

What is the Patient Advocacy Program?

We are dedicated to ensuring the rights of behavioral health clients.

Behavioral health clients have the same legal rights afforded to every American citizen.

Information & Assistance

619-282-1134 or 1-800-479-2233

Fax: 619-282-4885

www.jfssd.org/patientadvocacy

Hours: 8:00am–5:00pm, Monday–Friday



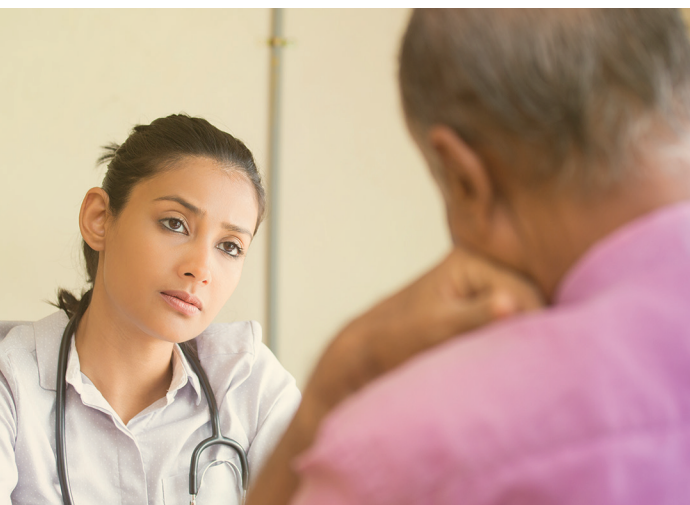
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For a copy of our Notice of Privacy Practices, please visit our website or contact us.

Patient Advocacy Program



The Patient Advocacy Program
is funded by the County of San Diego



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What do patient advocates do?

- Represent behavioral health clients at Certification Review Hearings for 14-day and 30-day involuntary holds.
- Represent minors at Independent Clinical Reviews and Roger S. Hearings.
- Investigate and resolve complaints received from behavioral health clients about rights violations, neglect, abuse, or confidentiality concerns.
- Monitor facilities for compliance with patients' rights laws, regulations, and policies.
- Train staff in behavioral health facilities regarding patients' rights laws, regulations, and policies.
- Consult with behavioral health professionals concerning patients' rights.
- Assist clients who are entitled under the Medi-Cal Mental Health Managed Care Plan with Grievances concerning quality of care or when there has been a denial, reduction, or termination of services by the plan.
- Ensure that patients are aware of their rights by providing materials, trainings, and ensuring that information about patients' rights is posted in all behavioral health facilities.

What rights do behavioral health clients have?

- The right to treatment services which promote the potential of the person to function independently.
- The right to dignity, privacy, and humane care.
- The right to be free from harm, including unnecessary or excessive physical restraint, isolation, medication, abuse or neglect.
- The right to prompt medical care and treatment.
- The right to religious freedom and practice.
- The right to participate in publicly supported education.
- The right to social interaction.
- The right to physical exercise and recreational opportunities.
- The right to be free from hazardous procedures.
- The right to receive services from a patient advocate.

Additional rights, which may only be denied for "Good Cause":

- The right to wear one's own clothing.
- The right to keep and use one's own personal possessions.
- The right to keep and spend a reasonable sum of one's money.
- The right to have access to individual storage space.
- The right to see visitors each day.
- The right to make and receive confidential calls.
- The right to have access to letter-writing materials, including stamps.
- The right to mail and receive unopened letters and correspondence.



Need Assistance? Have Questions?

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