



Monterey County Behavioral Health Policies and Procedures

Policy Number	417
Policy Title	Change of Clinician
References	None
Effective	November 16, 1988 Revised: March 10, 1995 Revised: April 15, 1997 Revised: April 1, 2009 Revised: July 18, 2022

Policy

Every beneficiary within MCBH and/or one of its contracted providers has the right to request a change of clinician. If the request to change clinician(s) is approved, appropriate documentation shall be completed and entered into the beneficiary's medical record through the Electronic Health Record when applicable.

Procedure

1. A beneficiary requesting a Change of Clinician shall complete the Change of Clinician form. After it has been submitted (in person or by mail) to the applicable Program staff, it will be forwarded to the Program Manager and/or Behavioral Health Unit Supervisor for review.
2. Within 10 working days, the beneficiary shall be contacted by the Program Manager and/or Behavioral Health Unit Supervisor as to the Reason for the request (if not stated on the form), with a decision on whether a Change of Clinician will be made. The beneficiary shall be informed of the decision either verbally or in writing within this timeframe.
3. If a change is approved, the Program Manager, Behavioral Health Unit Supervisor, or designee will make the change in the Electronic Health Record.
4. The Program Manager and/or Behavioral Health Unit Supervisor will then complete the second half of the Change of Clinician form to indicate the following: actions taken, whether the change request was upheld (if yes, the name of the new clinician), the date the request was reviewed, the date the request was resolved, client MRN#, program name, reviewer name and signature.
5. The Program Manager and/or Behavioral Health Unit Supervisor will forward the completed Change of Clinician form to the Quality Improvement Office (via interoffice or to 415QI@co.monterey.ca.us).