

**Annual Client Right's and Grievances Report for FY06
For
Mid-Ohio Psychological Services, Inc**

Informal

Date of Complaint: 11/15/05

The parent of a client issued a verbal complaint to the therapist regarding the client's diagnosis. The issue was resolved clinically, with the assistance of the therapist's supervisor. During the resolution process it was discovered that the disagreement with the diagnosis was based on expectations the parent had prior to seeking agency services, the parent came to the agency expecting a certain diagnosis for purposes of obtaining benefits for the child, the expected diagnosis was not supported by the agency's clinical findings.

Date of Complaint: 06/15/06

A client made an email complaint to their therapist regarding care and the agency's response to their needs. The matter was referred to the Client's Rights Officer for follow-up due to the client making requests that were not clinically supported. Three calls were placed to the client:

Call One: A message was left on voicemail asking the client to contact the CRO at their earliest convenience. The client did not return the call.

Call Two: The client was reached, however the client stated that they did not have time to talk with the CRO then and that they would email the information to the CRO by the following day. The CRO was in agreement with this and the client was informed that in order to file a formal grievance concerns needed to be stated in writing with as much detail as possible, the client confirmed that they understood this. No email was received.

Call Three: A message was left on voicemail inquiring their intent to file a formal grievance. The client did not return the call.

Follow-up contact was made with the therapist, case manager, and Executive Director regarding the client. There has been no additional contact between the CRO and the client.

Formal

Date of Complaint: 5/19/2006

A client filed a formal grievance against Dr. Snyder due to concerns that he had not listened to their concerns regarding side effects of the medication or their past medical history. The client's chart documents discussions regarding medication side effects as well as the client's medical history. The chart also contains records that were requested from various outside sources, the information contained in this material also documents the client's past medical history. Dr. Hedges reviewed the chart and responded to the client's concerns on 5/23/2006. At the client's request the agency facilitated the transfer of the client's psychiatric care to another agency in town. The client continues to attend counseling sessions with an agency therapist and is getting psychiatric services at Solutions.