



PURPOSE:

It is the policy of CompDrug to protect and enhance the rights of persons applying for or receiving drug abuse services by establishing specific rights of patients as prescribed by the Ohio Department of Mental Health and Addiction Services, Administrative Rule 5122-26-18.

POLICY:

It is the policy of the CompDrug that patients receiving services in CompDrug treatment programs shall have certain specified rights. This agency and all sub-contract agencies shall have a written patient rights statement which contains the following specifics applicable to both admissions and services:

Patient Rights:

The right to be treated with consideration and respect for personal dignity, autonomy and privacy.

The right to reasonable protection from physical, sexual, or emotional abuse and inhumane treatment.

The right to receive services in the least restrictive, feasible environment.

To participate in any appropriate and available agency services, regardless of refusal of one or more other services, treatments or therapies or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity, which precludes and/or requires participation in other services. This necessity shall be explained and written in the treatment plan.

The right to give consent or to refuse any service, treatment, or therapy. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor.

The right to in the development, review and revision of one's own individualized treatment plan. A copy of this will be given to the patient.



The right to freedom from unnecessary or excessive medication, free from restraint or seclusion unless there is immediate risk of physical harm to self or others.

The right to be informed and the right to refuse any unusual or hazardous treatment procedures.

The right to be advised and the right to refuse observation by others and by techniques such as one way vision mirrors, tape recorders, video cameras, televisions, movies or photographs. This right does not prohibit CompDrug from using closed-circuit monitoring to observe common areas which does not include bathrooms.

The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information the state, federal laws and regulations.

The right to have access to one's own client record, unless access to certain information is restricted for clear treatment reasons, in accordance with program procedures as outlined in Policy 13.005.

The right to be informed, a reasonable amount of time in advance, of the reason(s) for terminating participation in a program and to be provided, when necessary and/or available, an appropriate referral.

The right to be informed of the reasons for denial of services.

The right not to be discriminated against for receiving services on the basis of or on admission or in the provision of services on the basis of race, ethnicity, age, color, religion, gender, national origin, physical or mental handicap, developmental disability, sexual orientation, genetic information, HIV infection, whether asymptomatic or symptomatic, or AIDS, or in any manner prohibited by local, state, or federal laws.

The right to know the cost of services.

The right to be informed of all client rights and to receive a written copy upon request.

The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.

The right to file a grievance in accordance with program procedures as outlined in Policy



20.039.

The right to have oral and written instructions concerning the procedure for filing a grievance and/or assistance to file a grievance.

The right to be informed of one's own condition.

The right to consult with an independent treatment specialists or legal counsel, at one's own expense.

The right to be informed of available program services and the composition of the service delivery team.

To receive services which are free from abuse, harassment, financial or other exploitation, retaliation, humiliation or neglect.

To receive services which are provided in a manner that is responsive to each person's unique characteristics, strengths, needs, abilities, and preferences.

To have access to pertinent information in sufficient time to facilitate decision-making.

To the name, title, location, hours of availability and telephone number of the patient rights officer (PRO), with a statement of that person's responsibility to accept and oversee the process of any grievance filed.

To the assurance that staff will explain any and all aspects of your rights and the grievance procedure upon request. In addition, that all staff have in their personnel file written and signed assurance that they have received a copy of the Patient's Rights Policy and the Patient Grievance Policy and Procedure, have read and understand it, and agree to abide by it in delivery of services to patients.

To be informed that a copy of the patient rights statement is posted in each location, operated by CompDrug, where services are provided.

In addition to the rights listed above, no person will be denied admission to a program due to their use of prescribed psychotropic medications. This client rights and grievance policy will be given to each client at admission, with documentation kept in the client's record and the policy will be posted at each program site in a place accessible to clients. All staff will receive and review a copy of the client rights and grievance policy and documentation of staff's agreement



CompDrug

Policy and Procedure Manual
Patient Handbook
Patient rights policy and procedures

to abide by the policy and procedure will be kept in their personnel files.



Patient rights procedures

Every staff person, including administrative and support staff, is familiar with all specific patient rights and the grievance procedure. All staff will have in their personnel record a written and signed assurance that they have received a copy of the Patients' Rights and Grievance Policy and Procedures, have read and understand them, and agree to abide by it in the delivery of services.

A copy of the patient rights and grievance statement is posted in each location, operated by CompDrug, where services are provided. Additionally, a copy of policies full text are available. The patient rights and grievance policy will be explained to each client at admission, summarized in the Patient Handbook, with documentation kept in the patient's record.

Recipients of referral and information, mental health education, and/or prevention services may have a copy and explanation of patient rights upon request.

In a crisis or emergency situation, a patient will be verbally advised of, at least, the immediate, pertinent rights, such as the right to consent or to refuse the offered treatment and the consequences of that agreement or refusal. Written copy and full verbal explanation of your rights may be delayed to a subsequent meeting.

The name, title, location, hours of availability and telephone number of the patient rights officer (PRO), is posted, provided and available to all patients with a statement of that person's responsibility to accept and oversee the process of any grievance filed.

Implementation and monitoring

The agency patient rights officer shall assure the keeping of records of grievances received, the subject matter of the grievances, and the resolution of the grievances. The agency records shall be available for review by the Alcohol, Drug and Mental Health Board of Franklin County and the Ohio Department of Mental Health and Addiction Services upon request.

The patient rights policy and procedures will be reviewed annually for relevance and updated as needed. Additionally, the Patient Rights Officer will prepare a written analysis of patient complaints and grievances to include trends, areas for improvement and action taken or planned.

The Alcohol, Drug and Mental Health Board of Franklin County shall review annually the implementation of the patient rights policy and grievance procedures and shall receive annually



the patient rights officer's summary of the number of grievances received, type of grievances, and resolution status of grievances.

A copy of the patient grievance will be maintained for at least two years which will include the following:

- Copy of grievance
- Documentation reflecting process used and resolution / remedy
- Documentation of extenuating circumstances for extending time period for resolving grievance beyond 21 calendar days

NO RETALIATION OR BARRIERS TO SERVICE WILL BE ESTABLISHED AGAINST THE GRIEVER AS A RESULT OF FILING A GRIEVANCE.

Revision History

EFFECTIVE:	
REVIEWED:	
REVISED:	
REFERENCE:	