

AUGUST 2007

CLIENT RIGHTS AND GRIEVANCES SUMMARY

There were two client grievances dealt with in August. The first client grievance was filed with the Fairfield County ADAMH Board in late June and has been on-going. The client did not file a grievance with the agency, but instead opted to file the grievance at the Board level. Multiple calls were conducted between the Client's Rights officer and the client and Becky Edwards the representative for the ADAMH Board. The final reason for the grievance was narrowed to the client disagreeing with the diagnosis that was formulated during his clinical care with the agency. The client's records and diagnosis were provided to the ADAMH Board at which time they were discussed with the client. The client was provided a copy of a treatment summary including the diagnosis by the agency and was given instructions by the ADAMH Board staff on additional options for resolution of the grievance if it was still unresolved. At this time, the client has had no further contact with the agency or ADAMH Board.

The second grievance was a verbal complaint made by the parent of an adolescent client. The complaint was in relation to two separate issues. The first issue was the parent felt they were getting the run around when trying to request a copy of the agency's records regarding the client. This issue was resolved with the parent by providing the parent access to the release of information and records request forms. Upon completion of these forms and an update in the mailing address for the client's parents, the records were sent to the parent. The second issue was that the parent expressed they planned to file a formal grievance against the clinician involved with the case due to inadequate care. The parent was instructed to provide a statement in writing regarding any and all issues that were encountered. The parent was provided again with the agency's mailing and fax number to file the written statement and expressed that it would be sent in a few days. The date of this conversation was 8/9/07, as of this date, no written statement or follow-up telephone contact has been made by the parent to the agency.