

What does our program do?

We are dedicated to ensuring the rights of clients receiving substance use disorder treatment.

Clients receiving substance use disorder treatment have the same legal rights afforded to every American citizen.

Patient Advocacy

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



Resident Advocacy

Substance Use Disorder Treatment



For people receiving substance use disorder treatment in inpatient and residential 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.

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



For clients receiving inpatient or residential substance use disorder treatment in San Diego County

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

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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 substance use disorder (SUD) treatment services. We work with your service provider to help solve problems you may have.

What do patient advocates do?

- Investigate and resolve complaints, concerns, or grievances received from substance use treatment 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 receiving substance use disorder treatment.

What rights do clients receiving SUD treatment have?

- The right to confidentiality as provided for in HIPAA and Title 42, Code of Federal Regulations, part 2
- The right to be accorded with dignity in contact with staff members, volunteers, board members, and other individuals
- The right to be accorded safe, healthful, and comfortable accommodations to meet your needs
- The right to be free of verbal, emotional, physical abuse and/or inappropriate sexual behaviors
- The right to be informed by the program of the procedures to file a grievance or appeal
- The right to be free from discrimination based on ethnic group identification, religion, age, gender, race, sexual orientation, or disability
- The right to participate in decisions regarding your health care, including the right to refuse treatment

SUD treatment client rights (continued)

- The right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation, as specified in other Federal regulation on the use of restraints and seclusion
- The right to be accorded access to your file unless your doctor determines that there is good cause to deny parts of your record to you

For additional rights, please contact the Patient Advocacy Program at (619) 282-1134.

Need Assistance?
Have Questions?

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



Grievance/appeal forms must be made readily available to clients and in an area where they can independently obtain the form.

The grievance/appeal form and process shall not be replaced by any internal program grievance or complaint process.