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## North Sound Mental Health Administration

### Section 1500 – Clinical: Provider Enrollee Communications

Authorizing Source: Per PIHP Contract, page 28, Section 10

Cancels:

See Also:

Responsible Staff: Quality Manager

Approved by: Executive Director  
Signature:

Date: 11/30/2007

### **POLICY #1519.00**

### **SUBJECT: PROVIDER-ENROLLEE COMMUNICATIONS**

#### **PURPOSE**

To ensure health care professionals the right to advise and advocate on behalf of enrollees.

#### **POLICY**

NSMHA shall not prohibit, or otherwise restrict, a health care professional from advising or advocating on behalf of an enrollee for the following reasons:

1. The enrollee's health status, medical care or treatment options, including any alternative treatment that may be self-administered.
2. Any information the enrollee needs in order to decide among all relevant treatment options.
3. The risks, benefits, and consequences of treatment or non-treatment.
4. The enrollee's right to participate in decisions regarding his or her healthcare, including the right to refuse treatment, and to express preferences about future treatment decisions.

#### **PROCEDURE**

NSMHA shall not prohibit health care professionals when advising enrollees of medical, treatment options, which could include alternative treatment that may be self-administered.

NSMHA shall not place any limits on the ability to counsel or advise enrollee on treatment options that may be appropriate for the enrollee's condition or disease.

#### **ATTACHMENTS**

None