PATIENT RIGHTS Advocate Service Mission Statement

WHO WE ARE

As Patients' Rights Advocates, we protect the legal, civil, and human rights of beneficiaries in the mental health system. This is done by supporting beneficiaries in communicating their spoken or perceived needs within the community, mental health system, and legal arena. It is our goal to protect the rights of each mental health beneficiary in the county of Mendocino.

PATIENTS' RIGHT ADVOCATE:

Mendocino County Mental Health Services Patients' Right Advocate

1120 South Dora Street Ukiah, CA 95482 Phone: 1-707-463-4614 Fax: 1-707-463-6868 bhrspra@mendocinocounty.org

Mental Health Plan 24 hour Access Line 1-800-555-5906 (Toll free)

Mendocino County Mental Health Plan (MHP) offers free Language Line, interpreter assistance, American Sign Language, and California Relay Services (TTY/TDD) for beneficiaries requesting or accessing services. These services may be requested at any Mental Health Plan Provider site or by calling 1-800-555-5906. Mendocino County Behavioral Health and Recovery Services

PATIENTS' RIGHTS Advocacy

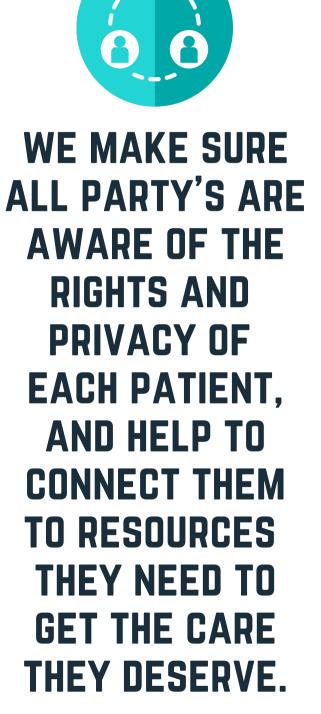
Service with compassion for Children, Youth, Adults, and Older Adults

Sí Usted Habla Español. Esta información está disponible en español, por favor vea la recepcionista o llame 1-800-555-5906



AS A PATIENT, YOU HAVE THE RIGHT TO:

- Have confidentiality.
- Be treated with respect by Behavioral Health staff.
- Have a safe environment free from physical, sexual, financial, or emotional abuse.
- Have services that attempt to be beneficiary centered and sensitive to cultural, linguistic, and special needs.
- To make a complaint or file a grievance or appeal.
- To authorize another person to act on your behalf.
- To request a change in medication prescriber or therapist.
- To ask for a second opinion or change in the level of care.



We assure prompt responses to all messages and phone calls that we receive.



We keep patients informed of all human, legal, or privacy rights, and monitor facilities for compliance with State regulation.



We can help investigate, document, and file complaints for any violations of a patient's rights.



We assure that patient's interests and rights are protected, and that individuals receive the quality of care that they expect from services.

