
Title 1	Northern Lakes Policies
Part 106	Supports and Services – NLCMH Provided and Contract
Subpart J	Mental Health Code Protected Recipient Rights
Policy No.	106.1017
Subject	Right to Second Opinion (RR)

Applicability

Policy applies to all NLCMH activities, operations and sites and to all Workforce Members except members of the governing body. Policy also applies to any Network Provider and its employees, volunteers, or agents that has elected to adopt and adhere to NLCMH policies and procedures pertaining to Recipient Rights under the terms of its Participating Provider Agreement.

Policy

Northern Lakes CMH and its contracted providers shall notify recipients and their legal representatives of their right to a responsive, fair, and timely mechanism for requesting and receiving a second opinion services in the event requested services are denied.

1. Denial of Initial Request for Services

In accordance with the Michigan Mental Health Code (PA 258 of 1974, MCL 330.1705) and Michigan Department of Community Health Administrative Rule 330.7005, if an applicant to Northern Lakes CMH services has been denied a request for mental health services, the applicant, his or her guardian if one has been appointed, or the applicant's parent or parents if the applicant is a minor shall be informed, both orally and in writing, of their right to request a second opinion of the Chief Executive Officer.

If an applicant or his or legal representative requests a second opinion the Chief Executive Officer or his or her designee shall secure a second opinion from a physician, licensed psychologist, registered professional nurse, or master's level social worker, or master's level psychologist. The decision shall be confirmed in writing to the individual requesting the second opinion and documented in the applicant's record.

If the individual providing the second opinion determines that the applicant has a serious mental illness, serious emotional disturbance, or a developmental disability, or is experiencing an emergency situation or urgent situation, services shall be provided to the applicant.

2. Denial of Request for Hospitalization - Adults

In accordance with Sections 409 and 409e of the Mental Health Code, if the Northern Lakes CMH preadmission screening unit denies a request for psychiatric hospitalization, the individual shall be informed of their right to, and may request a second opinion from the Chief Executive Officer or his or designee as described in the procedures section.

The Chief Executive Officer or designee shall arrange for an additional evaluation by a psychiatrist, other physician, or licensed psychologist to be performed within 3 days, excluding Sundays and legal holidays, after receipt of the request. If the conclusion of the second opinion is different from the conclusion of the preadmission screening unit, the Chief Executive Officer or designee, in conjunction with the Medical Director, shall make a decision based on all clinical information available. The Chief Executive Officer's decision shall be confirmed in writing to the individual who requested the second opinion, and the confirming document shall include the signatures of the Chief Executive Officer and Medical Director or verification that the decision was made in conjunction with the Medical Director and be documented in the recipient's record.

If an individual is assessed and found not to be clinically suitable for hospitalization, the preadmission screening unit shall provide appropriate referral services.

If an individual is assessed and found not to be clinically suitable for hospitalization, the preadmission screening unit shall provide information regarding alternative services and the availability of those services, and make appropriate referrals.

3. Denial of Request for Hospitalization - Minors

In accordance with Section 498e of the Mental Health Code, if a minor requesting hospitalization or for whom a request for hospitalization was made has been evaluated by the NLCMH diagnostic and treatment service and is determined by to not to be suitable for hospitalization, the parent or guardian of the minor shall be notified of the right to request a second opinion from Chief Executive Officer.

Upon receipt of a request for a second opinion, the Chief Executive Officer shall arrange for an additional evaluation by a psychiatrist, other physician, or licensed psychologist to be performed within 3 days, excluding Sundays and legal holidays, after the Chief Executive Officer receives the request.

If the conclusion of the second opinion is different from the conclusion of the children's diagnostic and treatment service, the Chief Executive Officer, in conjunction with the medical director, shall make a decision based on all clinical information available.

The Chief Executive Officer's decision shall be confirmed in writing to the individual who requested the second opinion, and the confirming document shall include the signatures of the Chief Executive Officer and medical director or verification that the decision was made in conjunction with the medical director and be documented in the minor recipient's record.

Procedures

None.

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May 14, 2010

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