



Patients' Rights Protocol *(effective 10/01/2025)*

For Patients' Rights Inquiries (e.g., general complaints, client is currently hospitalized, or declines grievance assistance)

- Transfer the call to Patients' Rights Office: 800-700-9996
 - Script for agent: I will transfer this call over to the Patients' Rights Office. If someone does not answer, please leave a message and a Patients' Rights advocate will call you back.
 - Do **not** send an email to the Patients' Rights Office
 - In *Agent Assist*:
 - Set Call Reason = Patient Rights
 - Resolve the case with 'Call Transferred to Patients' Rights Office'
 - Do **not** complete the Patients' Rights Grievance form in the ribbon bar.

What is a Grievance?

A **grievance** is an expression of dissatisfaction about anything regarding your specialty mental health services that are not one of the problems covered by the appeal and State Hearing processes.

Filing a Grievance

When you receive a call regarding filing a grievance, confirm that client wants to file a formal grievance. Generally speaking, if someone is hospitalized, they wouldn't file a formal grievance so follow the procedures above. Confirm that it is regarding services provided by either a DMH Directly Operated or Contracted Provider. If they say yes:

- If the **Consumer** is calling:
 - Inform the consumer that a link to file a grievance can be sent via email or SMS, if they are *opted in* to receive notifications.
 - To send the link: Go to the **Consumer Resources** Tab
 - Alternatively, you can assist the consumer by filing on their behalf:
 - Complete **Patients' Rights form** (located in the Ribbon/Command bar)
 - Upon clicking Save or Save & Close, the form is sent to the PCG application, and a new record is created
- If a **Third Party (Not the Consumer)** is calling:
 - Inform the caller where they can find the link to file a grievance
 - Use **Knowledge Articles** if you need assistance with instructions
 - Alternatively, you can assist the caller by filing on their behalf:
 - Complete **Patients' Rights form** (located in the Ribbon/Command bar)
 - Upon clicking Save and/or Save & Close, the form is sent to the PCG application, and a new record is created

Missing Persons

When you receive a call regarding a missing person:

- Send a secure email to the 4 designated Patients' Rights staff (Cecilia Garcia, Charmaine Turner, Elisabeth Gildemontes and Theodore Wilson)
 - Please Cc: your supervisor (or an available supervisor) on the email
- Email Template:
 - **Subject Line:** [SECURE] Missing Person
 - **Email Body:**
 - Date/Time of Call:
 - Case Number:
 - **Caller Information:**
 - Reporting Party First Name:
 - Reporting Party Last Name:
 - Reporting Party/Relationship/Agency:
 - Reporting Party Call Back Number:
 - **Reason for Call:** *(This is the new 'Incident Presenting Problem' field. Provide as much information as possible for PRO)*
 - **Client Information:**
 - Client ID: (if available)
 - Client First Name:
 - Client Last Name:
 - Client Birth Date:
 - Client Language:
 - Gender:
 - SSN:
 - Client's Current Address
- In *Agent Assist*:
 - Set Call Reason = Patient Rights
 - Resolve the case with 'Sent Email regarding Missing Person'
 - Do **not** complete the Patients' Rights Grievance form in the ribbon bar.

