

<b>PHOENIX HOUSES OF FLORIDA</b> <b>Clinical Operations</b> <b>Patient Orientation, Rights</b>	<b>Effective Date: 11/08</b> <b>Last Revision: 01/21</b>
<b>Policy Name: Rights of the Person Served</b>	<b>Policy Number: 4A.1</b>

**Policy:**

It is the policy of Phoenix Programs of Florida, Inc. to inform all persons served of their rights and responsibilities upon admission.

Individuals applying for or receiving services for substance use disorders are guaranteed the protection of fundamental human, civil, constitutional, and statutory rights, including those specified in subsections 397.501(1)-(10), F.S.

**Procedure:**

1. Phoenix Programs of Florida, Inc. staff will describe the Phoenix Programs of Florida, Inc. statement on rights of the person served in a manner understandable to the patient. Staff will obtain the signature of the person served demonstrating their understanding of their rights and acknowledging their receipt of the document.
2. Copies of the rights of the person served will be posted in clear and accessible areas including front lobby area, patient handbook and made available when requested.
3. The person served will be provided a description of our fees, scheduling, no-show and cancellation policy, and our policy on confidentiality and release of information.
4. Per 65D-30.0045(1)(a)- Basic individual rights shall include:
  - a. Provisions for informing the individual, family member, or authorized guardian of their rights and responsibilities, assisting in the exercise of those rights, and an accessible grievance system for resolution of conflicts.
  - b. Provisions assuring that a grievance may be filed for any reason with cause.
  - c. The prominent posting of notices informing individuals of the grievance system.
  - d. Access to grievance submission forms.
  - e. Education of staff in the importance of the grievance system
  - f. Education of staff in the importance of individual rights.
  - g. Specific levels of appeal with corresponding time frames for resolution.
  - h. Timely receipt of a filed grievance.
  - i. The logging and tracking of filed grievances until resolved or concluded by actions of the provider's governing board.

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- j. Written notification of the decision to the appellant; and
  - k. Analysis of trends to identify opportunities for improvement.
5. Per 65D-30.0045(1) (c)- If patient is Department of Corrections funded, Phoenix Programs of Florida, Inc. will comply with ss. 33-103, F.S for patient to file grievance. Implementation of Individual Rights Requirements by Department of Corrections and Department of Management Services. In lieu of the requirements of this subsection, the rights of individuals in Substance Abuse Programs:
- a. Operated by the Department of Corrections shall be protected by the policies and procedures established by the Department of Corrections.
  - b. Under contract with the Department of Management Services shall be protected by the terms of the contract.
6. Standards of Conduct are addressed pursuant to 65D-30.004(5)
- a. Providers shall establish written rules of conduct for individuals.
  - b. Each individual receiving services shall be given rules of conduct during orientation to be reviewed, signed, and dated.