IDAHO RYAN WHITE PART B PROGRAMS PROBLEM SOLVING POLICY

The Idaho Ryan White Part B Program is committed to assuring that no infringement of a client's rights occurs at an agency funded by the program, at any time, and that there is an established procedure for addressing problems or complaints that clients may have. To that end, this policy has been developed to assure that clients participating in HIV medical case management (MCM) have the opportunity to voice their concerns or receive additional problem-solving assistance, if needed.

Phase I

For initial discussion of problems, concerns, complaints, the issue should first be brought to the case manager's attention either by telephone call or face-to-face contact. The case manager will document the problem and the resolution that is developed. The client and the case manager will sign the problem solving document.

If the client is not satisfied with the resolution, he/she may move onto "Phase II".

Phase II

If the client does not feel satisfied with the results of the first phase, a more formal written complaint can be registered with the a supervisor or other individual with oversight duties of the HIV case manager or the agency. An appropriate supervisory authority will document the problem, the resolution and both the client and the supervisory authority will sign the problem solving document. The document will then be placed in the client's (MCM) file.

Phase III

If the client is not satisfied with the resolution or if they have legitimate (documented) information regarding the mis-performance, mal-performance, or non-performance of any contracted Service Provider may send their written complaint to:

If the client does not feel satisfied with the results of second phase, a more formal written complaint can be registered with the Idaho Department of Health and Welfare, Family Planning, STD and HIV Programs, RWPB/ADAP Coordinator. The Ryan White Part B/ADAP Program Coordinator will document the problem and the resolution. The coordinator and client will sign the problem solving document.

Ryan White Program Coordinator 450 W State Street, 4th Floor Boise, Idaho 83720

Applicants/clients may also call 211for assistance.	
Reviewed By:	Date:
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