

MCINTOSH TRAIL  
COMMUNITY SERVICE BOARD

POLICY NO. 2008  
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SUBJECT: CONFLICT IN CONSUMER CARE DECISIONS

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

APPROVED BY:

Executive Director

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

It is the policy of McIntosh Trail CSB to review and assess the needs, requests, and complaints of all consumers, their families, guardians, and surrogate decision makers regarding the consumer's care.

The organization has a method of resolving conflicts and defines the final authority for addressing conflicts regarding admission, treatment and discharge issues.

Efforts to resolve conflicts regarding admission, treatment, and discharge issues are initiated at the lowest level (i.e. individual service/service center) with discussion, negotiation, and compromise. If a resolution cannot be reached, the Center Director and Medical Director review the issues of conflict on a case by case basis and are the final authority for addressing admission, treatment, and discharge conflicts. When an individual service plan is signed by the Medical Director, and it is the source of conflict, another physician assesses the conflict issues. When consumers refuse treatment, they are given full information about the organization's responsibility to seek appropriate legal alternatives or orders of involuntary treatment, or, in accordance with professional standards, to terminate the relationship between the individual served and the provider upon reasonable notice. Each consumer has the right to request the opinion of a consultant at his/her expense or to request inter-agency review of the individual service plan.