

HIAWATHA BEHAVIORAL HEALTH BOARD

Administrative Policy

Chapter: Recipient Rights

Section: Right To Be Treated With Dignity And Respect (6.18)

Approved: 8/25/03

Rescinds: 6.18 dated 3/16/98

Review Committee: Recipient Rights Advisory Committee

Review Date: 10/22/09

I. Policy

It is the policy of the Hiawatha Behavioral Health Authority to ensure that all applicants, recipients, legally authorized representatives, or guardians are notified of their rights and are treated with the utmost dignity and respect.

II. Definitions

Accurate Summary of Rights: A written summary of Chapters 7 & 7a of the Mental Health Code which includes the name, address, and telephone number of the Recipient Rights Officers.

Applicant: An individual or his/her legal representative who makes a request for services.

Dignity: To be treated with esteem, honor, politeness, or honesty. To be addressed in a manner that is not patronizing, condescending, or demeaning. To be treated as an equal. To be treated the way the individual wants to be treated.

Legal Representative: An individual appointed by a court to exercise specific authority over an individual who is a minor, legally incapacitated, such as a guardian or parent with legal custody, etc.

Recipient: An individual who receives services from Hiawatha Behavioral Health or from a provider that is under contract with Hiawatha Behavioral Health.

Respect: To show considerate regard for. To be treated with esteem, concern, or appreciation. To protect the individual's privacy. To be sensitive to cultural differences. To allow an individual to make choices.

III. Procedures

A. The following shall be construed to protect and promote the rights, dignity, and respect to which recipients and their family members are entitled.

B. An employee who is assigned the responsibility of notifying applicants, recipients, and legally authorized representatives about their rights shall:

1. Verbally inform the individual of their rights in an understandable manner and provide an accurate summary of rights at the time services are initially requested.

2. Obtain written verification of such notification to be filed in the recipient's clinical case record.

C. The employee who assists the recipient or legally authorized representative in completing the Ability to Pay Determination Form shall provide an accurate summary of rights.

D. If the individual uses sign or any other language other than English, Hiawatha Behavioral Health shall arrange for a translator to provide the explanation of rights. The same shall apply to individuals who are illiterate, have perceptual, visual limitations, etc.

E. All employees shall treat recipient's and their families with dignity and respect being sensitive to conduct that may be offensive to others.

F. In addition to the above, showing respect shall include:

1. Providing family members an opportunity to contribute information to the treating professionals.

2. Providing family members an opportunity to request and receive educational information about the nature of disorders, medications and their side effects, available support services, financial assistance, and coping strategies.

G. Information shall be provided to family members within the limitations of Confidentiality (330.1748) of the Mental Health Code.

H. The Hiawatha Behavioral Health Office of Recipient Rights shall:

1. Have a complete copy of Chapters 7 and 7a readily available for review by applicants, recipients and/or their respective legally authorized representatives.

IV. Application

All Programs

V. Cross Reference and Legal Authority

A. Act 258 of the Public Acts of 1974, as amended - Mental Health Code - Sections 330.100a, 330.100b, 330.100c, 330.1704, 330.1706, 330.1708, 330.1711, 330.1748, 330.1752

B. Department of Community Health Administrative Rules -R - 330.7011

C. Administrative Rules for Substance Abuse Service PA 368 of 1978 as amended.