

## Procedure For Communicating with Arapahoe/Douglas Mental Health Network (ADMHN) Regarding Treatment

All mental health professionals in the State of Colorado are required by law to provide a Disclosure Statement to their clients. Care cannot be provided without the client signing this document. The Disclosure Statement includes basic information about the clinician, information about who to contact in the case of a grievance, confidentiality, and basic rights of clients.

If you are a family member or friend, and you have concerns or want to provide information, you are free to do so with to the appropriate clinician. However, unless your family member has signed a release authorizing the clinician to speak with you, it is neither ethical nor legal for the clinician to do so. Nevertheless, a clinician can still **listen** to your concerns or information without giving you any information. So if you are concerned, don't hesitate to let the clinician know. But don't expect the clinician to speak with you unless there is a signed release.

At ADMHN, the Disclosure Statement also includes the names of the clinical supervisor and the client representative. ADMHN has provided NAMI Arapahoe/Douglas with the following information regarding how to express comments or concerns:

*"1: Arapahoe Douglas Mental Health Network encourages clients to talk directly to their provider if they have any questions, concerns, compliments or comments. They are welcome to speak directly to any of their providers.*

*"2: We strongly encourage clients to communicate directly with their clinical care coordinator (CCC). The CCC is the ADMHN professional who manages their treatment. The CCC is responsible for co-creating an effective treatment plan with the client. Be open and honest when discussing your goals and identifying your treatment plan.*

*"3: We strongly encourage family/friend/loved ones involvement **if the client approves this**. However, no one at ADMHN may speak to family/friend/loved one about treatment unless the client has signed a release of information to do so.*

*"4: Clients are welcome to contact their provider's supervisor to have further conversations if the concern has not been resolved with their provider directly.*

*"5: Clients are encouraged to use our Consumer Representative process at any time to discuss concerns or ask questions regarding services you have received. **303-347-6405**.*

*"6: We have comment cards at all of our locations. These are reviewed monthly, and if there are concerns, they are forwarded to the appropriate department manager for follow through and action.*

*“7: Clients and families may ask for a family meeting with their treatment team, and this can include the Medical Director and Clinical Director, if that is needed. This type of meeting is scheduled only when other options have not resolved the concern.*

*“8: ADMHN providers may also ask for treatment team meetings, with clients and their family, to discuss situations that are of clinical concern. These are called ‘Innovative Treatment Team Meetings’.”*