

**Charleston Dorchester
Mental Health Center**

CONSUMER ORIENTATION POLICY

Policy:

It is the policy of the Charleston/Dorchester Mental Health Center that all consumers 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 consumers will receive a orientation information.
- b. The staff member providing the information will explain the centers services and will review the consumers rights and responsibilities. Indication that orientation was initiated will be documented by this staff member on the initial clinical evaluation assessment form.
- c. Evidence of consumer orientation compliance will be monitored by routine Quality Improvement Department audits.

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