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/

- OR -

**California Department of Health Care Services**
Mental Health Ombudsman’s Services
(800) 896-4042
E-mail: mhombudsman@dhcs.ca.gov

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

**MHS Patients’ Rights Advocacy Services**
600 West Santa Ana Blvd., Suite 805
Santa Ana, CA 92701
(714) 276-8145
(800) 668-4240
Fax: (714) 242-1579

**Hours of Operation**
Monday through Friday
8 AM – 5 PM.

mhsinc.org/pras
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.

- **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.