

## **MARCH 2009**

### **CLIENT RIGHTS AND GRIEVANCES**

The agency received three informal grievances in March. The first informal grievance was from a client regarding the staff psychiatrist. The client made an informal complaint with staff that the psychiatrist would not provide the medications they were requesting. Staff explained to the client that the psychiatrist would prescribe only the medications that he felt were needed and could change medications if medically warranted. The client was not satisfied with this explanation and decided to work with the case management staff here and their family physician that had been providing the medications previously. The client was also given the option to facilitate a transfer to New Horizons for medication services with the help of their case manager from this agency.

The second informal grievance was from a client's parent. The parent told staff that they wanted to speak to someone regarding the client's therapist. The parent then left a message for the Agency Director. The Agency Director asked the therapist to contact the client's parent to attempt to resolve the issue. The client's parent refused to speak with the therapist and has not discussed whatever the issue was with any other staff members.

The third informal grievance was from a client's regarding alleged disrespectful and inattentive treatment by the staff psychiatrist. After reviewing the client's chart and speaking with the client's therapist it was determined that much of the documentation that should have been available to the psychiatrist was not in the chart. This resulted in the psychiatrist's line of questioning and search for information that left the client feeling disrespected. The client decided to pursue medication needs through the family physician that was most familiar with them and continue with therapy here. The referral process was reviewed with the therapist to avoid this issue in the future.