

**Mendocino County  
Health and Human Services Agency  
Behavioral Health and Recovery Services**

# **PATIENTS' RIGHTS ADVOCACY**

Service with compassion for  
Children, Youth, Adults, and  
Older Adults



**Sí Usted Habla Español. Esta información está  
disponible en español, por favor vea la  
repcionista o llame 1-800-555-5906**

# **PATIENT RIGHTS ADVOCATE SERVICE**

## **MISSION STATEMENT**

### **WHO WE ARE**

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

### **AS A PATIENT, YOU HAVE THE RIGHT TO:**

- Have confidentiality.
- Be treated with respect by Behavioral Health staff.
- Have a safe environment free from physical, sexual, financial, or emotional abuse.
- Have services that attempt to be beneficiary centered and sensitive to cultural, linguistic, and special needs.
- To make a complaint or file a grievance or appeal.
- To authorize another person to act on your behalf.
- To request a change in medication prescriber or therapist.
- To ask for a second opinion or change in the level of care.

**WE MAKE SURE ALL PARTY'S ARE AWARE OF THE RIGHTS AND PRIVACY OF EACH PATIENT, AND HELP TO CONNECT THEM TO RESOURCES THEY NEED TO GET THE CARE THEY DESERVE.**

We assure prompt responses to all messages and phone calls that we receive.

We keep patients informed of all human, legal, or privacy rights, and monitor facilities for compliance with State regulation.

We can help investigate, document, and file complaints for any violations of a patient's rights.

We assure that patient's interests and rights are protected, and that individuals receive the quality of care that they expect from services.



# **PATIENTS' RIGHT ADVOCATE:**

**Mendocino County  
Mental Health Services  
Patients' Right Advocate**

1120 South Dora Street

Ukiah, CA 95482

Phone: 1-707-463-4614

Fax: 1-707-463-6868

[bhrspra@mendocinocounty.org](mailto:bhrspra@mendocinocounty.org)

Mental Health Plan 24 hour  
Access Line

1-800-555-5906 (Toll free)

Mendocino County Mental Health Plan (MHP) offers free Language Line, interpreter assistance, American Sign Language, and California Relay Services (TTY/TDD) for beneficiaries requesting or accessing services.

These services may be requested at any Mental Health Plan Provider site or by calling

1-800-555-5906