

SUBJECT: CONSUMER ORIENTATION

EFFECTIVE
DATE: 11-02-09

APPROVED BY:

Reviewed (no changes): 04-06-11 _____

Executive Director

POLICY

It is the policy of McIntosh Trail CSB to provide a comprehensive orientation to all consumers who are admitted for care, services or treatment. Orientation is appropriate to the consumer's needs, type of services provided and is presented in a way that is understandable to the consumer. The purpose of consumer orientation is to involve the consumer from the beginning and to enhance their understanding of exactly what will happen as services are delivered.

This orientation may occur individually or in a group setting, and ideally before care, services or treatment are provided. However, if a consumer is admitted in crisis or under special circumstances, then orientation will occur as soon as possible.

PROCEDURE

1. Consumer orientation occurs at admission or during the first appointment, depending on the program structure. There is a process in place within each service program that assures orientation occurs with each consumer. The process may vary slightly based on the nature of the program and services, care, treatment provided, but there are elements that must be present in every orientation program. These basic elements are:
 - An explanation of consumer rights and responsibilities;
 - An explanation of the organization's services and activities;
 - An explanation of the organization's expectations;
 - An explanation of any and all financial obligations, fees, etc.;
 - Hours of operation;
 - Access to after hours services;
 - Information about professional codes of ethics;
 - Confidentiality & HIPAA;
 - Familiarization with the premises, including emergency exits/shelters, fire extinguishers and first aid kits (if appropriate);
 - Identification of the person responsible for service coordination;
 - A copy of the program rules, if applicable;
 - Identification of the purpose and process of the assessment;
 - Education regarding advance directives, if appropriate;
 - A description of how the individual plan will be developed and the consumer's participation in it;
 - Smoking/tobacco use policy;
 - Seclusion/Restraint policy;
 - Any drugs brought into the program;
 - Prohibition of weapons;
 - Information about transition between levels of care;
 - An explanation of ways in which input may be given about quality of care, achievement of outcomes and satisfaction;
 - When appropriate, requirements for follow up for the mandated consumer;
 - An explanation of the grievance and appeal procedures;
 - Explanation of McIntosh Trail staff as mandated reporters regarding child abuse, intent to harm self or others.

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PROCEDURE (Continued)

2. Consumers will be given a Consumer Handbook which includes most of the information listed above in addition to the organization's mission and vision and the notice of privacy practices (HIPAA).
3. In some programs, there will be additional information included in consumer orientation such as an explanation of any restrictions the program may place on the consumer, what could cause a restriction, and the means by which the consumer may regain rights or privileges.
4. Consumer orientation will be documented using the appropriate program's checklist (Outpatient, Addictive Diseases, Housing, etc.) which is located in FormDocs.
5. The appropriate Orientation Checklist will be filed in the consumer's medical record with the admission forms.
6. Particular elements of orientation are reviewed and documented annually, which include but are not limited to:
 - Consumer Rights & Responsibilities;
 - Confidentiality;
 - HIPAA.