

*The moral arc  
of the universe  
is long, but it bends  
toward justice.*

– Martin Luther King, Jr.,  
A Testament of Hope



# Patient Advocacy Program

Contact Information & Procedures



**Jewish  
Family  
Service**

Moving Forward  
Together



MEET OUR TEAM



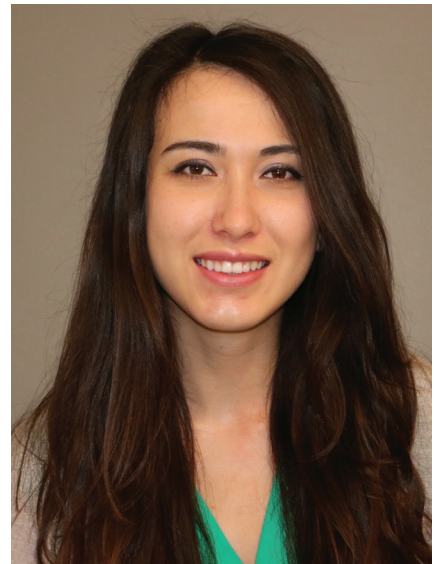
## THE PATIENT ADVOCACY TEAM



**Mike Phillips**  
*Director*



**Karen Luton**  
*Office Manager*



**Lauren Wong**  
*Patient Advocate Supervisor*



**Lee Laurence**  
*Patient Advocate*



**Andrew Fox**  
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**Whitney Wilson**  
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**Melissa Hall**  
*Patient Advocate*



**Caitlin Woodruff**  
*Patient Advocate*



**Kelly Reilly**  
*Patient Advocate*



**Tory Michel**  
*Patient Advocate*



**Amanda Barbatoc**  
*Patient Advocate*

## CALLS

- Patient Advocates will routinely call facilities after they have received phone calls, letters or face to face contacts with patients who have requested assistance.
- When an Advocate calls the facility, he or she will often request information from staff regarding a patient, such as their legal status, which is needed in order to provide the appropriate information to the patient regarding their rights.
- Advocates also must be given the opportunity to speak with clients directly over the phone in response to requests by the patient, or in order to investigate complaints.
- Advocates have the statutory authority and responsibility to investigate patients' complaints and respond to requests for information regarding their rights. (Cal. Welf. & Inst. Code § § 5530(c), 5520).
- Clients have a statutory right "to see and receive the services of a patient advocate who has no direct or indirect clinical or administrative responsibility for the person receiving mental health services." (Cal. Welf. & Inst. Code § 5325(h)).

## VISITS

- The Advocate is entitled by statute to visit a client or other recipient of services "at all times necessary to investigate or resolve specific complaints." (Cal. Welf. & Inst. Code § 5530(a)). For any other purposes (monitoring, training and general provision of rights information), the Advocate is entitled to access during normal working and visiting hours.
- Advocates have access to all clients and other recipients of mental health services in any mental health facility or services. (Cal. Welf. & Inst. Code § 5530). The Advocate is entitled to "reasonable" and "available" private space in which to meet with the client. (Cal. Welf. & Inst. Code § 5530(c)).
- Patients' Rights Advocates are authorized to enter mental health facilities, programs, or services, interview patients and staff and inspect patient records, in the course of routine monitoring or audits for compliance with statutory and regulatory patients' rights provisions. (Cal. Welf. & Inst. Code §§ 5520(b), 5545).

## RECORDS

- In general, Patients Rights Advocates must obtain client consent before inspecting or copying confidential client information except for the purpose of monitoring mental health facilities, services, and programs for compliance with patients' rights law. (Cal. Welf. & Inst. Code §§ 5520(b), 5545).
- Patients' Rights Advocates have the right to inspect or copy any records or other material not subject to confidentiality under Cal. Welf. & Inst. Code § 5328 or other provision of law, in the possession of any mental health program, service, or facility, relating to an investigation on behalf of a client or which indicate compliance or lack of compliance with laws and regulations governing patients' rights. (Cal. Welf. & Inst. Code § 5542).
- Additionally, both conservatees and minor clients may consent to have the Patients' Rights Advocate inspect or copy records and provide patients' rights services without their conservator, parent, or guardian's consent. (Cal. Welf. & Inst. Code §§ 5523(a), 5530, 5541(b)).

## CONSENT AND VERIFICATION PROCEDURES

- The law specifies that no person shall knowingly obstruct any Patients' Rights Advocate in the performance of their duties. Knowing obstruction of any Patients' Rights Advocate in the performance of their duties may subject the individual or facility to a civil penalty of \$100 to \$1,000. (Cal. Welf. & Inst. Code § 5550(b), (e)).
- When an Advocate calls, he or she will identify themselves by name and by program. He or she will ask for a specific patient by name or ask questions regarding a patient at the facility. In these cases, it is appropriate to give the Advocate the requested information.
- When an Advocate is in need of patient records, he or she will first obtain written consent from the patient and present a copy of it to the facility at the time of the records request. Advocates are authorized to view or request copies of the records once they have received the patient's consent.

## CONCERNS

If you are in doubt as to whether an Advocate has authority to obtain information, to speak with a patient, or to review and copy records, please feel free to call JFS Patient Advocacy Program at (619) 282-1134 or (800) 479-2233.

# Patient Advocacy Program

## Information & Assistance

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

Fax: 619-282-4885

[www.jfssd.org/patientadvocacy](http://www.jfssd.org/patientadvocacy)

Hours: 8:00am – 5:00pm, Monday – Friday