

About Confidentiality

As a client of Imperial County Behavioral Health Services you have the right to have your mental health information kept confidential (private), including your records. That means that staff and service providers cannot tell people outside of the Department any information that you have shared with them. Your information can only be released (shared) if you give your permission in writing, or if the court or regulation authorizes the Department to do so.

Your Responsibilities:

- Give honest and complete information about your mental health needs
- Take an active part in your mental health treatment
- Keep your appointments as scheduled or call if you cannot keep your appointment
- Work on treatment goals with your provider and/or treatment staff
- Treat others with respect and dignity

For assistance (help) or information about your rights you may contact:

Patients' Rights Advocate
at 1(442) 265-1561 or 1(800) 817-5292

Free Language Assistance and Interpretative Services

- Free interpretative services for Spanish speaking clients are provided by bilingual staff and through the Language Line Solutions in all our programs and clinics.
- Free interpretative services in other languages are available through the Language Line Solutions.

If you prefer you may choose to have a family member or friend as an interpreter. However, it is not required for you to provide your own interpreter. *Minor children should not be used as interpreters.*

Free: The following communication services for the speech and/or hearing impaired are available Monday through Friday from 8:00 am to 5:00 pm (except holidays).

- Teletype Service of the Hearing Impaired can be accessed by calling TTY 1-442-265-1543 or TTY 1(800) 539-8868.
- American Sign Language Interpretative Services are available for clients with speech and/or hearing impairments. To receive assistance in scheduling an appointment for this service, you may call 1(800) 817-5292, or TTY 1-442-265-1543 or TTY 1(800) 539-8868.

California Relay Service (CRS): To access CRS dial a TTY operator at 711 (TTY or voice) or TTY 1(800)855-7100. To contact ICBHS staff give the relay operator the following number 1(800) 817-5292.



Patients' Rights and Responsibilities



Imperial County Behavioral Health Services

202 N. Eighth Street
El Centro, California 92243

1(442) 265-1525 or 1(800) 817-5292

This brochure is also available in large print, and in Spanish. You can ask the receptionist for a copy.

Este folleto también esta disponible en Español y en letra grande, si desea una copia pídasela a la recepcionista.

We believe that:

Persons with mental illness have the same legal rights and responsibilities guaranteed all other persons by the federal constitution and laws, and the constitution and laws of the state of California, unless specifically limited by federal or state law or regulations. California Welfare and Institutions Code 5325.1

You have the right to:

- Access to service and grievance (complaint) procedure information 24 hours a day.
- Timely access to care, including making services available 24-hours a day, 7 days a week, when medically necessary to treat an emergency psychiatric condition or crisis condition.
- Respectful treatment by mental health service providers, agency, clinic and hospital staff members and with due consideration for your dignity and privacy.
- Service that is easy to access and provided in a safe, comfortable and inviting environment.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.

- Consent to treatment after receiving adequate information about treatment and prescribed medication.
- Participate in decisions regarding your mental health care, including the right to refuse treatment.
- Participate in planning your own treatment, in developing a treatment plan that includes the goals of treatment and the services that you will receive.
- Be free from any form of restraint or seclusion used as means of coercion (intimidation), discipline, convenience, punishment or retaliation as specified in federal rules about the use of restraints and seclusion in facilities such as hospitals, nursing facilities and psychiatric residential treatment facilities where you stay over night for treatment.
- Request to receive a copy of your medical records, and request that they be amended (changed) or corrected.
- Confidential care and record keeping.
- Consideration of a problem or concern about services.
- Request a change of provider (MD, Nurse, Therapist, MHRT), a second opinion, or a change in level of care.

- File a grievance (complaint) at any time by contacting Patient's rights advocate or any provider. A grievance means an expression of dissatisfaction about any matter other than an Adverse Benefit Determination. Grievances may be filed orally or in written by the member, provider, or the member's authorized representative. Grievances can be resolved within 30 day calendar. We will let you know that the grievance was received by sending a written acknowledgement letter within five calendar days of receipt or by speaking to you directly within one business day.
- Appeal must be filed within 60 days of the notice of adverse benefit determination. We will let you know your appeal was received by sending you a written acknowledgement letter within 5 calendar days of receipt of the appeal. We will make a determination on you appeal as quickly as possible, but no more than 30 calendar days from the date we received it.
- You may also request a State Hearing within 120 calendar days from the date of the Notice Appeal Resolution if we uphold The Adverse Benefit Determination, or if we fail to make a timely Determination of your appeal or fail to provide a proper notice of your rights.
- Be free from discrimination or any other penalty for filing a complaint, grievance, appeal, or State Fair

Note: Request to use culture-specific practitioners will be honored when possible.

- Free oral interpretative services for clients who speak other languages.
- Free American Sign Language services for clients who are speech and/or hearing impaired.
- To receive a copy of the Guide to Medi-Cal Mental Health Services booklet which provides information about the services provided by Imperial County Behavioral Health Services (ICBHS), other obligations of ICBHS and your rights as described in the booklet. You also have the right to receive all information provided to you by ICBHS in a form that is easy to understand.
- To receive the Guide to Medi-Cal Mental Health Services booklet in alternative formats and in an appropriate manner that takes into consideration the special needs of those who are blind or have limited vision or people who have trouble reading.
- Receive specialty mental health services from ICBHS that follow the requirements of its contract with the State in the areas of availability of services, assurances of adequate capacity and services, coordination and continuity of care, and coverage and authorization of services.