

**Charleston Dorchester Community
Mental Health Center**

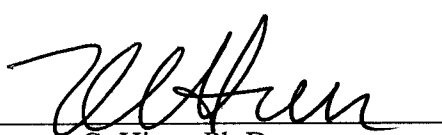
CONSUMER ORIENTATION POLICY

Policy:

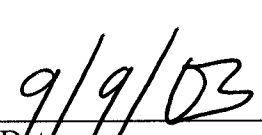
It is the policy of the Charleston/Dorchester Community Mental Health Center that all consumers receiving mental health services be fully orientated to center services and programs and knowledgeable of their rights and responsibilities, advocacy resources, fees for services, Code of Ethics, complaint/grievance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

Procedure:

- a. All consumers will receive a "Welcome to Your Center" orientation brochure.
- b. The staff member providing the brochure will explain the centers services and will review the consumers rights and responsibilities as outlined in the brochure. Indication that orientation was initiated will be documented by this staff member on the initial clinical evaluation assessment form and clinical service note as appropriate.
- c. Consumers who enter community based rehabilitation programs will receive additional program specific orientation booklets that detail in part, program days and hours and rules regarding attendance and/or conduct.
- d. Evidence of consumer orientation compliance will be monitored by routine Quality Assurance Department audits.



Thomas G. Hiers, Ph.D
Executive Director



Date
(Revision of Policy Dated 11/13/02)