

SWMBH Substance Use Disorder Provider Customer Rights Information

All providers of Substance Use Disorder Services are required to abide by the following customer rights statements.

All providers of Substance Use Disorder Services shall abide by the Code of Federal Regulations (CFR) Part 2 and Part 8 (as applicable) and Part 3 of the Administrative Rules for Substance Abuse Service Programs in Michigan pursuant to Section 6231 (1) of Michigan Public Act 368 of 1978 in its entirety.

The following information is a summary only and should only be considered as such.

Rights Advisor

All Substance Use Disorder providers are required to identify a Recipient Rights Advisor who shall be responsible for:

- Receiving and investigating all recipient rights complaints independent of interference or reprisal from the program administrator.
- Ensuring that firm, consistent, and fair remedial action is taken in the event of a violation of these rules.
- Forwarding copies of all formal complaints and the resolutions of all formal investigations and remedial actions to the PIHP Rights Consultant.
- Communicating directly with the PIHP rights consultant when necessary.
- Ensuring that proper notification of rights is provided to each recipient.
- Acting as a resource for recipients on rights issues.
- Assuring that all recipients have ready access to Recipient Rights Complaint forms; assisting with forms if necessary.
- Assisting Service Provider Staff with rights related questions or concerns.
- Attending appropriate Recipient Rights training activities or information sessions.
- Assuring that copies of appropriate rights posters are in common locations in all Service Provider program/facilities.

Where staffing permits, the program rights advisor shall not be a provider of direct services to the recipient.

Substance Use Disorder Staff Training

The program Rights Advisor shall insure that all staff receive relevant recipient rights policies and procedures and that staff sign an attestation that they both understand and will abide by the policies and procedures. Copies of these signed forms shall be kept in personnel files for proof of such trainings on at least an annual basis or upon hire.

Notification of Rights for Recipients

Recipients shall be notified of their Rights under the Substance Abuse Administrative Rules in the following manner:

- At the admission, the customer will be read the recipient rights, discharge policy, conduct and program rules, and expectations and program schedules.
- The staff completing the intake will ask if there are any questions and will explain if necessary.
- The customer will be asked to sign a statement of understanding regarding these rights, responsibilities, and rules. This shall occur at the time of assessment and upon admission at the service provider.
- If the customer is incapacitated (confused, disoriented, or under the influence of a chemical) they will receive and understand their rights as outlined above no more than 72 hours after admission. The staff completing the intake shall document the reason for the delay in the record.
- The staff completing the intake will document in the record that the above procedures have been followed and that the customer has signed the statement of understanding.
- The statement of understanding will become part of the customer's record.

Questions regarding Recipient Rights issues for Substance Abuse customers may be referred to the Southwest Michigan Behavioral Health Recipient Rights Advisor at the following location.

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(269) 202-8369