

MCINTOSH TRAIL  
COMMUNITY SERVICE BOARD

POLICY NO. 2002  
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SUBJECT: CONSUMER RIGHT TO TREATMENT/SERVICE  
INCLUDING TRANSFER/REFERRAL

EFFECTIVE  
DATE: 04-04-11 (replaces 02-05-10)

APPROVED BY:

Executive Director

Reviewed (no changes): \_\_\_\_\_  
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POLICY

It is the policy of McIntosh Trail CSB, in response to the consumer's request and need, to provide care that is within its capacity, its stated mission and philosophy, and applicable law and regulation.

When the organization cannot meet the request or need for care because of a conflict with its mission or philosophy or incapacity to meet the consumer's need or requests, the consumer may be transferred or referred. The reasons for any proposed transfer/referral are communicated and discussed with the consumer and family as appropriate. When limits to the lengths of available treatment/service are dictated by reimbursement issues, the consumer is informed as part of the entry process that an appropriate transfer may be made and the transfer is made only after the consumer has received complete information and an explanation concerning the needs for and alternatives to such a transfer and documented in the clinical record. The transfer must be acceptable to the receiving agency.

Individuals are provided with resources according to their identified needs.

Appropriate staff will assist consumers with referral and transfer in order to meet his/her needs.