



## Ohio Administrative Code

### Rule 5122-2-04 Client complaint and grievance procedure for regional psychiatric hospital inpatient services.

Effective: August 15, 2023

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(A) The purpose of this rule is to promote individual recovery and provide a means for persons who have received or are receiving regional psychiatric hospital (RPH) inpatient services, or their representatives, to lodge complaints and file grievances and appeals regarding care, treatment, environmental conditions, and the exercise of patient rights or other aspects of inpatient care or services and to have those complaints, grievances, and appeals heard and acted upon in a timely manner. This rule also reinforces the obligation of all staff to listen to and respond to the complaints and grievances of persons served.

(B) The provisions of this rule apply to all RPHs providing inpatient services under the managing responsibility of the department.

(C) The deputy director of hospital services and medical director of the Ohio department of mental health and addiction services are to adopt a patient complaint and grievance procedure for each RPH.

(D) Each RPH may make changes to its patient complaint and grievance procedure with the approval of the RPH's governing body and the department's deputy director of hospital services, advocacy services administrator, and medical director.

(E) Each RPH patient complaint and grievance procedure is to be based on 42 CFR 482.13 and the centers for medicare and medicaid services state operations manual, appendix A, revised February 21, 2020.

(F) Each RPH patient complaint and grievance procedure is to be reviewed by the deputy director of hospital services, advocacy services administrator, and medical director not more than three years after the date of the last review of the procedure.



AUTHENTICATED,  
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