

## War Memorial Hospital

**TYPE:** DEPARTMENTAL – BEHAVIORAL HEALTH

**POLICY:** RIGHT TO BE TREATED WITH DIGNITY AND RESPECT

**REPLACES:** 6/11, 4/13, 2/14, 12/16

**PURPOSE:** To ensure that care, treatment, and services are provided in a way that respects and fosters dignity.

**PROCEDURE:**

- A. It is the policy of the War Memorial Hospital Behavioral Health Center to ensure that all applicants, patients, legally authorized representatives, or guardians are notified of their rights and are treated with the utmost dignity and respect.
- B. Definitions:
  - 1. Accurate summary of rights: a written summary of chapters 7 & 7a of the Mental Health Code which includes the name, address, and telephone number of the Recipient Rights Officer.
  - 2. Applicant: an individual or his/her legal representative who makes a request for services.
  - 3. Dignity: means to be treated with esteem, honor, and politeness; to be addressed in a manner that is not patronizing, condescending or demeaning; to be treated as an equal; to be treated the way the individual would like to be treated.
  - 4. Legal representative: an individual appointed by a court to exercise specific authority over an individual who is a minor, legally incapacitated, such as a guardian or parent with legal custody, etc.
  - 5. Recipient: an individual who receives services from Hiawatha Behavioral Health or from a provider that is under contract with Hiawatha Behavioral Health.
  - 6. Respect: to show considerate regard for. To be treated with esteem, concern, or appreciation. To protect the individual's privacy. To be sensitive to cultural differences. To allow an individual to make choices.
- C. War Memorial Hospital's Behavioral Health Center will protect and promote the rights, dignity, and respect to which patients and their family members are entitled. [MHC 330.1704(3), 330.1708(4)]
- D. An employee who is assigned the responsibility of notifying applicants, patients, and legally authorized representatives about their rights shall:

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1. Verbally inform the individual of their rights in an understandable manner and provide an accurate summary of rights at the time services are initially requested.
  2. Obtain written verification of such notification to be filed in the patient's medical record.
- E. The employee who assists the patient or legally authorized representative in admission shall provide an accurate summary of rights.
- F. If the individual uses sign or any other language other than English, the Behavioral Health Center shall arrange for an interpreter to provide the explanation of rights. The same shall apply to individuals, who are illiterate, have perceptual, visual limitations, etc.
- G. All employees shall treat patients and their families with dignity and respect being sensitive to conduct that may be offensive to others. (MHC 330.1711)
- H. In addition to the above, showing respect shall include:
1. Providing family members an opportunity to contribute information to the treating professionals. (MHC 330.1711)
  2. Providing family members an opportunity to request and receive educational information about the nature of disorders, medications and their side effects, available support services, advocacy and support groups, financial assistance, and coping strategies. (MHC 330.1711)
- I. Information shall be provided to family members within the limitations of confidentiality (330.1748) of the Mental Health Code.
- J. The Behavioral Health Center Office of Recipient Rights shall:
1. Have a complete copy of chapters 7 and 7a readily available for review by applicants, patients, and/or their respective legally authorized representatives.

**CROSS REFERENCE AND LEGAL AUTHORITY**

- A. [PUBLIC ACT 258 OF 1974, AS AMENDED – MI MENTAL HEALTH CODE - SECTIONS 330.100A, 330.100B, 330.100C, 330.1704, 330.1706, 330.1708, 330.1711, 330.1748, 330.1752](#)
- B. MI DEPARTMENT OF COMMUNITY HEALTH ADMINISTRATIVE RULES -R - 330.7011
- C. ADMINISTRATIVE RULES FOR SUBSTANCE ABUSE SERVICE PA 368 OF 1978 AS AMENDED.

**WRITTEN/APPROVED BY:** Recipient Rights Committee

Date: April 10, 2013

**REVIEWED BY:** Janet Farrish- Gravelle, LMSW, Program Director/Jessica Jannetta, RN-BC, Nurse Manager

Date: February 4, 2014

**REVIEWED BY:** Corinna Haller, Director of Nursing/Paul Sorgi, Program Director

Date: February 4, 2016

**REVIEWED BY:** Corinna J. Haller, Director of Nursing

Date: December 15, 2016

**REVIEWED/UPDATED BY:** Allison NM Campbell, Recipient Rights Officer

Date: January 23<sup>rd</sup>, 2017

**REVIEWED BY:** Corinna Haller, Director of Nursing

Date: January 31, 2017

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**APPROVED BY:** Recipient Rights Advisory Committee

Date: April 28, 2017