

MAY 2009

CLIENT RIGHTS AND GRIEVANCES

The agency received one informal grievance in May. The informal grievance was from a client regarding the staff psychiatrist. The client made a complaint with staff that the psychiatrist was not providing a medication that the client had requested and that the psychiatrist was overly concerned with the client's medical health and not their mental health. Staff explained to the client that the psychiatrist would only prescribe what he felt was medically necessary, not necessarily what was requested, and that medical issues can impact mental health issues, so they are important. After review of the client's chart, staff requested that the client update the releases of information for their physicians who were treating the medical conditions so the psychiatrist could review up to date materials. The client was then encouraged to return to their next scheduled appointment and speak again with the doctor regarding medications. The client was to follow-up with staff if this meeting did not resolve the issue.