



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Client's Rights
	Sub Section:	Informing Materials
	Section Number:	02.06.02
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>8/9/16</u>

SUBJECT: Informing Materials for Mental Health Plan Consumers and Intake/Advisement Checklist

PURPOSE:

To provide County of Orange consumers with appropriate informing materials and accurately document the provision of these materials as well as Advance Directives.

POLICY:

Required distribution of informing materials shall be documented so as to be easily audited. The Advance Directives shall be documented as required in CFR 42, Chapter 4.

SCOPE:

This policy applies to all consumers of the Orange County Mental Health Plan (MHP) and will be followed by all Behavioral Health Services (BHS) County and County Contracted staff providing Specialty Mental Health Services (SMHS).

REFERENCES:

BHS P&P 02.06.01 Advance Directives

BHS P&P 02.05.01 Notice of Privacy Practices

FORM:

[Health Care Agency Mental Health Plan \(MHP\) Intake/Advisement Checklist, F346-753](#)

PROCEDURE:

- I. All newly admitted consumers in the Mental Health Plan shall be given, at a minimum, the following materials:
 - A. [Notice of Privacy Practices \(NPP\)](#)
 - B. [The Advance Directives Information Sheet](#) (For adults only)

- C. [The MHP Guide to Medi-Cal Mental Health Services](#)
 - D. [MHP Provider List](#)
- II. If, at the time of admission, the consumer is unable to accept and utilize these materials due to the consumer's emotional condition, then the information shall be given as soon as the consumer is able to accept and utilize it.
- III. These materials shall be available in the threshold languages in hard copy and in audio version.
- IV. BHS Staff shall provide the materials in the appropriate language and/or format to meet the consumer's needs.
- V. BHS Staff shall actively inquire of each newly admitted consumer whether the consumer wishes to have the informing materials in audio version. The response shall be documented on the MHP Intake/Advisement Checklist.
- VI. Completion of the Mental Health Plan (MHP) Intake/Advisement Checklist:
- A. The provision of the above materials shall be documented using the Mental Health Plan Intake/Advisement Checklist (Advisement Checklist).
 - B. The Intake/Advisement Checklist shall be completed each time a consumer is admitted for mental health services. BHS Staff shall:
 - 1. Inquire and document the language in which the consumer would like to receive the informing materials.
 - 2. Offer or ask if the consumer would like to receive the informing materials in audio version and in their preferred language.
 - a) Have the consumer document by checking "yes" or "no" to this question.
 - 3. For all MHP consumers, have the consumer/legal guardian check "yes" or "no" to the question to document receipt of each of the following informing materials:
 - a) The MHP Guide to Medi-Cal Mental Health Services
 - b) MHP Provider List
 - c) Notice of Privacy Practices (NPP)
 - d) Completed Receipt of the Notice of Privacy Practices
 - e) Car Seat Regulation

- f) Offered Voter Registration (over 18 consumers or guardian)

VII. Advance Directive:

- A. All consumers 18 years and older shall be provided with, and note the receipt of, the Advance Health Care Directive Information Sheet on the Intake/Advisement Checklist.
- B. All consumers shall be informed that at any time they develop an Advance Directive or want to update the one on file, they can provide the revision and the BHS staff shall place the update in the consumer record (reference BHS P&P 02.06.01 Advance Directives).

VIII. Signatures:

- A. Once the Intake/Advisement Checklist has been completed both the consumer/legal guardian and BHS staff are to sign and date the Intake/Advisement Checklist and file in the consumer record.