.2 Potential alternatives shall be identified and documented by The Right Door for Hope, Recovery and Wellness staff.
  - 3.3 The consumer’s choice of alternate provider, or the reason for not accepting an alternate provider, shall be documented.
- 4.0 If an acceptable alternative cannot be negotiated, inform consumer 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.

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Robert S. Lathers, Chief Executive Officer	Date		