NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS) POLICY AND PROCEDURE

SUB	JECT: CONSUMER PERSONAL FUNDS	
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ORIGINAL DATE: 05/22/91		
REV	'IEW/REVISE DATE: 06/21/95, 11/17/98, 12/02/04, 12/6/07, 10/2	1/10, 10/17/13
APP	ROVAL: Cody L. Phinney	
I.	PURPOSE To establish procedures for dispersing funds belonging to consu	ımers.
II.	POLICY NNAMHS will safeguard consumer personal funds and provide consumers' access to their money.	
III.	REFERENCES 1. NNAMHS Policy and Procedure NN-RI-15 Consumer /Family Complaint/Compliment/Suggestion	y

3. NNAMHS Policy and Procedure NN-PC-PL-12 Consumer Property

4. Nevada Revised Statute 433.539 Personal deposit fund for Consumers

2. Patient Accounts Procedure Manual

IV. PROCEDURE

- A. Staff in Patient Accounts will handle consumer funds per department policy.
- B. Staff will not accept any money from families or consumers for deposit in patient accounts. If necessary the individual consumer or family member accompanied by social worker or unit staff, can take the money to patient accounts to be deposited under the consumer's name. This is only after a quick review to be sure funds exceed \$100.00, otherwise the consumer's funds can be kept at building 25 and handled according to the procedures in place there.
- C. Only consumers may withdraw their money from Patient Accounts. Staff is not permitted to withdraw the money for the consumer.
 - 1. Procedure for INPATIENTS to withdraw funds:
 - a. The consumer will notify unit personnel of their request to withdraw personal funds. Unit personnel will send an email request including the consumer's name, date of request, date needed and amount wanted. This normally is not to exceed \$35.00.
 - b. Patient Accounts is open Monday through Friday, excluding holidays7:30 am to 3:30 pm for Petty cash withdrawals.
 - c. Patient Account staff will take the Petty Cash receipt book along with requested funds to the unit and ask for the consumer..
 - d. Consumers will sign for the money received, on the Petty Cash receipt.
 - e. Consumers may withdraw funds from their account only once per day.
 - f. Consumers discharged on weekends, holidays or after hours may contact their social worker who contacts Patient Accounts Monday through Friday 7:30 a.m. to 3:30 p.m. to withdraw their funds.
 - g. If a consumer's request for funds for personal use is denied, the consumer may forward a written complaint to their physician.
 - (i) Any amounts to the credit of a consumer may be used for purchasing personal necessities except when the consumer has been adjudicated mentally incompetent per NRS.

2. Procedure for OUTPATIENTS to withdraw funds:

- The consumer will notify the Service Coordinator of their request to withdraw personal funds/Budget completed prior to new month.
- b. The Service Coordinator will complete the "Withdrawal Authorization"/Monthly Budget and submit to Patient Accounts. Requests received before 12:00 noon will be ready the next day. Requests received after 12:00 noon will be ready the second day at Service Coordinator area or PACT. In case of emergencies every effort will be made to have the check(s), funds available as soon as possible.
- c. Patient Account staff will complete bus pass/checks/ the day prior to disbursement and sent to Service Coordinator area/PACT for disbursement during working hours.
- d. Consumers may withdraw funds from their account only once per day.
- e. A consumer for whom NNAMHS is not a payee, should not have funds at NNAMHS unless inpatient and then will utilize the above process.
- f. If a NNAMHS employee is accompanying a consumer on a shopping visit to a store, the consumer may obtain money or a check for a specific store from Patient Accounts. At no time is staff to handle the consumer's money.
 - (i) To obtain a check or cash, the consumer and staff will utilize the procedure outlined above for a withdrawal of money.