



Monterey County Behavioral Health Consumer Rights

Monterey County Behavioral Health persons in care are entitled to:

- Be treated with respect and dignity.
- Freedom from of any exploitation, neglect, abuse, or harassment.
- Consent to or refuse treatment, including the use of medications, with a full understanding of the potential risks and benefits.
- Confidentiality regarding services, communications, and records. Confidential information shall only be shared with the consent of the client/client's authorized representative or as required/permitted by law.
- An accounting of disclosures of your or your child's confidential information and records.
- Receive treatment in a safe, non-intimidating environment.
- Be provided quality, medically necessary treatment tailored for your or your child's particular needs.
- Receive the least restrictive setting(s) and alternative(s) for care. Restraints will only be used as medically necessary to prevent harm to self or others and will not be used as a form of coercion, intimidation, discipline, convenience or retaliation.
- Reasonable access to care regardless of sex; gender; sexual orientation; age; physical, mental or sensory disability; creed (religion); socioeconomic status; language; race; national origin; cultural background; or marital status.
- Be provided services which are sensitive to differences of sex; gender; sexual orientation; age; physical, mental or sensory disability; creed (religion); socioeconomic status; language; race; national origin; cultural background; or marital status.
- Communication in your or your child's preferred language or method.
- Actively participate in developing or modifying your or your child's plan of care and services.
- Services provided by competent, qualified staff; know which staff are participating in your or your child's care process and their specific role in the process.
- A second professional opinion regarding care and treatment and/or a change of provider(s).
- Involve family in the treatment process, as appropriate.
- Authorize a person to act on your or your child's behalf, as appropriate.
- Be informed regarding fees to be charged and methods of payment, including benefits and limitations on service imposed by a payer, if known.
- Access as permitted by your law to your or your child's treatment information and record with the opportunity to make amendments or corrections.
- Authorize disclosure as permitted by law of your own treatment information to an individual or organization of your choosing.
- Seek resolution to a complaint or grievance regarding care or access to care issues, including access to a Patient's Rights Advocate during the grievance, appeal, or State Hearing process, as appropriate.
- Be free of retaliation for exercising your rights. For example, there shall be no denial, reduction, or termination of services during the complaint, grievance, or appeals process.
- Reasonable notice regarding the end or closure of services.