

Recipient Rights Training for Nursing Students

Information you will need to know:

Overview of the Rights System – The Office of Recipient Rights is the complaints department for mental health. Typically we receive complaints in written form, but sometimes they are over the phone and through incident reports. The Office of Recipient Rights must respond to every complaint. Complainants may be a patient, family member, staff member, volunteer, contract worker, or guardian. The Recipient Rights Officer makes sure each patient's right under the Michigan Mental Health Code, Public Act 258 of 1974, are protected. When the Office of Recipient Rights is investigating a complaint or intervening on behalf of a patient, the Recipient Rights Advisor may ask you questions about the allegation. It is important to cooperate and provide as much information about the allegation the best of your ability.

Rights not only come from the Michigan Mental Health Code, but the Federal Government, the State of Michigan, and contracts we have with various agencies. Rights can be categorized in one of three ways, Environmental, Rights of the Person, and Rights in Treatment. Rights that cannot be limited are Freedom from Abuse/Neglect, Dignity and Respect, and Civil/Legal Rights.

Abuse and Neglect are rights that cannot be limited. There are three different levels of both Abuse and Neglect written in the Administrative Rules of the Mental Health Code. (ie: Abuse I, Abuse II, Abuse III) To summarize Abuse and Neglect:

Abuse is a non-accidental act by an employee, volunteer or agent of provider that causes or contributes to: Sexual abuse, death or Physical harm (serious or non-serious). Abuse can be exploitation, emotional harm, use of unreasonable force, assumption of incompetence resulting in substantial loss of property or funds. Exploitation could be the misappropriation or misuse of property or funds. Abuse can also be verbal such as threatening, degrading, or sexual harassment.

Neglect is an act of commission or omission by an employee, volunteer, or agent of provider due to a noncompliance with a standard of care or treatment that causes or contributes to: Physical harm (serious or non-serious), emotional harm, death, or sexual abuse that placed or could have placed at risk of physical harm or sexual abuse. Neglect has three categories as well. They are Neglect I, Neglect II, and Neglect III.

- **Failure to report Abuse or Neglect IS Neglect (please look to the green posters as to how to report a potential abuse/neglect).** If you witness something and are not sure if it is a rights violation call the Office of Recipient Rights to report what you did see.

Confidentiality –“Don’t say anything to anybody”. Every confidentiality violation is a HIPPA violation. Please be mindful if you answer the phone. We ask you say “Beaumont Hospital - Taylor, this is (your name), how may I help you?”

Dignity and Respect - all patients have the right to be treated with Dignity and Respect. They do not earn it; they are entitled to it by law. This means if a patient is rude to you, you still need to be compassionate, and remain calm.

Family Rights – family members have the right to be treated with dignity and respect. They also can provide information to the treating professionals. They shall also be provided an opportunity to request and receive educational information about the nature of the disorders, medications and their side effects, available support services, advocacy and support groups, financial assistance, and coping strategies.

Person Centered Planning – This is the treatment planning process where we include the patient in the creation of their care plan. They are an important part of their recovery and part of the treatment team.

Voting Rights – Patients have the right to vote. We coordinate with Spiritual Support services and Volunteer Services to implement absentee or voting on Election Day.

HIPPA – This means to keep all information of our patients private. Do not talk about patients off of the floor, in the elevator, or when you are at home.

Retaliation/Harassment – all staff have the right to be free from retaliation/harassment if they file a complaint on behalf of a patient.

Please contact Tamera Varkas, Recipient Rights Advisor, at 313.295.5896 should you have any questions pertaining to the rights of Recipients of Mental Health Services.

After reading and understanding the information provided please sign the Recipient Rights Training log provided to your instructor.

Instructors are to submit the signature log of this training on one page thru interdepartmental mail to:

Beaumont Hospital - Taylor, Site 05
Attn: Tamera Varkas
Office of Recipient Rights
10000 Telegraph Road
Taylor, MI 48180

Thank you and we do hope you enjoy your psychiatric rotation at Beaumont Hospital- Taylor!

