

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Clinical	C		332.1
Subject Title	Adopted	Last Revised	Reviewed
Provider of Choice	9/23/05	5/29/19	11/1/05; 4/7/10; 12/31/13; 4/14/15; 04/06/17; 5/29/19; 6/12/20; 6/15/21; 6/24/22; 6/14/23; 6/17/24

### PROCEDURE

#### Application

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

1. Persons served will be provided a provider listing in their orientation packet. Persons served may find the listing on the agency website and may request an additional copy at any time. Persons served will be offered a list annually.
2. The choice of the person served of service providers shall be respected and, whenever possible, accommodated.
3. 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 file of the person served.
  - 3.2. Potential alternatives shall be identified and documented by The Right Door for Hope, Recovery and Wellness staff.
  - 3.3. The choice of alternate provider of the person served, or the reason for not accepting an alternate provider, shall be documented.
4. If an acceptable alternative cannot be negotiated, inform person served of right to contact the Program Manager. The Program Manager will consult, mediate and/or intervene as necessary.
5. The CEO shall render the final determination on all disputes of provider of choice.

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Kerry Possehn, Chief Executive Officer			Date