

# RIGHTS FOR INDIVIDUALS IN OUTPATIENT PROGRAMS



If you are unable to reach your patients' rights advocate, contact:

**California Office of Patients' Rights**

1831 K Street

Sacramento, CA 95811-4114

(916) 504-5810

Website: [www.disabilityrightsca.org/](http://www.disabilityrightsca.org/)

- OR -

**California Department of**

**Health Care Services**

Mental Health Ombudsman's Services

(800) 896-4042

E-mail: [mhombudsman@dhcs.ca.gov](mailto:mhombudsman@dhcs.ca.gov)



**PATIENTS' RIGHTS**  
ADVOCACY SERVICES



If you have any questions or complaints regarding your rights, contact your advocate at:

**Patients' Rights Advocacy Services**

405 West 5<sup>th</sup> Street, Suite #477

Santa Ana, CA 92701

(714) 834-5647

Fax: (714) 834-5576

Toll Free: (800) 668-4240

TDD: (714) 796-0376

**Hours of Operation**

Monday through Friday

8 a.m – 5 p.m.

**Mental health consumers have the same legal rights guaranteed to all persons under the Constitution and laws of the State of California:**

- **The right to** treatment services which promote your potential to function independently. Treatment must be provided in ways that are least restrictive of your personal liberty.
- **The right to** dignity, privacy, and humane care from mental health clinics or rehabilitation programs.
- **The right to** be free from abuse, including: physical restraint, isolation, medication, and neglect. Medication shall not be used as punishment, for the convenience of staff, or as a substitute for program, or in quantities that interfere with the treatment program.
- **The right to** be fully informed of the nature and seriousness of your condition and the prognosis for improvement.

- **The right to** be fully informed of the nature and effect of all proposed therapy and medications; this included likelihood for improvement, alternative treatment available, and possible side effects.
- **The right to** review and have copies of your treatment records, unless a licensed mental health professional documents that there is a substantial risk of significant adverse consequences by viewing the records.
- **The right to** a safe, healthful, and comfortable environment within the mental health clinic or rehabilitation program.
- **The right to** have information and records about your treatment kept confidential.
- **The right to** information about your rights, as well as a written copy.
- **The right to** see and receive the services of an Attorney or Patients' Rights Advocate.

**Consumers of a mental health clinic or rehabilitation program have these rights:**

- **The right to** consent or withdraw your consent to treatment, at any time.
- **The right to** request a change in your mental health provider.
- **The right not to** be forced into treatment without your consent, except when permitted by law.
- **The right not to** be physically restrained or secluded.
- **The right to** refuse medication.
- **The right to** leave or withdraw, at any time, from the mental health clinic or rehabilitation program.