

PROGRAM POLICY - ICF/DD-H

- 1 Significant Changes in Supported Person's Status
 - 1.1 The QMRP and/or individual Program Supervisor is responsible for maintaining awareness of any sudden and/or marked adverse changes in signs, symptoms or behavior exhibited by a person, and for immediate notification of the person's attending physician, family members, and/or legal guardian, conservator, or representative.
 - 1.2 Except in cases of medical emergency, a person will not be transferred or discharged, nor will treatment be significantly altered without consultation with the person and/or the person's authorized representative.

- 2 Changes in Charges for Services
 - 2.1 The Chief Executive Officer will be responsible for notifying funding agencies or persons in the event of changes to charges for OPTIONS services, or for any other related financial matter.

- 3 Supported Person's Questions and Requests
 - 3.1 Questions concerning charges for services, complaints about services rendered by OPTIONS, requests for special foods, etc., will be referred directly to the QMRP and/or the Program Supervisor.

POLICY DATE: February 1996
REVISED: May 2004
REVISED: January 2011