

NORTHEAST MICHIGAN COMMUNITY MENTAL HEALTH AUTHORITY

POLICY & PROCEDURE MANUAL

PERSONNEL
(Manual Section)

**RECIPIENT RIGHTS:
SERVICES SUITED TO CONDITION**
(Subject)

Approval of Policy:

Dated:

Original Inception Date:

February 13, 1997

Last Revision Approved:

March 18, 2009

•1 POLICY:

It is a policy of the Agency that all consumers receive services suited to their condition. This provides for appeal rights for denied services, requests for a second opinion for denied services, person-centered planning process utilization, and choice of mental health professional.

•2 APPLICATION:

All employees.

•3 DEFINITIONS:

•4 REFERENCES:

Grievances and Appeals Process, Policy #5400
Person-Centered Planning, Policy #5600
Behavior Management, Policy #5650

•5 FORMS AND EXHIBITS:

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Administrative Approval of Procedure:

Dated:

November 18, 2009

•6 PROCEDURE:

Individual Plan of Service Development

•6•1 APPLICATION:

All employees

•6•2 OUTLINE / NARRATIVE:

Procedure for appealing a denial of service is outlined in Policy #5400. A second opinion may be requested if initial services and/or hospitalization was denied. Applicants are notified of their right to a second opinion when denied services.

Utilization of the person-centered planning process is used in developing a written Individual Plan of Service (IPOS) in partnership with the consumer. The IPOS includes assessments of the consumer's need for food, shelter, clothing, health care, employment opportunities where appropriate, educational opportunities where appropriate, legal services and recreation.

Justification for exclusion of individuals chosen by the consumer to participate in the IPOS process shall be documented in the case record.

A consumer of service is given a choice of physician or mental health professional within the limits of available staff, and when deemed clinically appropriate. The procedure to request a change is as follows:

A written request must be submitted, specifying the reason(s) for the change. The written request is placed in the consumer's file (Miscellaneous section) with a copy forwarded to:

1. Medical Director for a request to change doctors,
or
2. Division Director for a request to change a clinician
and
3. Current doctor or clinician
4. Office manager

The Division Director or Medical Director, after consultation with the direct supervisor and review of the record, will determine the clinical appropriateness of the request as well as the availability of staff and will notify the consumer of the determination in writing. If a change has been authorized, copies of the determination will be forwarded to the current and newly assigned clinician /

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doctor. If a change has been denied, a copy of the determination will be forwarded to the current clinician / doctor.

The Individual Plan of Service will identify any restrictions or limitations of the consumer's rights. The IPOS will include documentation describing attempts to avoid restrictions as well as what action will be taken as part of the plan to ameliorate or eliminate the need for the restrictions in the future.

Restrictions, limitations or any intrusive behavior treatment techniques are reviewed by the Behavior Management Committee.

•6•3 CLARIFICATIONS:

•6•4 CROSS-REFERENCES:

Mental Health Code 330.0409, 0705, 0712
Administrative Rules 7199(g) & (h)

•6•5 FORMS AND EXHIBITS: