

# The Right Door for Hope, Recovery, and Wellness

Chapter Title <b>Consumer Rights</b>	Chapter # <b>RR</b>	Section # <b>114.1</b>	
Subject Title <b>Changes in Type of Treatment</b>	Adopted  9/26/96	Revised  2/26/14	Reviewed 4/18/06; 12/10/07; 3/14/08; 1/27/11; 2/26/14; 1/4/17

## **PROCEDURE**

### **Application**

This procedure shall apply to The Right Door for Hope, Recovery, and Wellness and all services operated by or under contract with it. This procedure shall serve as a guide to assure compliance with Board policy regarding Consumer Rights.

#### **1.0 Status of/Change in Treatment**

- 1.1 Consumers are informed on a regular basis (timelines are indicated in the treatment plan) orally and in writing as to the status of their treatment. The consumer shall be informed at any time that maximum benefit has been achieved or status indicates a change in treatment, release, and/or discharge.
- 1.2 Written Individual Plans of Service shall include dates when the overall plan and any of its sub-components will be formally reviewed for possible modification or revision. The plan shall be kept current and modified when indicated.
- 1.3 Any changes to the individual or family plan of service shall be reviewed and authorized through the person centered planning process.
- 1.4 The recipient shall be informed orally and in writing of his or her clinical status and progress at reasonable intervals established in the IPOS in a manner appropriate to his or her clinical condition.

#### **2.0 Satisfaction with Services**

- 2.1 If the consumer, guardian or parent of a minor consumer is not satisfied with the consumer's plan of service, they may request a review of the plan. The request will be to the designated individual in charge of implementing the plan. The review shall be completed within thirty (30) days and shall be carried out in a manner approved by the CMHSP.
- 2.2 The individual, or appropriate third party, initiates the request for a change in treatment and/or treatment professional.
- 2.3 The primary worker shall complete necessary changes to the Individual Plan of Service.
- 2.4 In the event the individual is dissatisfied with the decision, they may file a grievance with the Customer Services Department.

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Robert S. Lathers, Chief Executive Officer	Date		