

What is the Patient Advocacy Program?

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

Mental 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



Patient Advocacy

For mental health clients residing in San Diego County skilled nursing facilities

(619) 282-1134 | 1-800-479-2233

www.jfssd.org/patientadvocacy

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

Patient Advocacy

Skilled Nursing Facilities



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



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How do patient advocates help clients?

We help clients understand their rights. We explain laws and regulations that have to do with mental health services. We work with your service provider to help solve any problems you may have.

What do patient advocates do?

- Investigate and resolve complaints, concerns, or grievances received from mental health clients about rights violations.
- Coordinate efforts with other agencies, as needed and when appropriate.
- Visit facilities and monitor for compliance with clients' rights laws, regulations, and policies.
- Ensure that clients, staff, owners, and administrators are informed of the rights of persons with mental illness.

All residents in long term care facilities have rights guaranteed to them under federal and state law.

A resident has the right to:

- Exercise his/her rights
- Be informed about what rights and responsibilities he/she has
- If he/she wishes, have the facility manage his/her personal funds
- Choose a physician and treatment and participate in decisions and care planning
- Privacy and confidentiality
- Voice grievances and have the facility respond to those grievances
- Examine survey results
- Work or not work
- Privacy in sending and receiving mail
- Visit and be visited by other from outside the facility

- Use a telephone in privacy
- Retain and use personal possessions to the maximum extent that space and safety permit
- Share a room with a spouse, if that is mutually agreeable
- Self-administer medication, if the interdisciplinary care planning team determines it is safe
- Refuse a transfer from a distinct part, within the institution

A facility must promote the exercise of rights for each resident, including any who face barriers (such as communication problems, hearing problems and cognition limits) in the exercise of these rights.

Exercise of Rights

The resident has the right to exercise his/her rights as a resident of the facility and as a citizen or resident of the United States. The resident has the right to be free of interference, coercion, discrimination and reprisal from the facility in exercising his or her rights.

Need Assistance?
Have Questions?

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