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Patient's Rights & Responsibilities

As a mental health patient/client in State of California YOU HAVE THE RIGHT:

- To be treated with dignity and respect.
- To receive the behavioral services you need in a convenient place and at a time that works well for you.
- To ask for a therapist who understands your language and culture, or who speaks American Sign Language (ASL.)
- To learn about the mental health and substance abuse services in your program.
- To get information about your illness and treatment.
- To participate in decisions about your treatment.
- To receive information on available treatment options and alternatives.
- To request and receive information about your insurance.
- To choose an accessible service provider from your insurance's network.
- To change your service provider if you are unhappy with your current provider.
- To ask question and get answers before and during treatment.
- To refuse treatment and get an explanation of what may happen if you don't get treatment.
- To make a grievance about your services and get a timely answer.
- To ask for a fair hearing.
- To privacy and confidentiality, including to allow or refuse the release of information, except when release is required by law.
- To request and receive copies of your records and request that records be amended or corrected.
- To make an Advance Directive.
- To freely exercise your rights without affecting how you're treated.
- To get a second opinion when appropriate.

Patients/Clients also have the following Responsibilities:

- To treat others with dignity and respect.
- To learn about your mental health and substance abuse services.
- To tell your service provider about symptoms and to ask questions.
- To be part of the treatment team.
- To tell your service provider if you do not agree with recommendations.
- To tell your doctor or therapist if you want to end treatment.
- To tell your service provider about your medical doctor.
- To be at appointments on time and to call ahead if you must cancel.
- To learn about your insurer's procedures and follow them.
- To take medication as prescribed and to tell your doctor id there is a problem.
- To pay for any mental health or substance abuse services that are not covered by your insurance plan.
- To take part in Medicaid program surveys.