

**County of Los Angeles  
Board of Supervisors**



**Hilda L. Solis**  
First District

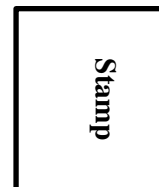
**Mark Ridley-Thomas**  
Second District

**Sheila Kuehl**  
Third District

**Janice Hahn**  
Fourth District

**Kathryn Barger**  
Fifth District

**Office of Patients' Rights**  
550 South Vermont Ave, 6<sup>th</sup> Fl., #608  
Los Angeles, CA 90020  
800-700-9996  
213-738-4888



**County of Los Angeles  
Department of Mental Health**

**Jonathan E. Sherin, M.D.**  
Director



**Patients' Rights Office**



**"Safeguarding the rights of our  
Beneficiaries"**

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## Why the Office of Patients' Rights?

The Office of Patients' Rights was created in response to state legislation requiring the mental health director of each county to appoint patients' rights advocates to protect and further the Constitutional and Statutory rights of mental health consumers.

## Whose interests do Patients' Rights Advocates serve?

Patients' Rights Advocates protect the rights of mental health consumers as outlined by Federal Law, State Regulation and County Guidelines.

## What the Office of Patients' Rights Does?

- Investigates and resolves complaints
- Represents involuntarily detained consumers in Probable Cause and Medication Hearings
- Provides training regarding mental health laws and patients' rights
- Collects data regarding denial of rights and involuntary detention
- Monitors mental health facilities for compliance with patients' rights laws, regulations and policies

## Specialized Programs and Services

### **Representation at Certification Review/Probable Cause & Riese Medication Capacity Hearings**

Patients' Rights Advocates travel to hospitals throughout Los Angeles County representing patients at administrative hearings. These hearings are held to determine if a patient meets criteria for extended involuntary hospitalization (14-day and 30-day holds) and to determine if a patient has capacity to make an informed decision whether or not to take psychiatric medications.

### **Beneficiary Services Program**

- Investigates and responds to grievances/complaints regarding directly operated clinics, contract agencies and affiliates
- Assists with appeals and State Fair Hearings and provides advocacy and mediation services  
213-738-4949

### **Residential Advocacy Program**

- Enhances the quality of life for mental health consumers in all types of residential housing through advocacy and mediation

## Specialized Programs and Services

### Cont.

### **Jail Advocacy Program**

- Provides support and a voice for mental health inmates
- Investigates and responds to inmates' complaints
- Educates Jail Mental Health staff on patients' rights issues

### **Minors' Advocacy Program**

- Specializes in issues regarding minors' rights and parents' rights/responsibilities

### **IMD Program**

- Works directly with IMD consumers, providers, family and interested parties
- Monitors IMDs for compliance with patients' rights laws, regulations and policies

### **Project Search**

- Assists families and friends in finding missing mental health consumers without violating consumers' privacy or HIPAA regulations

### **Training & Consultation**

- Provides training and educational presentations to consumers, providers and interested parties