Chapter Title	Chapter #		Subject #
Recipient Rights	RR		110.1
Subject Title **Admission to Services**	Adopted 9/26/99	Last Revised 4/22/99	Reviewed 4/22/99; 3/2/10; 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 policies regarding Recipient Rights.

1.0 Review of Rights Information at Time of Application for Services or Hospitalization

1.1 Upon application for services and/or hospitalization, each consumer and family member shall be supplied with the appropriate brochures explaining their rights, including the right to be treated with dignity and respect and choices of treatment and/or treatment professionals.

1.2 Family members will be given a family rights brochure explaining the rights afforded to family members. These rights include the right to:

1.2.1 Be treated with dignity and respect.

1.2.2 Receive information regarding the specific disability or illness affecting their lives.

1.2.3 Provide information to the treating professionals regarding treatment issues.

1.3 Confidentiality of consumer information is maintained at all times without a signed consent form.

1.4 The designated staff shall review the brochure one item at a time, so the consumer will receive a comprehensive explanation.

1.5 Each consumer shall sign an appropriate form acknowledging receipt of the brochure and that he/she understands the rights.

1.6 The signed statement shall be entered in the consumer's record.

1.7 Special explanations of the brochures shall be provided if the consumer is:

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1.7.1 Not literate.

1.7.2 Developmentally disabled.

1.7.3 Non-English speaking (the verbal explanation shall be in a language that the consumer understands and may be delayed until an interpreter is available).

1.7.4 Emotionally upset (the verbal explanation may be delayed until a more clinically appropriate time if the consumer is unable to comprehend the explanation at the time of admission).

1.7.5 Hearing impaired (explanation shall be communicated by means that is understandable to the consumer and may be delayed until a qualified signer is available).

1.7.6 Sight impaired.

1.7.7 A minor (the verbal explanation should be simplified in accordance with the minor's ability to comprehend; the minors legal representative shall also be given an explanation).

1.8 Current copies of brochures shall be available in the waiting areas of the Agency.

2.0 All consumers, upon application, shall be informed of the right to request a second opinion if denied services or hospitalization.

2.1 The Chief Executive Officer arranges for a second opinion to be performed within three (3) business days.

2.2 The Chief Executive Officer will review with the Medical Director if it differs from the original determination.

2.3 The Chief Executive Officer confirms the decision in writing, with both the Chief Executive Officer & Medical Director’s signatures.

3.0 Denial of Hospitalization

3.1 If The Right Door for Hope, Recovery, and Wellness denies hospitalization, the individual, his/her guardian or his/her legal

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representative in the case of a minor child, may request a second opinion from the Chief Executive Officer

3.2 The request for the second opinion shall be processed in compliance with Sections 409 (4), 498 (4) and 498 (5) of the Mental Health Code. If the conclusion of the second opinion is different, the Chief Executive Officer, in conjunction with the Medical Director, shall make a decision based upon all clinical information available within one (1) business day.

3.3 If the request for a second opinion is denied, the individual or someone on his/her behalf may file a recipient rights complaint withThe Right Door for Hope, Recovery, and Wellness Office of Recipient Rights.

3.4 If the initial request for inpatient admission is denied, and the individual is a current consumer of other services of The Right Door for Hope, Recovery, and Wellness, the individual or someone on his/her behalf may file a Chapter 7 complaint alleging a violation of his/her right to treatment suited to condition.

3.5 If the second opinion determines the individual is not clinically suitable for hospitalization and the individual is a current consumer of other services of The Right Door for Hope, Recovery, and Wellness and a recipient rights complaint has not been filed previously on behalf of the consumer, the consumer or someone on his/her behalf may file a complaint with The Right Door for Hope, Recovery, and Wellness Office of Recipient Rights for processing under Chapter 7.

4.0 Denial of Services

4.1 If an applicant for services of The Right Door for Hope, Recovery, and Wellness has been denied mental health services, the applicant, his or her guardian if one has been appointed, or the applicant's legal representative if the applicant is a minor, may request a second opinion of the Chief Executive Officer.

4.2 The Chief Executive Officer shall secure the second opinion from a physician, licensed psychologist, registered professional nurse, or Master's level social worker, or Master's level psychologist and must be resolved with in five (5) business days.

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4.3 If the individual providing the second opinion determines that the applicant has a serious mental illness, serious emotional disturbance or a developmental disability, or is experiencing an emergency situation, The Right Door for Hope, Recovery, and Wellness shall direct services to the applicant.

References

Mental Health Code 330.1704 Rights of a Recipient.
Mental Health Code 330.1706 Notice of Rights

Robert S. Lathers, Chief Executive Officer	Date		