

JUNE 2009

CLIENT RIGHTS AND GRIEVANCES

The agency received two informal grievances in June. The informal grievance was from the family member of a client regarding the staff psychiatrist. The family member called to report that the client was overtaking a prescribed medication and that the doctor and therapist were not doing anything about it. The client's family member was informed that they could share information with agency staff however, due to not having a signed release of information we could not share information with them. The family members concerns were passed on to the appropriate staff.

The second informal grievance was received by a client who reported that a case manager of the agency released his confidential information to another client and that the other client had posted the information on an internet site. The client was asked to provide copies of the information that was posted to the internet but refused to do so. The client was informed that they could file a formal grievance with the agency but declined to do so and said they had contacted the Ohio Department of Mental Health and had been advised not to speak with us. The supervisor of the case manager was notified of the situation and spoke to the client and case manager regarding the situation.