

HIAWATHA BEHAVIORAL HEALTH

Administrative Policy

Chapter: Recipient Rights
Section: Substance Abuse Recipient Rights Recipient Rights System - 6.24
Approved: 6/19/00
Rescinds:
Review Committee: Recipient Rights Advisory Committee
Review Date: 4/29/10

I. Policy:

Hiawatha Behavioral Health will comply with all state and federal statues regarding recipient rights as they pertain to substance abuse services.

II Procedure:

A. The recipient rights policies and procedures shall be reviewed at least annually by the Board to consider any revisions that might be necessary.

B. Copies of recipient rights policies and procedures shall be provided or made available to each staff member. Each staff member shall review the policies and procedures and shall sign a form which indicates that he/she understands and shall abide by the policies and procedures. A copy of the signed form will be maintained in the staff member's personnel file; a second copy will be retained by the staff.

C. The Chief Executive Officer or designee shall designate a person to function as the program rights advisor who shall do all of the following:

1. Attend all of the Substance Abuse Quality Assurance & Licensing training pertaining to recipient rights.
2. Receive and investigate all recipient rights complaints independent of interference or reprisal from administration.
3. Communicate directly with the Coordinating Agency Rights Consultant when necessary.

D. The staff member designated as rights advisor shall not be a provider of counseling services.

E. Rights of recipients shall be displayed in a public place on a poster. The poster will indicate the designated rights advisor's name and telephone number and the regional rights consultant's name, address and phone number.

F. As part of the intake or admission process, each recipient will receive a brochure which summarizes recipient rights. The brochure must either have been provided by Bureau of Substance Abuse Services (BSAS) or been approved by BSAS.

G. It is the responsibility of the intake worker or counselor to explain each right listed on the brochure to the recipient. The recipient will then be requested to sign the rights acknowledgment form to indicate understanding of the rights. If he/she refused to sign, then the refusal and reason given is noted in the client file by the intake worker.

H. If the recipient is incapacitated, he or she shall be presented with the rights brochure, explanation of rights, and opportunity to document understanding of the rights as soon as feasible, but not more than 72 hours after admission.

I. The admission of a recipient to substance abuse treatment shall not result in the recipient being deprived of any rights, privileges, or benefits which are guaranteed to individuals by state or federal constitution.

J. A recipient shall not be denied appropriate service on the basis of race, color, natural origin, religion, sex, age, mental or physical handicap, marital status, sexual preference, or political beliefs.

K. A recipient has the right to review the written fee schedule. Any revisions of fees will be approved by the Board and all recipients will be notified at least two weeks in advance. The program intake worker will give each applicant a summary of our fees during the intake interview.

L. A recipient is entitled to receive an explanation of his or her bill upon request, regardless of the source of payment.

M. If Hiawatha Behavioral Health engages in any experimental or research procedure, any or all recipients will be advised as to the procedures to be used, and have the right to refuse participation in the experiment or research without jeopardizing their services. State and federal rules and regulations concerning research involving human subjects will be reviewed and followed.

N. A recipient may present grievances or suggested changes in program policies and services to the program staff, to governmental officials, or to another person within or outside the program. In this process, the program shall not in any way restrain the recipient.

O. A staff member shall not physically or mentally abuse, neglect or sexually abuse a recipient.

P. The procedure to be followed when the rights advisor receives a formal complaint is described in detail in the January 1982 Recipient Rights Procedure Manual. It is Hiawatha Behavioral Health's policy that the Rights Advisor follow the procedures outlined in that manual.