

Charleston Dorchester Mental Health Center


CLIENT ORIENTATION POLICY

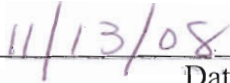
Policy:

It is the policy of the Charleston Dorchester Mental Health Center that all clients receiving mental health services be fully orientated to center services and programs and knowledgeable of their rights and responsibilities, advocacy resources, fees for services, Code of Ethics, complaint/grievance procedure, active treatment participation, privacy rights, informed choice, consultation, consumer satisfaction surveys and follow-up process.

Procedure:

- a. All clients will receive a Client Orientation Handbook as prepared by the Center.
- b. The staff member providing the handbook will explain the Center's services and will review the client's rights and responsibilities as outlined in the handbook.. Indication that orientation was initiated will be documented by this staff member on the Initial Clinical Assessment form and the client orientation checklist. .
- c. Evidence of client orientation compliance will be monitored by routine Quality Improvement audits.


Deborah S. Blalock, M.Ed., LPCS
Executive Director


Date
(Revision of Policy Dated 09/09/03)

