



**Patient Rights Advocate Service  
Mission Statement**

As Patients' Rights Advocates, we protect the legal, civil and human rights of consumers in the mental health system. This is done by supporting consumers 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 consumer in the county of Mendocino.

**Patients' Rights Advocate:**

Mendocino County  
Mental Health Services  
Patient's Right Advocate  
1120 South Dora Street  
Ukiah, CA 95482

Phone: (707) 463-4614

Fax: (707) 463-6868

24-Hour Access Line  
1-800-555-5906

Mendocino County  
Mental Health Services  
707-472-2300

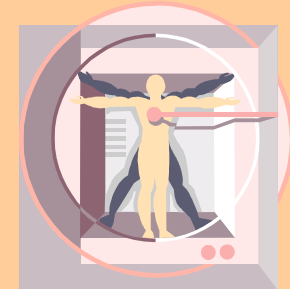
(Revised 10/13)

**Mendocino County  
Mental Health Service**

***PATIENTS'  
RIGHTS  
ADVOCACY***



Service with  
Compassion for Adults,  
Children and  
Older Adults



**Consumer Rights**

✓ be treated with respect by mental health staff;

✓ for a safe environment free from physical, sexual, financial or emotional abuse;

✓ for services that attempt to be client centered, sensitive to cultural, linguistic and special needs;

✓ of confidentiality;

✓ to make a complaint or file a grievance, appeal, expedited appeal or request a State Fair Hearing without fear of punishment;

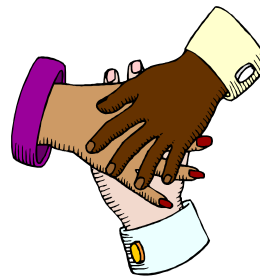
✓ to authorize another person to act on your behalf;

✓ to request a change in doctors or therapists;

✓ to ask for a second opinion or change in the level of care.

## **YOUR PATIENT RIGHTS ADVOCATE (PRA) WILL:**

- **Assure a prompt response to messages left on our 24-hour answering service;**
- **Investigate and document complaints or violations of consumer rights;**
- **Assure that Mental Health Plan providers are aware of consumers' rights and that the rights are posted;**
- **Assist clients in filing a grievance, appeal, expedited appeal or requesting a State Fair Hearing;**



- **Assure that residents of board and care facilities are informed of their human, legal and privacy rights;**
- **Monitor mental health board and care facilities for compliance with State licensing regulations;**
- **File complaints against facilities for violations of licensing regulations;**
- **Assure that consumers interests and rights are protected in all aspects of Mental Health services;**
- **Assure that quality care is being provided through the Department of Mental Health.**