

Chapter Title	Section #		Subject #
Recipient Rights	RR		101.4
Subject Title	Adopted	Last Revised	Reviewed
Recipient Rights for Substance Use Services	11/22/17	11/22/17	3/13/20; 7/30/21; 7/26/22; 7/25/23; 7/10/24; 9/4/25; 8/3/26

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 Authority Board policy regarding Substance Abuse Recipient Rights.

1. Designated Substance Use Rights Officer

The Recipient Rights Officer for The Right Door for Hope, Recovery, and Wellness shall also function as the program Rights Advisory for Substance Use Services and shall:

- 1.1. Attend Substance Use training pertinent to Substance Use Rights.
- 1.2. Receive and investigate all Recipient Rights Complaints independent from interference from the program administration.
- 1.3. Shall communicate directly with the Mid-State Health Network (MSHN) PIHP Rights Consultant as needed regarding Rights.

2. Rights Training Requirement for Substance Use Provider Staff

- 2.1. All program staff shall attend Rights training and shall have immediate electronic access to all Substance Use policies and procedures.
- 2.2. Hard copies will be made available upon request.
- 2.3. Staff shall sign documentation that they have read and understand all Rights policies and procedures. A copy of this document shall be retained by staff, with a copy also being retained in staff personnel file.

3. Recipient Rights Investigations regarding Substance Use Disorder Services/Programs

Recipient Rights investigations for substance use services/program complaints shall be conducted in accordance with current applicable federal and state regulations.

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References:

R 325.14302(3)(a), R 325.14302(3)(a)(i), R 325.14302(3)(a)(ii), R 325.14302(3)(a)(iii), R 325.14302(4)

MSHN SUD Contract

Kerry Possehn, Chief Executive Officer	Date		