

SHASTA COUNTY'S POLICY

Ensuring the rights of recipients of mental health services is a high priority in Shasta County, and every attempt is made to guarantee those rights.

WHAT ARE MY RIGHTS?

Each patient has the right to:

- Be treated with respect and with due consideration for his/her dignity and privacy
- Receive information on available treatment options and alternatives, presented in a manner appropriate to his/her condition and ability to understand
- Participate in decisions regarding his/her healthcare, including the right to refuse treatment
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- Request and receive a copy of his/her medical records and request that they be amended or corrected
- Receive information in accordance with Title 42, Code of Federal Regulations, Section 438.10, which describes information requirements
- Receive healthcare services in accordance with Title 42, Code

of Federal Regulations, Sections 438.206 through 438.210 which cover requirements for availability of services; assurances of adequate capacity and services; coordination and continuity of care; and coverage and authorization of services

LANGUAGE SERVICES

Shasta County Mental Health will, whenever feasible, provide services and information for patients in the language or system that best meets the patient's needs. Written materials will be available to patients in alternate formats and in an appropriate manner that takes into consideration the special needs of those who are visually limited or have limited reading proficiency. All limited English proficient patients have a right to free language assistance services.

Hearing Impaired

- Shasta County Mental Health's Cultural Competency Coordinator can arrange for an American Sign Language interpreter.
- Telephone calls to hearing-impaired patients can be made on the TTY machine located in Crisis Stabilization Services or through the California Relay Services.

Visually Impaired or Illiterate Patients

- Information can be read aloud.
- Materials can be made available in large print.
- Materials can be made available in other formats (i.e. Computer CD, cassette).

Non-English Speaking or Limited English Proficiency Patients

- Shasta County Mental Health's Cultural Competency Coordinator can arrange for an interpreter.
- Tele-Interpreter language services are available by telephone.
- Materials can be made available in other languages through a variety of mediums (i.e. Written, CD, cassette).

You may contact Shasta County's Cultural Competency Coordinator by calling (530) 225-5956.

EQUAL TREATMENT

When a patient exercises his/her rights, it is our policy to ensure that his/her treatment is not adversely affected as a result.

PATIENTS' RIGHTS ADVOCATE

Whenever a patient in the local system feels his/her rights are being infringed upon or denied, he/she may request that the Shasta County Mental Health Patients' Rights Advocate review that particular instance. Violations that take place at Shasta County Mental Health, within contracted mental health programs, contracted facilities and in residential homes are all subject to review by the Patients' Rights Advocate.

You may contact Shasta County's Patients' Rights Advocate by calling (530) 225-5506.



SHASTA COUNTY HEALTH AND HUMAN
SERVICES AGENCY
Mental Health, Alcohol and Drug Department
www.shastamentalhealth.net
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Patients' Rights

*You have rights. Make
sure you know them.*

**[For assistance call
(530) 225-5506]**